



# ANNUAL REPORT 2022



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

*November 3, 2022*

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*a year's overview*

# INTRODUCTION

**Clients-** There were 23% more clients served this year, but 7% fewer trips with on-island destinations accounting for 61% of the total. This may indicate a shift towards treatments closer to home, and continued virtual visits may be occurring for the time being.

**Funding-** With almost ¾ of our clients making only 1 trip this year, there was a 12.5% decrease in family funding. Trips requiring at least one night away from home accounted for 68% of support provided, but less than 4% of the trips were for 1 month or longer.

**Accommodation-** The costs of hotel accommodation spiked to almost double the previous year with Nanaimo hotel costs nearly equal to Victoria and Vancouver hotel costs combined. Apartment occupancy was low at only 21% but still, the cost/value compared to alternative Vancouver accommodation substantiates their continued importance for YANA families.

**Partnerships and Support Enhancement-** Current and future Children's Health Foundation of Vancouver Island Home Away from Home locations are, and will continue to be instrumental in our ability to provide accommodations as cost-effectively as possible. The Hospital Emergency Funding program at North Island Hospital, Comox Valley continues to assist more families year over year with increased numbers connecting with YANA for further support. YANA Connects membership grew by 10%, and the group continues to be an important source of support for our member families.

**Fundraising & Donations-** 97% of the funds needed to support families were raised locally via event fundraisers and donations. While overall board-led fundraising through YANA's events was down 13%, a 32% increase in online donations, and several extremely generous personal and business donations helped close the gap. Big Love Auction and YANA Ride revenue were down a combined total of almost \$43,000, however they still accounted for over half the revenue in 2021-2022.

**Operations & COVID impact-** YANA's immensely talented and dedicated staff, board directors and key volunteers showed tremendous resilience and much appreciated commitment throughout a year holding patterns and false re-starts. The impacts of COVID 19 were still felt strongly by our micro and macro communities, however by the end of the fiscal year, working towards the new normal had begun.

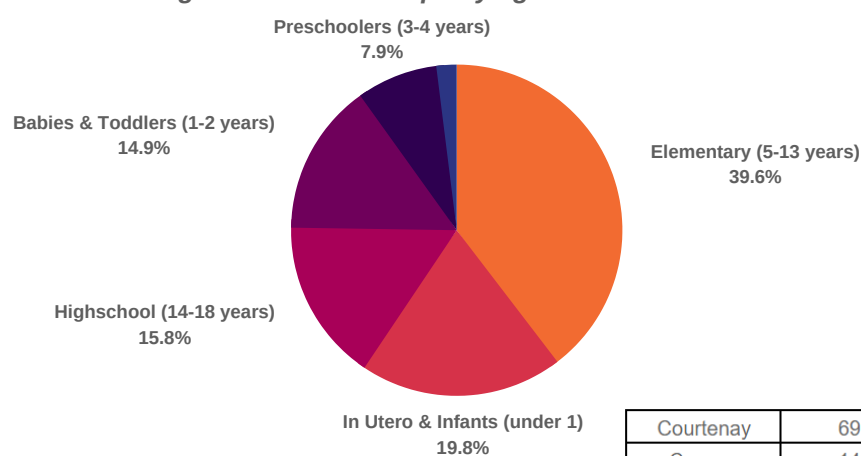
**This report details the June 1, 2021 to May 31, 2022 fiscal year.**

# OUR COURAGEOUS CLIENTS

Our clients made less trips per person and received care at treatment locations closer to home.

We supported 23% more clients this year, but there were 7% fewer 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. The majority of clients travelled to Victoria for treatment, and trips to Nanaimo totaled 18% (Fig. 3) compared to a 10% historical average. The reasons for medical travel were as diverse as ever, and for the first time in 4 years, cancer was not one of the 5 most common.

