



ANNUAL REPORT 2020



**PREPARED BY: KELLY BARNIE
YANA EXECUTIVE DIRECTOR**

October 1st, 2020

a year's overview

INTRODUCTION

I am extremely grateful for the privilege of connecting YANA families to the support this community so generously provides. Being able to work alongside a staff and volunteer crew that so seamlessly blends wicked intelligence, fierce commitment and heartfelt compassion is something I will never take for granted. To be lucky enough to count them as friends as well is the stuff dreams are made of.

Clients- The number of clients served, and the number of medical trips they required was uncharacteristically, and thankfully down somewhat from previous years. Special thanks to Laura Bomback, Ashley Smith and Rosanne Gerritsen for their thorough and caring work on the Client Services Committee.

Funding- There was an 18% increase in Hospital Emergency Funding, but led by travel limitations in March-May, there was an overall decrease of -36% in family funding required.

Accommodation- Driven by a lower total number of clients, significantly less long-stay (3 mos. +) clients, and an abrupt dramatic decrease in the ability to travel for medical appointments from March-May, accommodation expenses were down 20% year over year. Special thanks to volunteer Jayne Forbes for her loving, generous assistance.

YANA Connects and Partnerships- The YANA Connects program had a successful year, increasing both members and engagement. Client care partnerships remained strong and helped increase overall support for our families.

Fundraising & Donations- Fundraising was up \$36,307 (12%) over prior year. A bequest received in the 2019 fiscal year, and the dramatic reduction of both personal donations and community-led fundraising led to a -31% decrease in donations year over year.

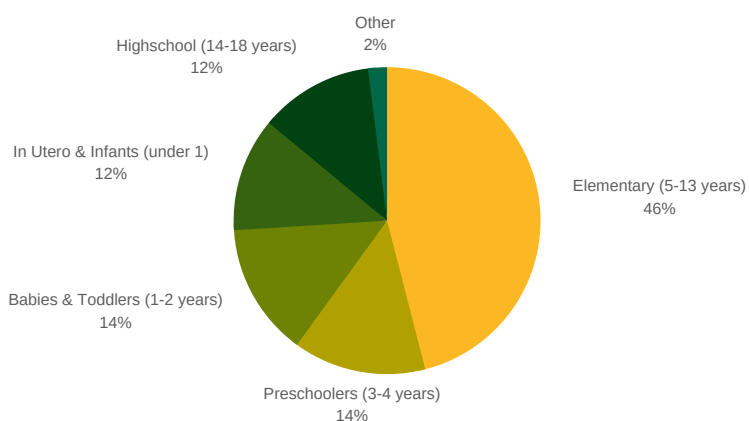
Operations & COVID impact- Veteran volunteers selflessly took on increased roles and mentored enthusiastic newcomers. New staff members Shormila Bakshi and Kalyssa Heinrich brought next-level skills and brilliance to their roles. Andrea Postal, Kris Johnson and Keltie Schalm generously shared their dedication and unparalleled compassion with our clients and myself to round out our client care team. You are all appreciated beyond measure! COVID-19 severely affected our clients, our operations and our overall organization, but also forced us all to reimagine and reinvent for the better as well.

Since YANA's inception 34 years ago, Comox Valley families have been able to count on the legacy of caring and compassion our founder Sandra Williams began. We are extremely proud to act as stewards of our community's generosity ensuring no local family will ever be alone when faced with health concerns for their children. This report details the June 1, 2019 to May 31, 2020 fiscal year.

OUR COURAGEOUS CLIENTS

This past year brought a reprieve for our YANA families with 11% fewer clients requiring help with medical travel and a reduction of 27% in the number of trips away from the community. While the reasons for medical travel were quite varied, five diagnoses accounted for almost 50% of the trips. As in past years, elementary aged children, trips to BC Children's Hospital and residents of Courtenay were the highest measures in their respective categories.

