



ANNUAL REPORT 2021



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YANA EXECUTIVE DIRECTOR**

October 7th, 2021

a year's overview

INTRODUCTION

It's an honour to be able to connect YANA families with the support this community so generously provides. Having just completed my third, and by far most demanding year with YANA, I am even more thankful than ever before for the dedication to service, the intelligence and skill, the compassionate support, and most importantly, the love that surrounds everything that is YANA. To call this "work", and to count this amazing group as friends is a privilege that can not be overstated.

Clients- The continued effects of the COVID-19 restrictions resulted in an 11% reduction in the number of clients served and a 16% reduction in the number of medical trips supported. For the first time, Victoria was the most common treatment location, the majority of clients were elementary-aged and over half of all clients were Courtenay residents.

Funding- There was an 8% year-over-year increase in family funding. This is mainly attributed to a higher number of clients requiring out-of-community stays of 3 months or more but also offset by a lower number of clients travelling 7+ times per year.

Accommodation- YANA apartment occupancy increased 28% over last year primarily due to more long-term client stays. Most accommodation expenses remained consistent year over year, but apartment supply and maintenance costs increased as a result of grant-funded renovations and improvements.

YANA Connects and Partnerships- The YANA Connects program had a successful year, increasing members and finding creative ways to connect and create a sense of community and support. Client care partnerships remained strong and the generous grant support from the Canada Summer Jobs program, the Children's Health Foundation Vancouver Island, the Comox Valley Regional District and the Comox Valley Community Foundation helped immensely with both projects and programs.

Fundraising & Donations- Despite all odds against it, fundraising revenue was up 13% from prior year, and donations and community-led fundraising increased by almost \$70,000, a 42% increase year over year. Generous bequests and large single donations, double the typical amount of online donations, and a wildly successful virtual YANA Ride (Aug 2020) drove these unexpected and incredibly appreciated increases.

Operations & COVID impact- YANA's talented, diverse and passionate staff team took the year's challenges not only in stride, but they created opportunities and innovative solutions at every turn. Our 10 veteran board members made difficult decisions, embraced countless changes and selflessly took on hours upon hours of skilled work, allowing YANA to use its financial resources for our fundamentally important client support. The COVID-19 pandemic continued to add stress for our already burdened families and to increase costs and workload for YANA.

As we celebrate YANA's 35 year anniversary, our founder Sandra Williams' legacy of caring and compassion continues to be a constant for Comox Valley families. To every person whose individual string of contribution weaves tightly with thousands of others throughout our community to create a massive, soft net where our families can land - THANK YOU.

Thank you for joining with us to promise local families, for the next 35 years and beyond, that they will never ever be alone when they need to access medical care for their children or pregnant mothers.

This report details the June 1, 2020 to May 31, 2021 fiscal year.

OUR COURAGEOUS CLIENTS

The effects of a full year of travel restrictions and delayed/cancelled appointments and treatments were clear. There were 11% fewer clients requiring support for medical travel and a 16% reduction in the number of trips away from the community (Fig.1). Elementary-aged children (Fig 2) and residents of Courtenay (Fig.4) accounted for the highest proportion of clients, and for the first time, medical trips to Victoria outnumbered other locations (Fig. 3). The reasons for medical travel were diverse, but five diagnoses accounted for almost 50% of the trips (Fig. 5).

161
clients

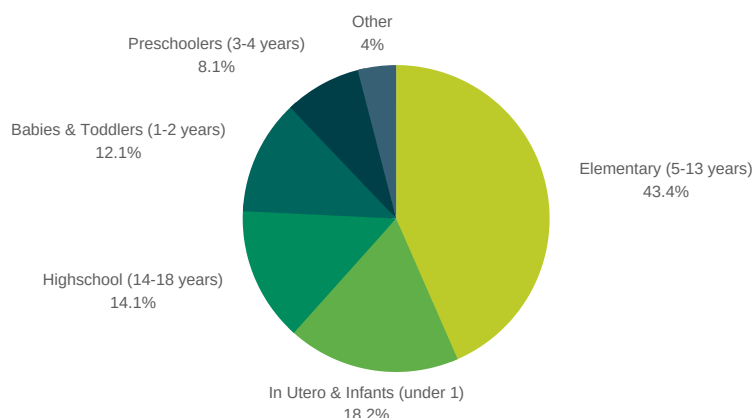
151
families

364
medical trips

Figure 1 - YANA Client Care 2020-2021

	% change 2021 from 2020	2021	2020	2019	2018	2017	2016	2015
Clients	-11%	161	180	202	176	172	141	146
Families	-12%	151	172	187	161	156	126	128
Medical Trips	-16%	364	433	593	482	384	334	358