**Figure 2 - Medical Trips by age 2021-2022**



**Figure 4 - Client Residence 2021-2022**

Courtenay	69%
Comox	14%
Denman/Hornby	7%
Cumberland	4%
All Other	6%

**198**  
*clients*

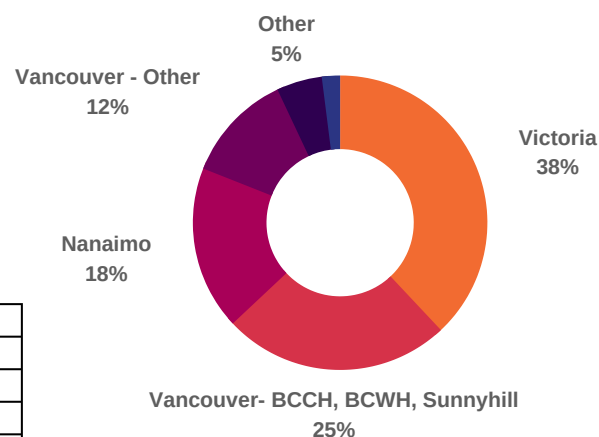
**183**  
*families*

**338**  
*medical trips*

**Figure 1 - YANA Client Care 2021-2022**

	% change 2022 from 2021	2022	2021	2020	2019	2018	2017	2016
Clients	23%	198	161	180	202	176	172	141
Families	21%	183	151	172	187	161	156	126
Medical Trips	-7%	338	364	433	593	482	384	334

**Figure 3 - Treatment Location 2021-2022**



**Figure 5 - Reasons for Medical Travel 2021-2022**

Orthopaedics/Spinal	12%	Cardiology-related	3%
High-risk pregnancy	11%	Specialty Dental/Tongue Tie Reversal	3%
Endocrinology-related	9%	Mental Health/Psychiatry	2%
Surgical	9%	Allergy/Immunology/Biochemical	2%
Birth-related	8%	Multi-system Disease (i.e. Cystic Fibrosis)	2%
Ophthalmology-related	7%	Undefined	2%
Autism/ADHD/Assessment-related	5%	Otolaryngology - ENT	1%
Respiratory-related	5%	Genetics Testing/Rare	<1%
Cancer	3%	Urology-related	<1%
Gastroenterology-related	1%	Audiology/Hearing-related	<1%
Neurology-related	7%	Nephrology-related	<1%
Other- describe diagnosis/reason for need to travel	3%	Dermatology-related	<1%



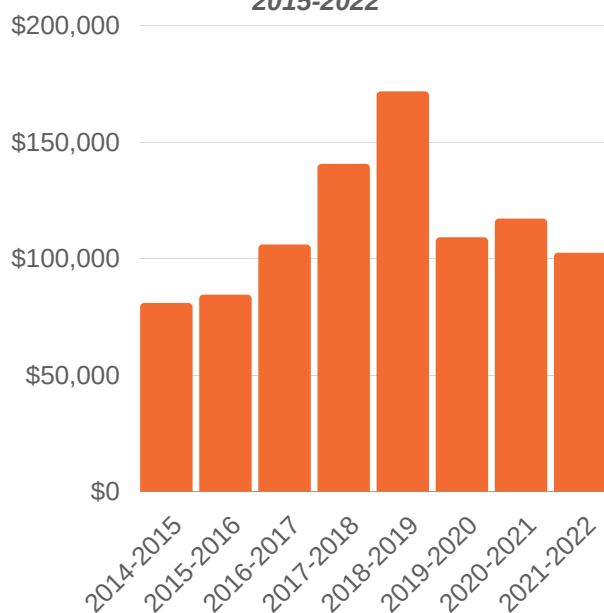
# FAMILY FUNDING

Although our clients have noted that both virtual visits and rescheduled appointments reduced the number of times they needed to travel, over \$100,000 in travel expense funding support was provided to families.

Driven by the notable increase in the number of clients travelling only once in the year (Fig. 8), this total was about a 12.5% decrease from the previous year (Fig. 6).

68% of trips required overnight stays, and thankfully, less than 4% of clients had long-term stays of over 1 month. (Fig. 7).