Medical Trips by age 2019-2020



**Client Residence
2019-2020**

Courtenay	62%
Comox	18%
Cumberland	6%
Denman/Hornby	6%
Other	8%

180
clients

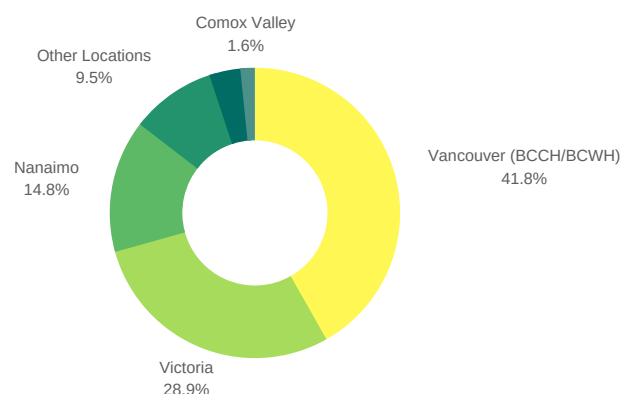
172
families

433
medical trips

Figure. 1 - YANA Client Care 2019-2020

	% change 2020 to 2019	2020	2019	2018	2017	2016	2015
Clients	-11%	180	202	176	172	141	146
Families	-8%	172	187	161	156	126	128
Medical Trips	-27%	433	593	482	384	334	358

Treatment Location 2019-2020

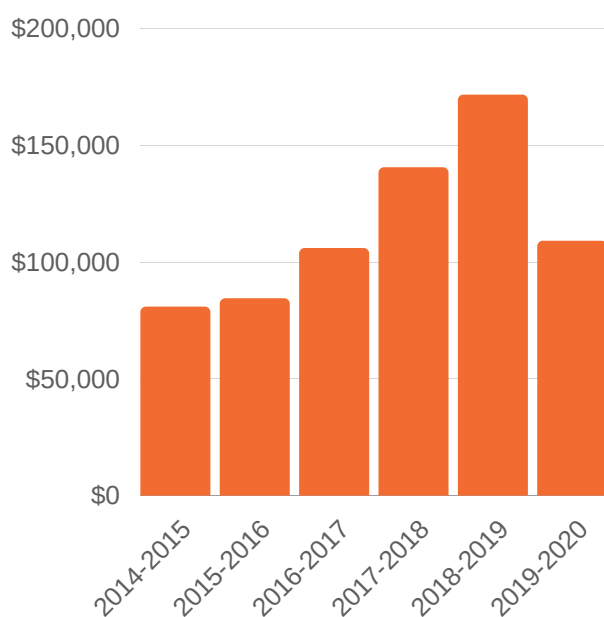


Reasons for Medical Travel			
Ophthalmology-related	16%	Specialty Dental/Tongue Tie Reversal	3%
Neurology-related	9%	Autism/ADHD/Assessment-related	3%
Cancer	9%	Mental Health/Psychiatry	3%
Urology-related	8%	Respiratory-related	2%
Gastroenterology-related	7%	Undefined	2%
Birth-related	6%	Otolaryngology - ENT	2%
High-risk pregnancy	6%	Allergy/Immunology/Biochemical	1%
Orthopaedics/Spinal	6%	Audiology/Hearing-related	1%
Surgical	6%	Genetics Testing/Rare	1%
Other	5%	Endocrinology-related	1%
Cardiology-related	3%	Multi-system Disease (i.e. Cystic Fibrosis)	1%
		Dermatology-related	<1%

FAMILY FUNDING

For the first time in several years, we saw a reduction in family funding year over year. In addition to less clients needing to travel for medical care, although 67% of clients needed overnight stays, there were significantly less clients who required stays of more than 3 months. There was also over \$20,000 less required for families than in previous years in March, April and May 2020 alone. The Hospital Emergency Funding provided directly to families through our partners at the hospital increased 18% over the previous year.