Figure 2 - Medical Trips by age 2020-2021



**Figure 4 -
Client Residence
2020-2021**

Courtenay	55%
Comox	23%
Denman/Hornby	7%
Cumberland	4%
All Other	11%

Figure 3 - Treatment Location 2020-2021

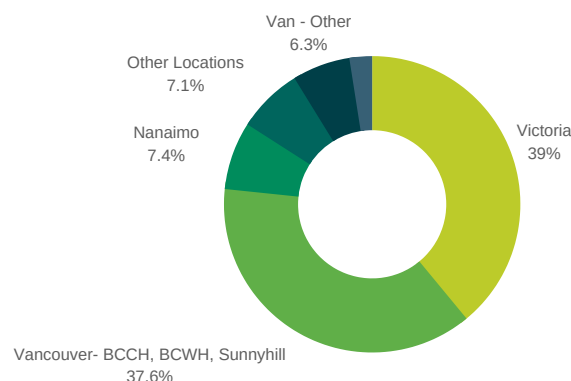


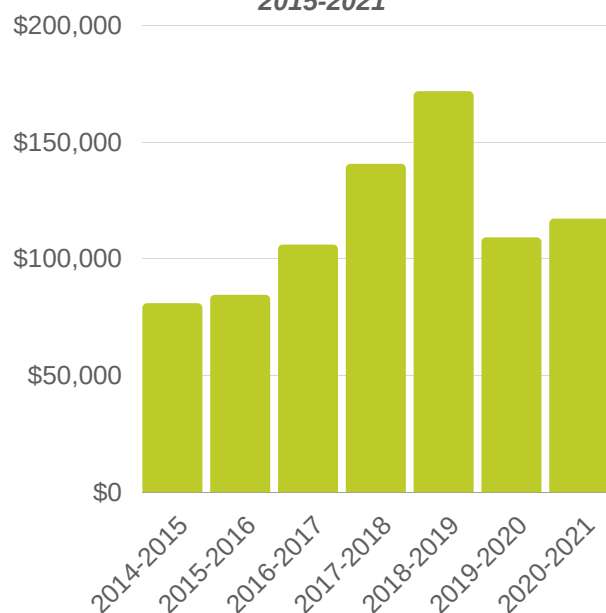
Figure 5 - Reasons for Medical Travel

Ophthalmology-related	15%	Endocrinology-related	3%
Cancer	9%	Specialty Dental/Tongue Tie Reversal	2%
Surgical	9%	Nephrology-related	2%
Orthopaedics/Spinal	7%	Undefined	2%
High-risk pregnancy	7%	Allergy/Immunology/Biochemical	2%
Gastroenterology-related	6%	Respiratory-related	2%
Neurology-related	6%	Genetics Testing/Rare	2%
Otolaryngology - ENT	4%	Multi-system Disease (i.e. Cystic Fibrosis)	2%
Autism/ADHD/Assessment-related	4%	Audiology/Hearing-related	1%
Birth-related	4%	Mental Health/Psychiatry	1%
Cardiology-related	4%	Urology-related	1%
Other	4%	Dermatology-related	<1%

FAMILY FUNDING

Although the total was still well below pre-pandemic levels, family funding increased 8% from last year (Fig. 6), including a 10% increase in Hospital Emergency Funding. 66% of trips required overnight stays, and the increase in clients experiencing stays of over 3 months was the largest contributor to the overall increase in funding provided (Fig. 7). One trip per year accounted for a higher proportion of client services than normal, and the move to virtual visits and extended intervals between scheduled appointments created a reduction in the number of clients with 7+ services per year as well (Fig. 8).