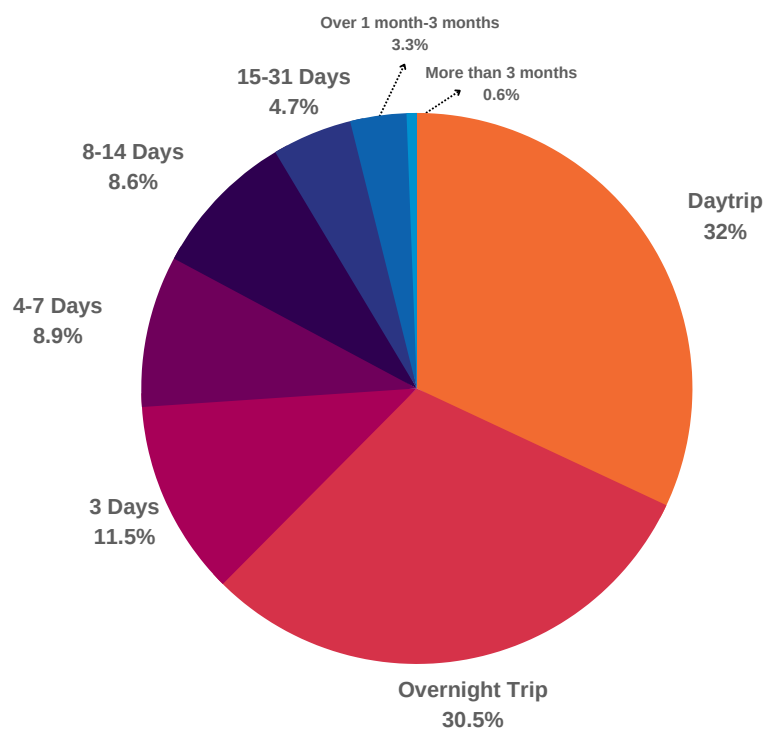
**Figure 6 - Family Funding for Medical Travel 2015-2022**



## \$102,360

*Direct Funding  
Provided to Local  
Families*

**Figure 7 - Duration of Trip 2021-2022**



**Figure 8 - Services Per Year 2018-2022**

Services Per Year	% of Clients (2017-18)	% of Clients (2018-19)	% of Clients (2019-2020)	% of Clients (2020-2021)	% of Clients (2021-2022)
10 or more services/year	26%	5%	3%	2%	2%
7-9 services/year	8%	3%	3%	1%	2%
5-6 services/year	16%	6%	5%	7%	1%
3-4 services/year	22%	17%	18%	17%	10%
2 services/year	10%	16%	18%	14%	12%
1 service/year	18%	52%	53%	58%	74%