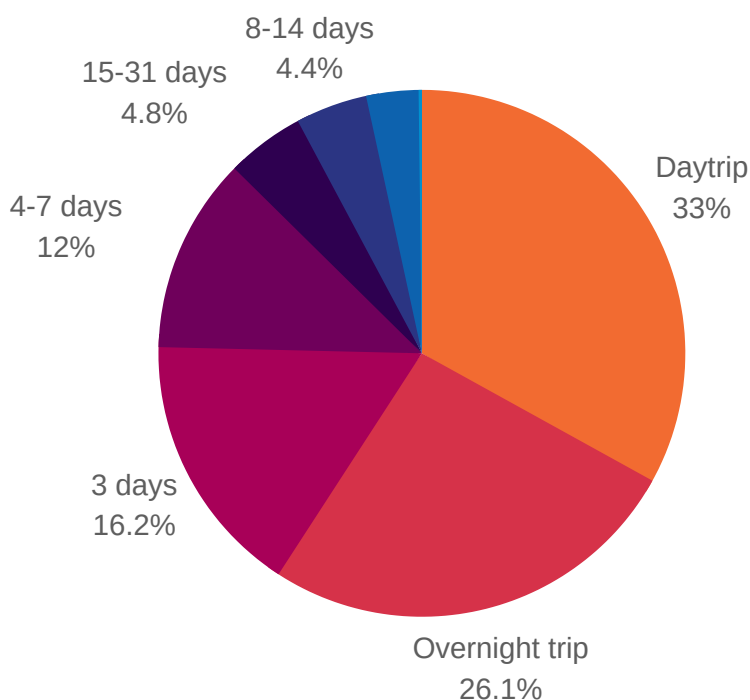
Family Funding for Medical Travel 2015-2020



\$109,007

*Direct Funding
Provided to Local
Families*

Duration of Trip 2019-2020



Services Per Year 2019-2020

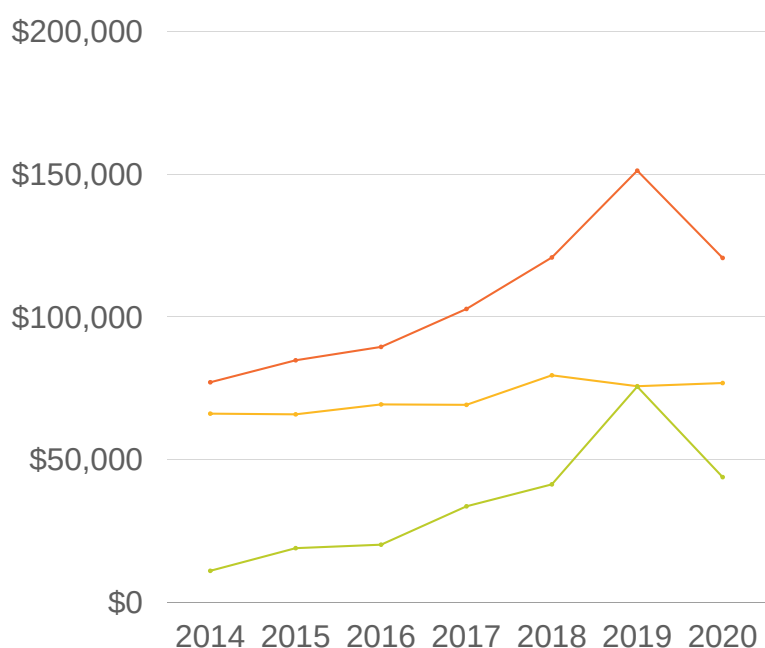
Services Per Year	% of Clients (2016-17)	% of Clients (2017-18)	% of Clients (2018-19)	% of Clients (2019-2020)
10 or more services/year	2%	26%	5%	3%
7-9 services/year	4%	8%	3%	3%
5-6 services/year	5%	16%	6%	5%
3-4 services/year	14%	22%	17%	18%
2 services/year	25%	10%	16%	18%
1 service/year	50%	18%	52%	53%