Figure 6 - Family Funding for Medical Travel 2015-2021



\$117,015

*Direct Funding
Provided to Local
Families*

Figure 7 - Duration of Trip 2019-2020

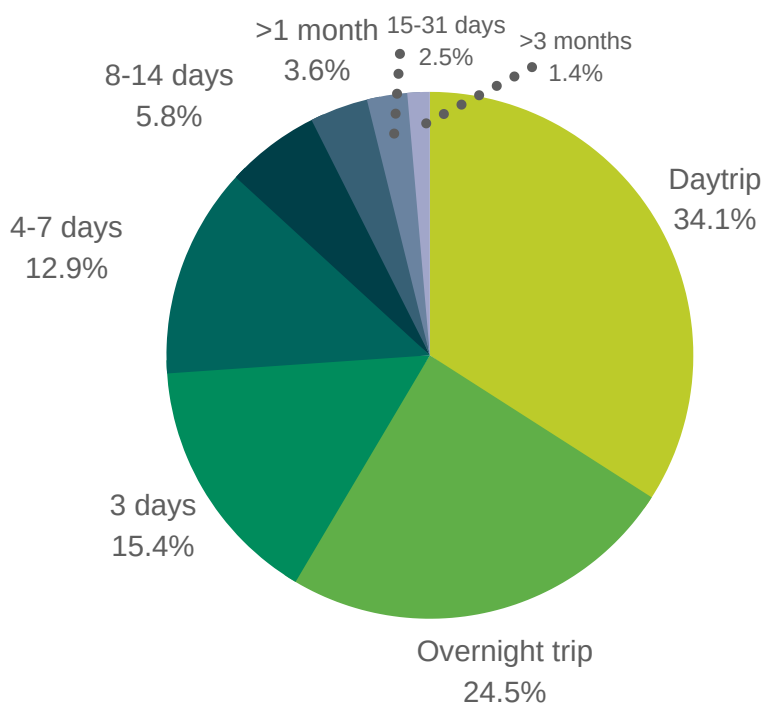


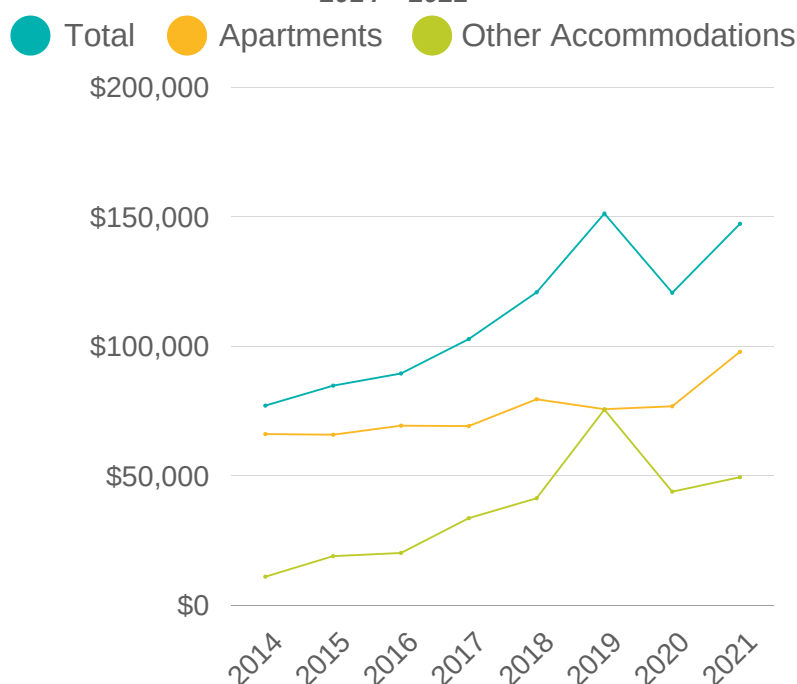
Figure 8 - Services Per Year 2016-2021

Services Per Year	% of Clients (2016-17)	% of Clients (2017-18)	% of Clients (2018-19)	% of Clients (2019-2020)	% of Clients (2020-2021)
10 or more services/year	2%	26%	5%	3%	2%
7-9 services/year	4%	8%	3%	3%	1%
5-6 services/year	5%	16%	6%	5%	7%
3-4 services/year	14%	22%	17%	18%	17%
2 services/year	25%	10%	16%	18%	14%
1 service/year	50%	18%	52%	53%	58%

