

Keeping Comox Valley Families Together



Annual Report
2016 - 2017



Our story

Over thirty years ago, a little girl named Roberta became critically ill and had to be airlifted to Children's Hospital in Vancouver. A diagnosis of congenital heart failure with severe complications changed her family's life in an instant.

Roberta's mother, Sandra Williams, stayed in Vancouver with her young daughter for months at a time. Roberta's father stayed behind in the Comox Valley working and managing a household with three other children, while travelling to Vancouver whenever he could. The financial and emotional costs, during this time, were devastating to the Williams family.

Drawing from their own experiences, and after meeting other families in the same position from all over the province, the Williams family made a commitment to our community. They committed to the ideal that no family should be alone when faced

with having to leave their community for the medical treatment of a child.

YANA (You Are Not Alone) was founded in 1986. This grass roots organization had its humble beginnings operating out of the Williams' home and helping one family at a time. Sandra, her friends, and her family were determined to realize the vision of keeping families together during their most difficult times.

YANA now operates out of an office in Courtenay. We help children and pregnant mothers who reside in School District 71 who need to travel for medical care. We provide accommodation through our four apartments in Vancouver or through covering accommodation costs elsewhere and provide funding to assist with other expenses. To date, YANA has helped with thousands of medical stays in Vancouver, Victoria, Nanaimo and in other locations.

Our goal is to ensure our community can access the best medical care for their children and to keep Comox Valley families together during stressful times.

YANA's core belief remains unchanged; when a child is ill the whole family needs care. The Comox Valley has shared that belief for over 30 years and continues to support YANA and the families in our community who access our services.

Sandra Williams, founder of YANA, passed away in 2009. She left a legacy of giving, compassion, and caring that has become part of the Comox Valley culture. We are proud to continue her work to ensure

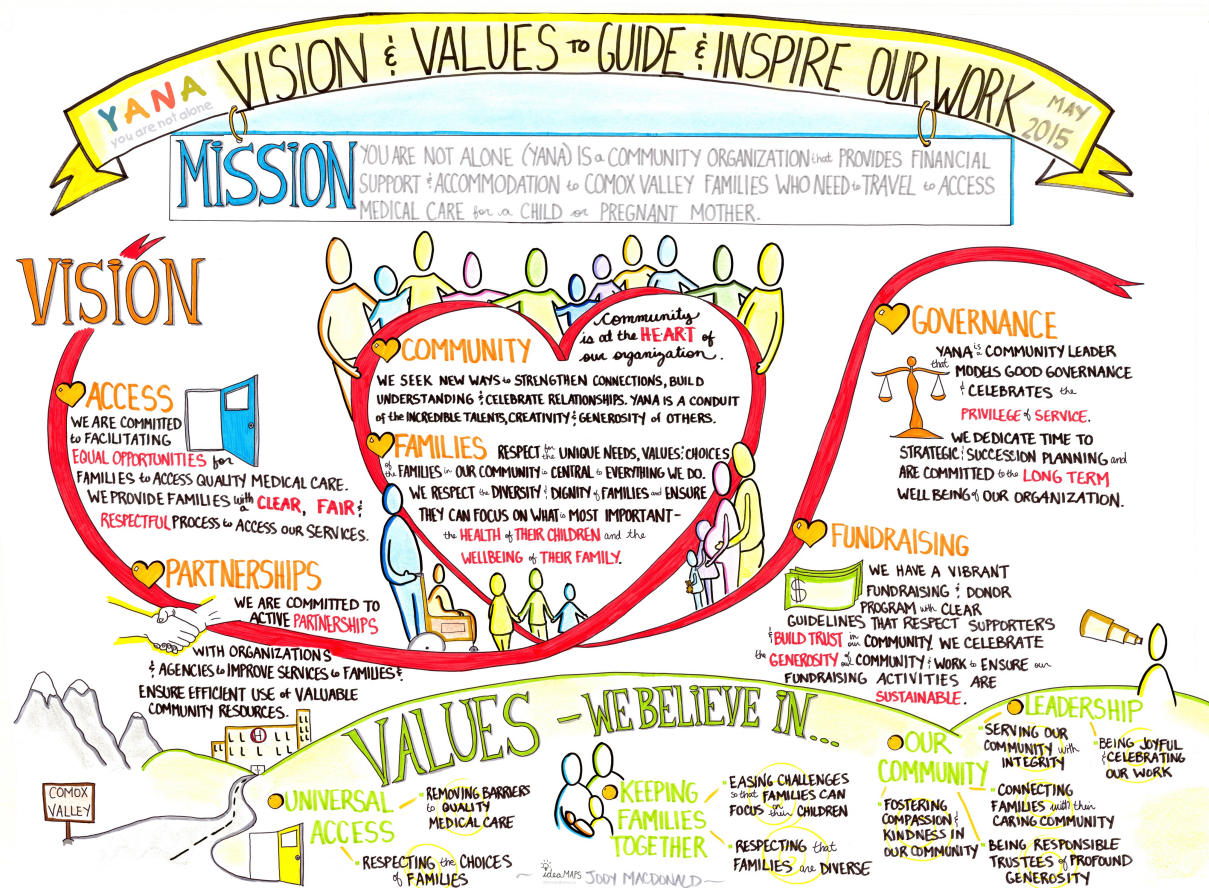
you are not alone.