ACCOMMODATIONS

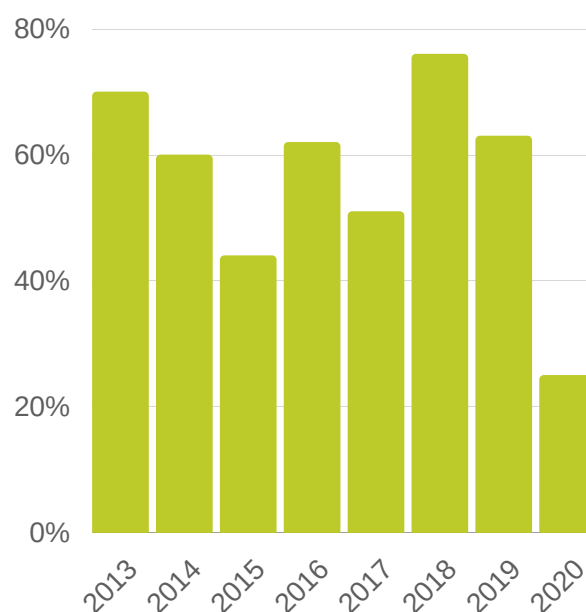
The occupancy at our YANA apartments in Vancouver was 25%, down 38% from last year primarily due to significantly fewer long stays required. While the costs for the apartments remain relatively stable, the dramatic cost variations from year to year are driven by the cost of hotel and B&B use required. For the first time in several years, we saw the costs for these "other" accommodations decrease. Less overall clients requiring travel, and again, fewer long stays (3 months +) created this decrease. Additionally, over \$14,000 less accommodation support was needed compared to last year for March, April and May.

YANA Accommodation Program 2014 – 2020

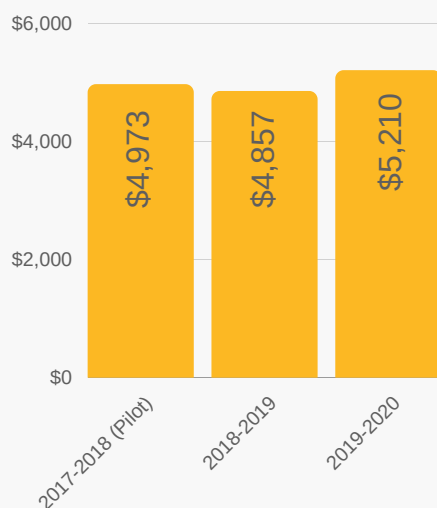
● Total ● Apartments ● Other Accommodations



YANA Apartment Occupancy 2013-2020



Denman Hornby Connector Program 2018-2020



The Denman Hornby Connector for Expecting Mothers (funded by Children's Health Foundation Vancouver Island) helps families cover the accommodation expenses incurred due to the necessity of temporary relocation to the Comox Valley, in order to be closer to maternity care and the Hospital in the weeks surrounding their baby's birth. In the 2019-2020 fiscal year, the program supported 8 expectant mothers covering \$5,210 in accommodation expenses. We are looking forward to supporting more families in the upcoming third, and final grant year as a result of additional promotion of this program.



ADDITIONAL SUPPORT & PARTNERSHIPS

Jeneece Place

Funded and operated by the Children's Health Foundation of Vancouver Island (CHFVI), Jeneece Place provides comfortable, supportive accommodations onsite at Victoria General Hospital at a subsidized cost. We supported 49 client stays here this year accounting for approximately 244 room nights. COVID restrictions have limited the number of our families that have been able to stay since March, but our solid, positive working relationship with House Manager Christina and her team has ensured good communication and client support nonetheless.

BC Family Residence Program (BCFRP)

YANA partners with BCFRP to fulfill accommodation needs in Vancouver. We are able to make accommodation referrals for families with children receiving care at BC Children's Hospital or Sunny Hill Health Centre for stays of up to 30 days. As an approved accommodation provider, we are also able to invoice BCFRP \$51.95 per night for qualifying clients staying in the YANA apartments. BCFRP income was 30% more this year over 2019.

Consumer Accommodations Providers

The costs of necessary hotel or BnB accommodations is significantly higher than those for the YANA apartments or of subsidized accommodation providers. The relationships we've developed and maintained with hotel and BnB hosts that offer discounted rates and flexible check outs helps mitigate these costs.

North Island Hospital, Comox Valley

We worked in direct partnership with the hospital team to cooperatively distribute \$11,280 in Emergency Funds.