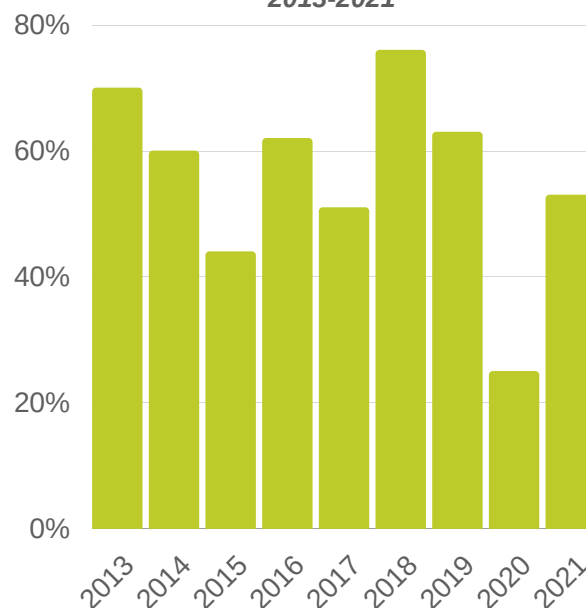
ACCOMMODATIONS

The occupancy at our YANA apartments in Vancouver was 53%. While still lower than the 55% average of the previous 5 year period, an increase in long-term client stays yielded a 28% increase over last year's occupancy levels (Fig. 10). Apartment rent and utilities, as well as "other" accommodation costs, were quite similar to last year apart from notable increases in Jeneece Place and Denman Hornby Connector stays. The grant-funded renovations and improvements to the apartments (See "Funders" on pg. 5) also contributed significantly to the 22% overall increase in the cost of the accommodation program (Fig. 9).

**Figure 9 - YANA Accommodation Program
2014 – 2021**



**Figure 10 - YANA Apartment Occupancy
2013-2021**



**Figure 11 - Denman Hornby Connector
Program 2018-2021**



The Denman Hornby Connector (DHC) for Expecting Mothers helps families cover the accommodation expenses incurred due to the necessary temporary relocation to the Comox Valley to be closer to maternity care and the Hospital in the weeks surrounding their baby's birth. This final year of the Children's Health Foundation Vancouver Island 3-year program funding was the most successful since its inception with 9 stays supported during our fiscal year. While there were fewer stays supported over the 3 year period than the original estimate, the program was well used and greatly appreciated by our Island clients. As a result, YANA will continue to offer the DHC program via a combination of donated or raised funds and future grant funding.



\$147,317
*Accommodation
Support provided for
YANA families*

ADDITIONAL SUPPORT & PARTNERSHIPS

Funders

Our ability to complete projects and to start and maintain specialty programs is made possible by our skilled volunteers who apply for grant funding, the generous organizations that fund the requests, and our hard-working team of staff and volunteers who implement the funded projects and programs.

- The Canada Summer Jobs grant enabled us to hire a summer student to build out our event project management and to produce engaging videos and photos to help facilitate the shift to virtual for the 2020 YANA Ride.
- Children's Health Foundation Vancouver Island funding provided the resources for the Denman Hornby Connector and the YANA Connects programs.
- The Comox Valley Regional District Grant-in-Aid allowed us to purchase and install a large weather-proof shed in the backyard of the office to increase ease of access to, and reduce costs of event supply storage.
- The Comox Valley Community Foundation grant received last fiscal year allowed us to complete significant upgrades to the safety and comfort of our 4 Vancouver apartments including the removal of carpet and installation of easy-to-clean and maintain vinyl plank flooring, 4 high-quality sofas, desk, chair and floor protector mats, a new mattress and miscellaneous replacement items like floor lamps.