“Sandra Williams was an amazing individual. We are so proud of YANA continuing her vision for the community, allowing sick children to be with their families during illness without the stress of financial ruin.”

~ Bonnie Edwards

Our vision & values



Mission

YANA is a community organization that provides financial support and accommodation to Comox Valley families who need to travel to access medical care for a child or pregnant mother.

Vision

Our vision is focused around six themes:

- Access
- Partnerships
- Community
- Families
- Governance
- Fundraising

Values

Our values are centred around four themes:

- Universal Access
- Keeping Families Together
- Our Community
- Leadership

"I feel so blessed to live in a community that reaches out to families in need the way that YANA does. Your phone calls and emails brought tears to my eyes with the compassion you had towards our situation. Your concern and support touched my heart at a time I needed it most."

Our people



Our Board of Directors and staff bring a wide variety of experience and expertise to the organization. In addition to board volunteers, YANA is fortunate to have strong volunteer support in the community. Many of our events happen thanks to the efforts of skilled and passionate volunteer leaders. We are also fortunate to have a Vancouver-based volunteer to assist with client services and our apartments in Vancouver. For more information about our board or how to become involved with YANA, please visit our website.

Board of Directors

President Judy Cryer	Vice President Kelly Rusk
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Treasurer Marcel Moose	Secretary Lauren Clark
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Director
Ron Arksey

Director
Kate Berg

Director
Laura Bomback

Director
Lesley Hunter

Director
Hugh Mackinnon

Director
Adam Wunderlich

Executive Director & Client Services

Marcie Dumais

Community Relations Coordinator

Ocean Varney

Client Services Relief Staff

Kaleen Lohnes & Joan McCaughey

“Words are not worthy of describing the love and gratitude we have felt from and for YANA! Your purpose is breathtakingly beautiful.”

President's message

2017 marks my last year as President of this amazing organization. It gives me great pleasure to acknowledge another very successful year. We are assisting so many families in our community and are grateful to have so many businesses and individuals who help to make this possible. Once again, Marcie and Ocean deserve our appreciation for the work they do for YANA, keeping our families supported and our donors appreciated and acknowledged. Being President is a much easier role thanks to the jobs that they take so seriously and do so well.

Our YANA-run fundraisers continue to surpass our expectations and make a positive impact in the community. The efforts of hundreds of volunteers are required for these events. We are fortunate to have these volunteers working with us to make them happen so successfully. The efforts of individuals and businesses that run their own events with proceeds to YANA have continued to help us do the work we do and to ensure a high-level of community awareness.

We have been able to continue with our mandate as originally established by Sandra Williams in 1986 and to enhance our services to the benefit of our clients and their families. I thank the Board for making these changes a reality.

Working with the Board has been a very rewarding experience for me. We have all put so much into the organization and the results have been evident. The board love what they do and I appreciate that they did the work with such passion and strong work ethic while I sat as their President. Together, we have improved YANA for our clients, our staff and the community at large.

As I step away from this role that I have held for 8 years I feel very honoured and proud of what we have accomplished and I leave knowing that it is time for me to go. Thank you to all of you for the support and encouragement you have given me. I wish you and YANA all the best in the years to come.