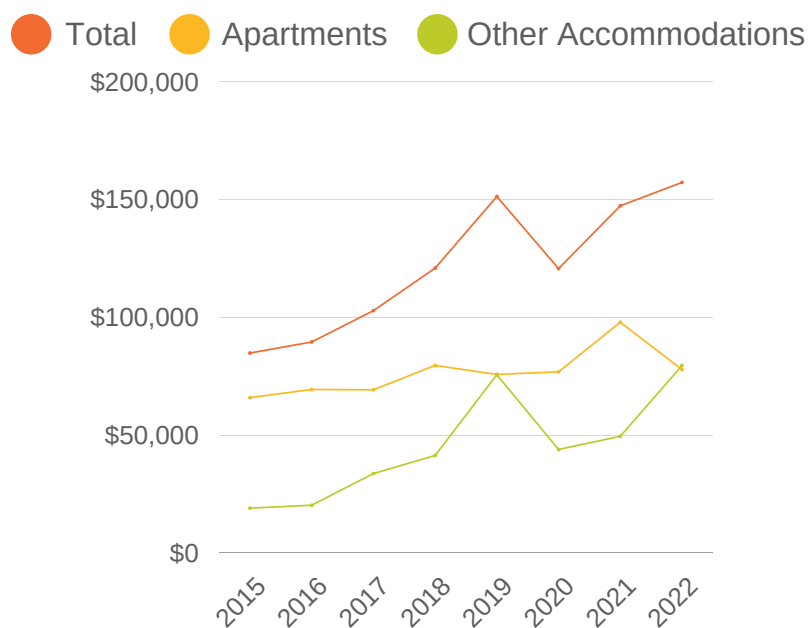


# ACCOMMODATIONS

Overall support provided for accommodation increased by 6.75%. Apartment costs decreased 20% after completion of a grant-funded project the prior year, but hotel and "other" accommodations increased 61% (Fig. 9).

An exponential increase in hotel and B&B rates, long stays near Vancouver hospitals too far from BC Children's Hospital for apartment use to be manageable, and the significant increase in trips to Nanaimo where no low-cost accommodation partner (i.e. Jeneece Place) is yet available all led to this increase. While apartment occupancy continued to be significantly lower than normal at 21% (Fig. 10), the cost per occupied day of \$258.00 is still lower than the market rate for a comparable hotel or B&B.

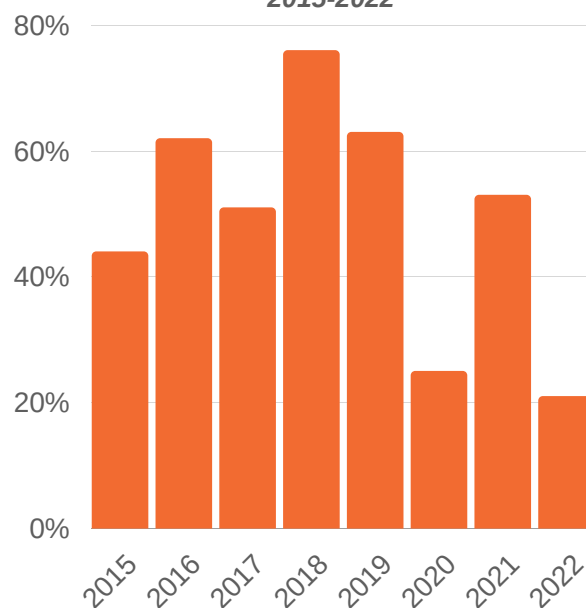
**Figure 9 - YANA Accommodation Program 2015 – 2022**



## \$157,255

*Accommodation  
Support provided for  
YANA families*

**Figure 10 - YANA Apartment Occupancy 2015-2022**



**Figure 11 - Denman Hornby Connector Program 2018-2022**



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. Now in its fifth year, and first fully self-funded year, the program supported stays for 7 expectant mothers, some welcoming their second DHC baby.



# PARTNERSHIPS & SUPPORT ENHANCEMENT

## Jeneece Place, Q'walayu House & Jesse's House

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 41 YANA family stays accounting for 281 room nights. Although the average stay was 6 nights, there were 2 stays of over 1 month.

CHFVI's new home away from home in Campbell River, Q'walayu House, opened in July 2021, and we excitedly look forward to supporting and celebrating the opening of Jesse's House in Nanaimo sometime in 2024.

## North Island Hospital, Comox Valley

We worked in direct partnership with the hard-working hospital team to cooperatively distribute \$13,200 in \$200 Emergency Transfer Funds cash envelopes for 66 hospital transfers to a higher level of care.

Additional outreach with the hospital staff as well as revisions to the letter accompanying the cash in the envelopes resulted in a notable increase in the number of families who connected with YANA for additional support once they had reached their treatment destination. In 2020-2021 an average of 32% of families were contacting YANA after receiving the emergency funds envelope. That average increased to 48% this year and appears to be continuing to rise.

## YANA Connects

With membership growing by 10% this year, our Family Support Enhancement Program "YANA Connects" has continued to be a source of support and camaraderie for the 99 members of the online community of YANA families. Responses and comments are highest for peer-to-peer questions, suggestions and support posts, followed by YANA fundraising updates, and finally, resource sharing. The ongoing level of moderation and content creation required is being evaluated as the program continues on to its 4th year.