BEFORE

AFTER

55%

increase in YANA Connects members

34

stays at Jeneece Place supported

\$14,027

BC Family Residence Program funding received

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 significantly subsidized cost as compared to consumer accommodation options. COVID restrictions continued to limit the number of rooms available and family members able to stay, but we were extremely grateful that House Manager Christina and her team were able to host 34 YANA family stays, including 5 of one month or longer, accounting for 340 room nights.

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 33% more this year over 2019-2020.

North Island Hospital, Comox Valley

We worked in direct partnership with the fabulous hospital team to cooperatively distribute \$12,400 in \$200 Emergency Transfer Funds cash envelopes for 62 hospital transfers to higher level of care.

YANA Connects

Our Family Support Enhancement Program "YANA Connects" had a very innovative and successful year helping 90 families (an increase of 55% year over year) connect through a time of worldwide disconnectedness. In lieu of in-person meet ups, group facilitator/moderator Keltie Shalm created regular engaging online content including a video series of presentations from local therapists, "share your story and suggestions" discussions, and the much-loved "YANA Connects Fairies" gift card/treat delivery program. 100% of group members polled reported feeling an improved sense of belonging since joining the group. Although the 3-year CHFVI funding ended this fiscal year, we look forward to continuing to provide this valuable resource to our families.

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 accounted for 92% of YANA's 2020-2021 income (Fig. 13).

While cancelled or scaled back fundraisers and donations would have been a very reasonable expectation through a full year of the pandemic, the creativity, flexibility, incredible generosity, and deep commitment to families in our community yielded a 6% increase in overall Board-Led fundraising revenue (Fig. 12), and a 42% increase in donations and community-led fundraising (Fig. 14).

Figure 12 - Board-Led Fundraising Year over Year

Fundraiser	2019-2020	2020-2021	% Increase
Auction	\$215,288.19	\$213,273.27	-1%
YANA Ride	\$95,747.82	\$119,319.28	25%
Christmas Crackers	\$24,852.85	\$22,765.37	-8%
OVERALL	\$335,888.86	\$355,357.92	6%