Sincerely,



Judy Cryer, YANA President



Financial health



YANA is funded through donations, events and third-party fundraising. In order to continue to support families, YANA needs to raise or receive approximately \$315,000 per year. Almost all of YANA's annual funds are raised within the Comox Valley through the generosity of community members who want to reach out to support local families in their time of need.

* Data for fiscal year June 1 - May 31

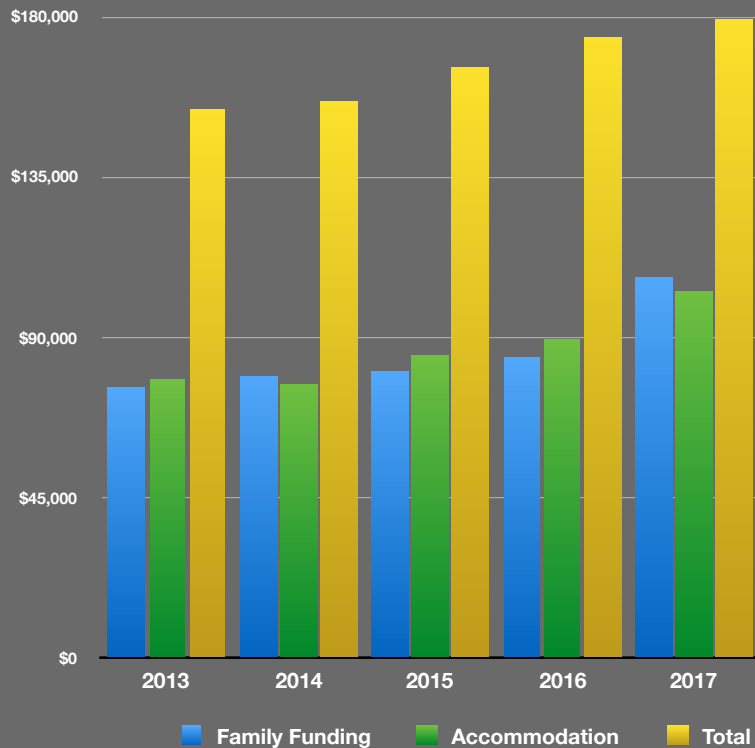
Assets	2017	2016	Liabilities	2017	2016
Current Assets	252,707	254,356	Current Liabilities	8,430	6,248
Property & Equipment	7,380	8,873			
Internal Restricted Funds	250,000	250,000	Net Assets	501,657	506,981
Total Assets	510,087	513,229	Total Liabilities & Net Assets	510,087	513,229
Revenue	2017	2016	Expenses	2017	2016
Donations	136,315	150,726	Advertising & Promotion	2,013	2,661
Fundraising	226,067	200,032	Amortization	2,314	3,089
BC Family Residence Program	10,300	11,300	Family Accommodation	102,789	89,485
Interest	2,401	2,412	Family Funding	106,900	84,376
			Fundraising	66,198	58,096
			Interest & Service Charges	1,233	1,077
			Office & Miscellaneous	26,397	27,571
			Professional Fees	2,572	3,037
			Wages & Benefits	69,991	59,260
Total Revenue	375,083	364,470	Total Expenses	380,407	328,652
			Net Annual Revenue	-5,324	35,818

“We really appreciated the support from your organization. Your unquestioning, uncomplicated and rapid support was a godsend. Hopefully our ongoing donation will help you keep doing what you do.”