# 10%

*increase in YANA Connects members*

# 34

*stays at Jeneece Place supported*

# \$7,117

*BC Family Residence Program funding received*

## BC Family Residence Program (BCFRP)

YANA partners with BCFRP to fulfill accommodation needs in Vancouver. We are able to make direct 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. Corresponding with the lower apartment occupancy this year, BCFRP income was down 55% from last year.

## Funders

Our ability to manage our large-scale events and projects is made possible by our skilled volunteers who apply for grant funding, the generous government programs and organizations that fund the requests, and our hard-working team of staff and volunteers who activate the funded initiatives. The Canada Summer Jobs grant enabled us to hire a summer student to produce exceptional quality promotional videos and to assist with increasing the online presence of the virtual 2021 YANA Ride.

# FUNDRAISING AND DONATION INCOME

YANA's events and community support are an integral part of how we support and 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 97% of YANA's 2021-2022 income (Fig. 13).

Fundraising revenue was 19% lower than the previous year (Fig. 15), due to a large in-kind donation in 2020-2021 and a decrease in board-led fundraising of 13% (Fig. 12). Expenses for our YANA events were also lower though, so the net income was only 5% less. Overall, donations saw a 3% decrease from the prior year (Fig. 14). Although a single large bequest was received in the previous year, a 32% increase in online donation closed the gap year over year. Personal and business donations were extremely generous with twenty donations of \$1000+, four donations of \$2000-\$3000, two donations of \$5000, three donations of \$10,000 and one donation of \$15,000.

**Figure 12 - Board-Led Fundraising Year over Year**

Fundraiser	2021-2022	2020-2021	% Increase
Auction	\$204,383.94	\$213,273.27	-4%
YANA Ride	\$88,489.37	\$122,319.28	-28%
Christmas Crackers	\$19,019.77	\$22,765.37	-16%
OVERALL	\$311,893.08	\$358,357.92	-13%