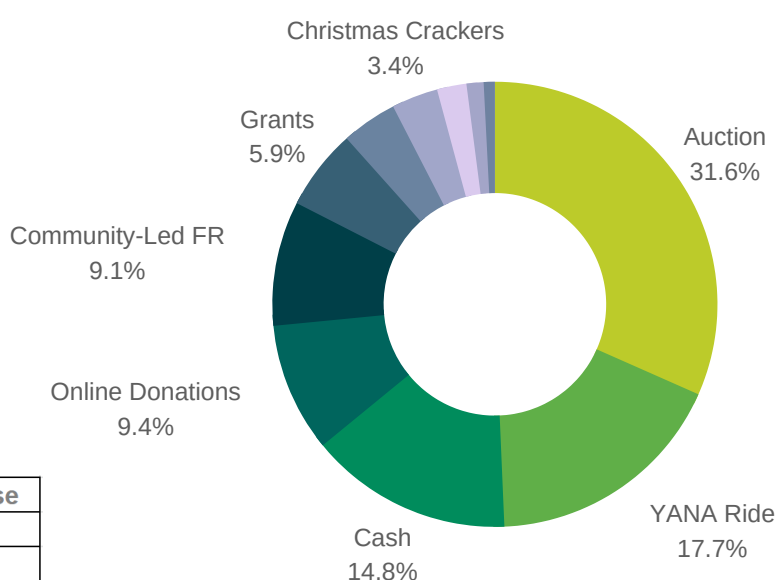
6%

increase in board-led fundraising

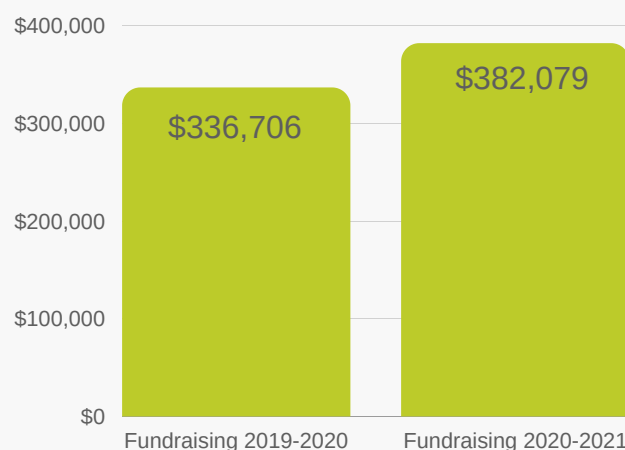
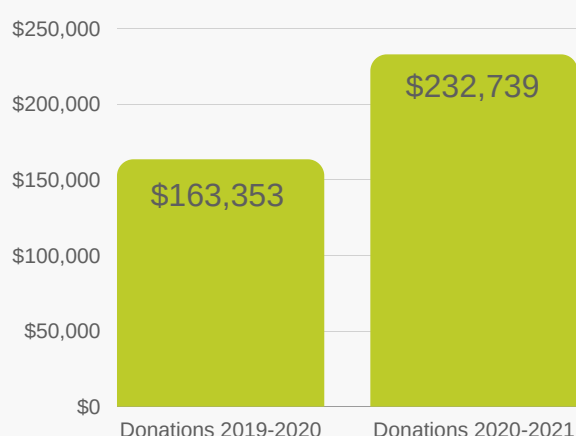
42%

increase in donations & community-led fundraising

Figure 13 - Income Sources 2020-2021



Figures 14 & 15 - Donations and Fundraising Income Year over Year



OPERATIONS & COVID-19 IMACT

Staff

The staff team remained very consistent throughout the year. While Kris Johnson stepped back into an on-call-only role in client care, Community Relations Coordinator Shormila Bakshi, Client Care Specialist Andrea Postal, YANA Connects Facilitator and Moderator Keltie Schalm, Summer Student Kalyssa Heinrich and Bookkeeper Jacqueline Moore all continued in their positions through the 2020-2021 year. We were very lucky to welcome Human Services Worker program student, Jacqui Nelson to our team for a short, but extremely fruitful practicum placement at the end of the fiscal year. The talent, passion and diversity of this team remain unparalleled. The dedication and commitment to our work and the families we serve were appreciated through this tumultuous year even more than ever before.

Board and Key Volunteers

After five years of dedicated service, we bid Adam Wunderlich farewell from the YANA Board, and continued into the fiscal year with our 10 remaining directors. We continued to be extremely grateful and lucky to have Vancouver volunteer Jayne Forbes and Director Lesley Hunter continue in their volunteer roles that would typically require paid staff. Our board directors embraced strategic planning via Zoom and document sharing which successfully yielded a targeted, robust yet simple plan that was adopted early in the 2021-2022 fiscal year. They assessed, flexed, and jumped two feet in with every necessarily crazy plan the year brought. They did this with grace and the same unparalleled commitment that is the hallmark of this incredibly special group.

Impacts of COVID-19

A full year of travel restrictions, limits on gathering, and widespread effects of social isolation had significant impacts on our YANA families, staff, volunteers, stakeholders and supporters.

- Added stress for families needing to access medical care for their children
 - cancellation or postponement of medical trips
 - 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
- Increased accommodation costs due to:
 - capacity increases leading to diversions to hospitals further away than required and to hospitals with no low-cost accommodations nearby
 - family-size limits at subsidized accommodation
- Increased workload and skill diversification for staff and volunteers to maintain our vitally necessary fundraising events
- Decreased ability of community supporters to hold fundraising events on our behalf or to dedicate volunteer time when their own work and personal obligations have become more complicated.

The creativity, flexibility and endurance that has been developed will serve our organization, our supporters and the precious children and families we all stand behind well.

1

full time employee

6

part-time employees

10

board directors

Systems

This year put our collective imagination, fortitude and technological savvy to the test. We were very grateful to have a strong digital infrastructure for our client care, data storage and project management operations heading into this year. We were able to make the fast and complete transition to online versions of our traditional communication methods courtesy of Andrea “Yep-I’ll-Figure-That-Out” Postal and of our time-honoured fundraising systems thanks to the impeccable research, resolute choices and seamless process design of Shormila Bakshi. Boldly choosing the road less travelled has positioned our organization to continue our unwavering support of local families when they need it most.