YANA Connects

Our Family Support Enhancement Program "YANA Connects" had a successful year providing our families an opportunity to connect, and lean on one another for peer support and camaraderie. Although the in-person meet ups scheduled for the spring had to be cancelled and reimagined, the overall membership, engagement, and learning and sharing opportunities increased. Group membership has increased from 34 members to 58 and facilitator/moderator Keltie Shalm has done a great job increasing engagement through interactive posts and information sharing. 89% of group members polled reported feeling an improved sense of belonging since joining the CHFVI funded YANA Connects group.



children's
HEALTH FOUNDATION
OF VANCOUVER ISLAND

71%

increase in YANA Connects members

49

stays at Jeneece Place supported

\$10,539

BC Family Residence Program funding received

Funders

Our ability to complete special projects and to start and maintain specialty programs is made possible by grant funding. The Canada Summer Jobs grant enabled us to hire a summer student to move our files to Google Drive and to streamline event management. CHFVI funding provides the resources for the Denman Hornby Connector and the YANA Connects programs. Funding received from the Comox Valley Community Foundation is earmarked for significant apartment renovations and improvements in the 2020-2021 fiscal year.

Social Work

The strong relationships we have built with social workers at Nanaimo Regional Hospital, Victoria General Hospital and BCCH have resulted in efficient required verifications, consistent referrals, and overall shared client support.

Bear Essentials

Highlights of this partnership this year included 1 approved application for support, 1 co-supported client and 1 "Mandate Partner Stay" on a pilot program basis.



FUNDRAISING AND DONATION INCOME

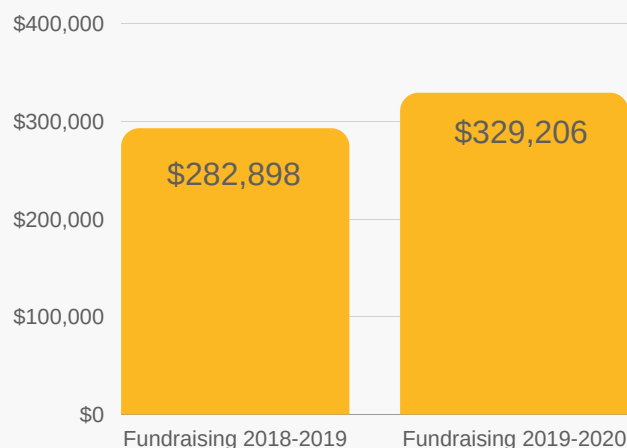
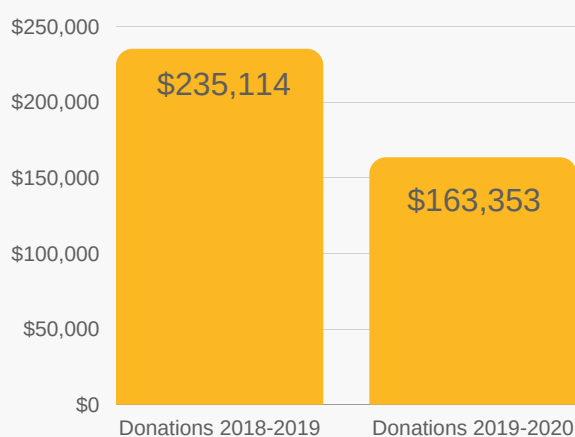
YANA's events and community support are an integral part of what we do and how we celebrate our families. They are a huge source of pride for the Comox Valley, and along with generous personal and business/organization donations, these locally-generated funds account for 94% of YANA's annual income.

Although our fervent business and individual supporters have had their ability to donate and to host Community-Led Fundraisers on our behalf gravely affected by COVID-19, strong increases in our "in-house" fundraising and a substantial unexpected gift from the Ngan Page Fund held our overall decrease in income to only -6%.

Board-Led Fundraising Year over Year

Fundraiser	2018-2019	2019-2020	% Increase
Auction	\$194,529.08	\$207,788.19	7%
YANA Ride	\$79,285.46	\$95,747.82	21%
Christmas Crackers	\$15,082.40	\$24,852.85	65%
Kids' Clutter	\$3,165.10	\$0.00	-100%
OVERALL	\$292,062.04	\$328,388.86	12%