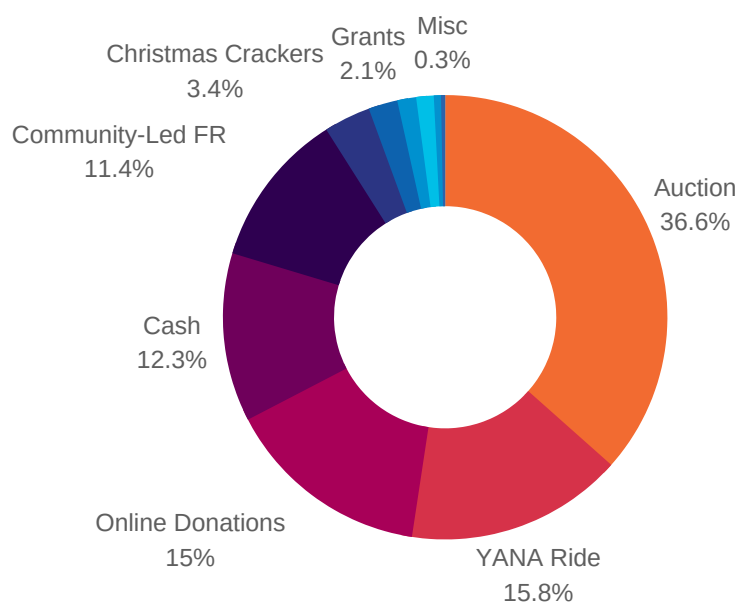
## 13%

*decrease in board-led fundraising*

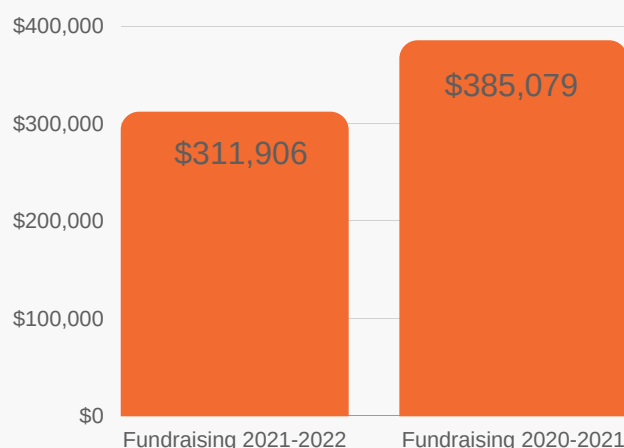
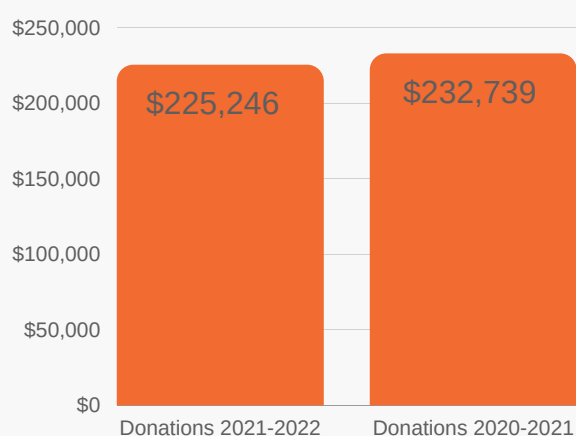
## 32%

*increase in online donations*

**Figure 13 - Income Sources 2021-2022**



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





# OPERATIONS & COVID-19 IMACT

## Staff

The solid core of the YANA staff team was unchanged in the 2021-2022 year. The talent, devotion and passion of Community Relations Coordinator, Shormila Bakshi and Client Care Specialist Andrea Postal saw our team through the swing of the pandemic pendulum with an unwavering commitment to our work and the families we serve.

YANA Connects Facilitator and Moderator Keltie Schalm generously transitioned her position into a volunteer role, and veteran Summer Student Kalyssa Heinrich returned for some clutch project work when 2021 multi-skilled Summer Student Rhys Abel was required to re-assign his video drones to forest fire fighting work shortly before the 2021 YANA Ride chart-your-own-course riding began.

Our immense gratitude goes to Jacqueline Moore, our long-term bookkeeper who retired from her work with YANA at the end of the 2021 calendar year. We began working with accomplished bookkeeper, Jasmin Badrin in January and began the successful digitization of our bookkeeping processes and records, moving to Quickbooks Online and soft copy recordkeeping.

We welcomed the expert researching skills of Aimi Furugori to the team to assemble a compilation of relevant resources related to our strategic governance and sustainability work.

We are extraordinarily thankful for this small and mighty team!

# 1

*full time employee*

# 5

*part-time employees*

# 10

*board directors*

## Board and Key Volunteers

As is always the case, the board director changes occur in the fall of each fiscal year at our AGM. 2020-2021 was the end of 4 years of dedicated service for both Ashley Smith and Dan Costain and the year Marcel Moose hung up his YANA treasurer adding machine after an outstanding nine years of gifting his expertise to the organization. We welcomed enthusiastic and talented newcomers Nadia Rowe, Sean Martin and Sarah Corrigall to round out the strong group who so resolutely lead this organization. We continued to be extremely grateful and lucky to have Vancouver volunteer, Jayne Forbes and Director/Office Manager, Lesley Hunter continue in their priceless volunteer roles.

Volunteers don't get paid, not  
because they're worthless,  
but because they're priceless.

Sherry Anderson

## Continued Impacts of COVID-19

*Continued restrictions, ever-changing 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
  - limited access to Jenece Place and Ronald McDonald House due to required COVID protocols
- Increased accommodation costs due to:
  - low occupancy and high demand due to regional travelers
  - diversions 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, and significant pandemic fatigue experienced by all.

**2021-2022 has been a year of necessary holding pattern while riding out the storm of the tail end of the COVID-19 pandemic. The resilience and endurance that has been developed will serve our organization, our supporters and the precious children and families we all stand behind for years to come.**