YANA Funding & Accommodation Program 2016-17

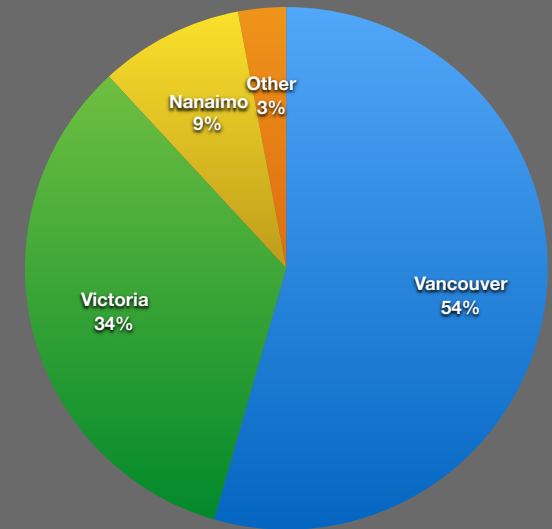
- 161 families assisted (up 28%)
- 174 children helped (0-19 years, up 23%)
- 392 medical stays funded by YANA, totalling \$93,800 in financial assistance, up 21%
- 53 cash gifts to support ER transports from St. Joseph's Hospital, totalling \$10,600, up 54%
- 51% annual average occupancy at four YANA apartments near BC Children's Hospital in Vancouver
- \$102,800 directed to accommodation for YANA families in Vancouver, Victoria, Nanaimo and elsewhere
- \$6,100 provided for local stays through the new Denman Hornby Connector Pilot Program

YANA Family Funding & Accommodation Program 2013 - 2017

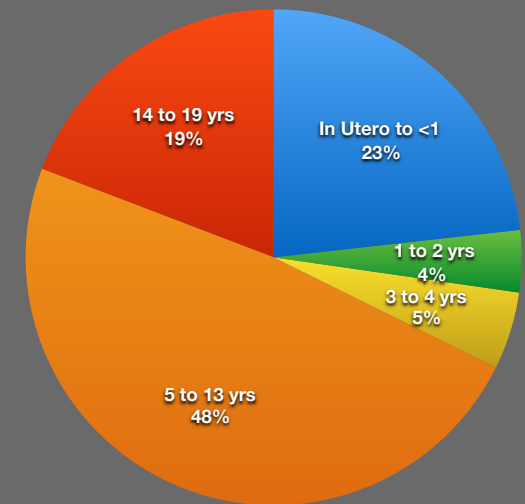


Reason for medical travel (Top 10)	% of 2016-17 medical stays
Cancer	14%
Birth-related/premature	12%
Neurology-related	10%
Gastroenterology-related	8%
Respiratory-related	7%
High-risk pregnancy	7%
Endocrinology-related	7%
Orthopaedics	5%
Autism/ADHD/Behaviour Assessment	4%
Cardiology-related	4%

Treatment Location 2016-17



Age Profile 2016-17



“When our grandson was born very premature, our son was handed an envelope from YANA, no questions, just support.”

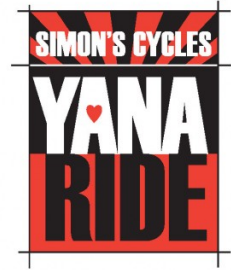
Looking forward



In addition to delivering an effective support program for Comox Valley families and leading excellent fundraising events and campaigns, we will work toward achieving the following goals for the next fiscal year:

- Research and apply for grants to address increasing program costs and program development.
- Finalize parameters for the Denman Hornby Connector Program and integrate this new program into existing operations and communications.
- Transition YANA's Emergency Program from St. Joseph's Hospital to the Comox Valley Campus of the North Island Hospital.
- Upgrade furniture and technology at the YANA apartments.
- Evaluate YANA's accommodation program through a SWOT analysis.
- Continue to pursue partnerships for a special accommodation facility near Nanaimo Regional Hospital.
- Research best practice around online support groups and create a platform for connecting YANA families based on this research.
- Develop a strategic fundraising plan.
- Develop an events calendar through yanacomoxvalley.com.
- Evaluate the Christmas Cracker campaign and look for ways to improve efficiency and reduce workload for the coordinator.
- Continue development of YANA's two major fundraisers: The Big Love Benefit and the Simon's Cycles YANA Ride.
- Promote systematic and planned giving options on our website through development of donor stories and a compelling video channel.
- Continue documenting policies and procedures related to operations and board governance.
- Ensure staffing model addresses increased service levels and growing fundraising responsibilities.

“It’s so comforting knowing YANA is there to bridge the gap between our hospital and worried families having to travel elsewhere for medical care.”



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Registered Charity # BN119305449RR0001

Cover and client photographs courtesy of McKinnon Photography

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As these expectations, estimates, forecasts and projections are subject to a number of risks, uncertainties and assumptions, actual results may differ from those projected.

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