Donations and Fundraising Income Year over Year



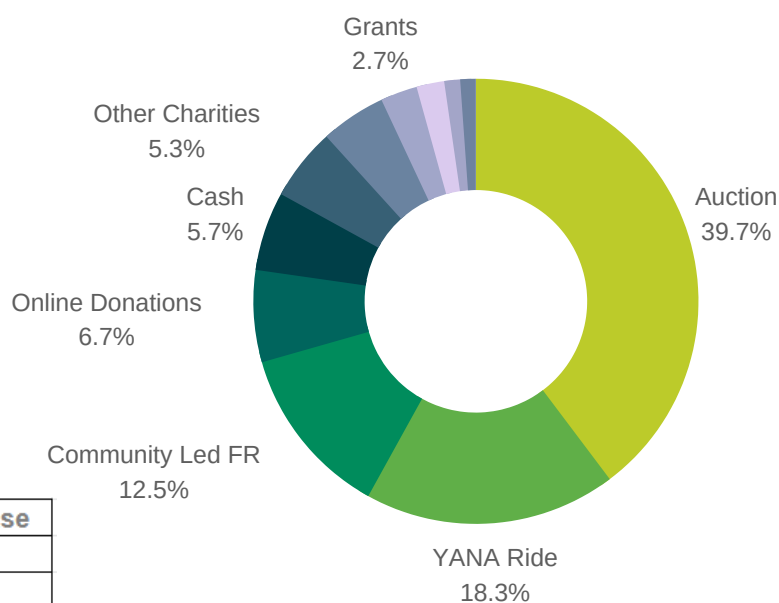
12%

increase in board-led fundraising

-31%

decrease in donations & community-led fundraising

Income Sources 2019-2020



OPERATIONS & COVID-19 IMACT

Staff

We proudly welcomed Community Relations Coordinator Shormila Bakshi, and Summer Student Kalyssa Heinrich to the YANA team during the 2019-2020 fiscal year. Kris Johnson and Andrea Postal continued on in their Client Care roles and Keltie Shalm remained our lead facilitator and moderator for the YANA Connects program. Our long-time contract bookkeeper Jacqueline Moore rounded out the paid roles at YANA for the year.

The talent, dedication, diversity and commitment of this team is something most organizations only dream of!

Board and Key Volunteers

We welcomed Lisa Wilcox to the Board and bid farewell to Kate Berg after several years of dedicated service to YANA. Director Lesley Hunter, and Vancouver volunteer Jayne Forbes continued to fill roles in our organization as volunteers that would typically require paid staff. Our board directors took on leadership, event management, financial oversight, fundraising, grant writing, and ambassador roles, to name a few.

The tireless work of these volunteers has allowed us to dedicate our precious resources where they are needed most- to our courageous YANA families.

1

full time employee

5

part-time employees

11

board directors

Systems

There has been a very strong focus on operational systems, documentation and succession planning during the past year. During fiscal 2018-2019, we introduced the digitization of file storage, processes, and communications. 2019-2020 brought fully organized cloud file storage, working use of the Monday.com project management system, as well as detailed written directions, maps, instructions etc for most aspects of our major fundraisers. Staff training and client care procedures were also digitally re-formatted and made "quick-look-up" friendly and completely remotely accessible. These are all changes that we knew would be necessary long term, and were those that we were extremely thankful were imbedded prior to the pandemic hitting. We were able to seamlessly continue operations as a result.

Overall Impacts of COVID-19 for YANA and the families we serve

The COVID-19 pandemic has thrown the world for a loop, with charities and non-profits bearing some of the most significant negative impacts of the economic affects.

- Cancellation or postponement of medical trips for our families who are trying to access care for their children
- Added stress for families
 - additional actions required to stay safe while travelling with children who are often already immunocompromised
 - reduced support for clients and caregivers as additional caregivers were disallowed by most medical facilities
 - limited access to Jenece Place and Ronald McDonald House due to required COVID protocols
- Reduced YANA resources required in the short term, but anticipated backlog of funding and accommodation needs
- Increased per client accommodation costs due to family limits at subsidized accommodation
- Increased workload and costs as well as decreased occupancy due to COVID protocol implementation at YANA apartments
- Massive reduction in personal donations and Community-Led Fundraising (-73% in April, -75% in May)
- Time, effort and skills required to reimagine all "normal" fundraising activities and forced shift to new opportunities

SILVER LINING- aspects of the "new normal" could bring positive changes we never knew were needed or possible!