



ANNUAL REPORT 2025



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YANA EXECUTIVE DIRECTOR**

November 20, 2025

a year's overview

SUMMARY

Clients- YANA supported 301 clients from 266 families, making 586 medical trips this year. Service levels remained at record highs. Elementary-aged children made up the largest age group, while babies and toddlers accounted for the highest proportional share of trips. Victoria was the most common treatment location at 35%, followed by Vancouver BCCH. The top reasons for travel were neurology, orthopedics, and high-risk pregnancy.

Funding- YANA provided \$201,262 in direct travel-expense funding this year, the first time in our 40-year history that support has surpassed the \$200,000 mark. Most families needed help for one to four trips, and only 7% required five or more. Day and overnight trips continued to make up the majority of travel.

Accommodation- Accommodation – YANA provided \$170,871 in accommodation support this year, a 7% increase from last year. Apartment costs remained steady at just over \$80,000, while increased reliance on hotels and B&Bs led to higher external accommodation expenses. Apartment occupancy rose to 41%, and the average cost per occupied day decreased to \$136.64, keeping this resource well below market rates.

Fundraising & Donations- Community generosity reached new heights, with 95% of all revenue generated locally. Donation income grew by 76%, led by a remarkable \$175,000 bequest, bringing total donations to \$467,158, the highest in YANA's history. Fundraising remained strong at \$453,871, with Big Love and the YANA Ride leading the way.

Partnerships and Support Enhancement- YANA's ability to access confirmed reservations at Jeneece Place was significantly reduced this year, resulting in only 18 stays (71 nights) compared to 67 stays (340 nights) last year and increasing reliance on hotels and B&Bs. The BC Family Residence Program reimbursed \$9,195, lower than last year due to 199 non-qualifying nights. YANA supported 81 emergency transfers, providing \$16,200 in immediate assistance. A notable program improvement this year was adding emergency support envelopes directly in the Emergency Department, ensuring faster access for urgent pediatric cases and strengthening our partnership with North Island Hospital.

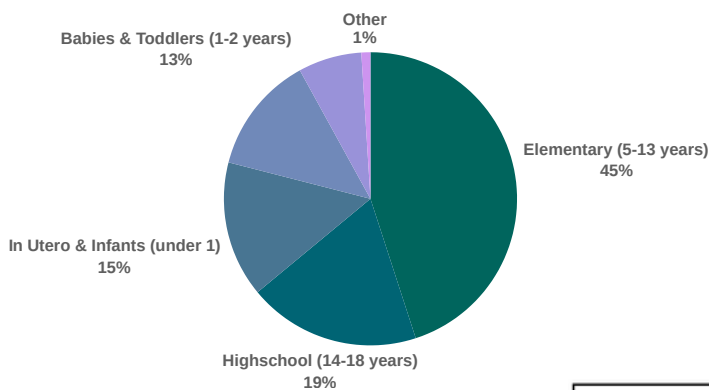
Operations- YANA's small but mighty team continued to deliver high-impact support. Key staffing transitions included welcoming Jessica Mayer as Community Relations Coordinator and celebrating Shormila's 5-year YANAAversary. The Board welcomed two new directors (Angie Miller and Blair Pettis), honoured Laura Bomback's 15 years of service, and continued to be supported by dedicated long-time volunteers like Jayne Forbes and Lesley Hunter.

This report details the June 1, 2024 to May 31, 2025 fiscal year.

OUR COURAGEOUS CLIENTS

Service levels remained at record highs this year, with medical trips holding steady and increases in both clients and families (Fig. 1). Elementary-aged children continued to represent the largest single age category; however, when weighted for age range, children ages 0 to 2 accounted for the highest proportional share of trips (Fig. 2). Client residences reflected the broader Comox Valley population (Fig. 4). Victoria was the most common treatment location at 35%, outpacing Vancouver BCCH (Fig. 3). Neurology, orthopedics, and high-risk pregnancy were the top travel reasons at similar levels (Fig. 5).

Figure 2 - Medical Trips by age 2024-2025



**Figure 4 -
Client Residence
2024-2025**

Courtenay	59%
Comox	21%
Cumberland	8%
Denman/Hornby	7%
All Other	5%

301
clients

266
families

586
medical trips

Figure 1 - YANA Client Care 2024-2025

	% change 2025 from 2024	2025	2024	2023	2022	2021	2020	2019	2018
Clients	11%	301	271	197	198	161	180	202	176
Families	6%	266	250	188	183	151	172	187	161
Medical Trips	0%	586	588	399	338	364	433	593	482

Figure 3 - Treatment Location 2024-2025

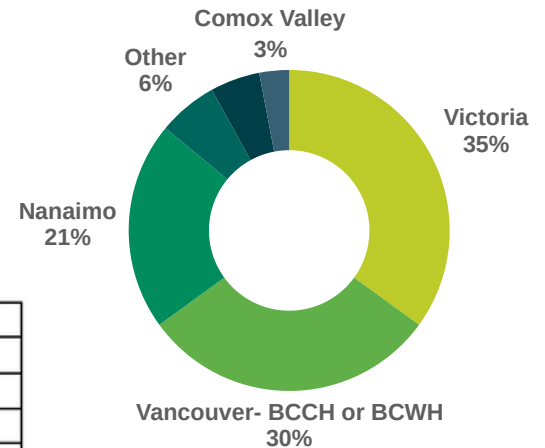


Figure 5 - Reasons for Medical Travel 2024-2025

Neurology-related	10%	Cancer	4%
Orthopaedics/Spinal	10%	Birth-related	4%
High-risk pregnancy	10%	Allergy/Immunology/Biochemical	4%
Autism/ADHD/Assessment-related	7%	Gastroenterology-related	2%
Endocrinology-related	7%	Urology-related	2%
Otolaryngology/ENT- related	6%	Ophthalmology-related	2%
Mental Health/Psychiatry	6%	Multi-system Disease (i.e. Cystic Fibrosis)	<1%
Cardiology-related	6%	Nephrology-related	<1%
Surgical	6%	Genetics Testing/Rare	<1%
Specialty Dental/Tongue Tie Reversal	5%	Dermatology-related	<1%
Other- describe diagnosis/reason for need to travel	5%	Undefined	0%
Respiratory-related	4%	Audiology/Hearing-related	0%

FAMILY FUNDING

A 7% increase in travel-expense funding brought total support to just over \$201,000 this year, topping the \$200,000 mark for the first time in YANA's 40-year history (Fig. 6). Day trips and overnight trips continued to represent the largest share of travel, while extended stays of more than three months thankfully remained rare at under 1% (Fig. 7). Most clients required support for one to four trips during the year, with only about 7% needing support as they travelled out of their home community five or more times to access care (Fig. 8).

Figure 6 - Family Funding for Medical Travel 2017-2025

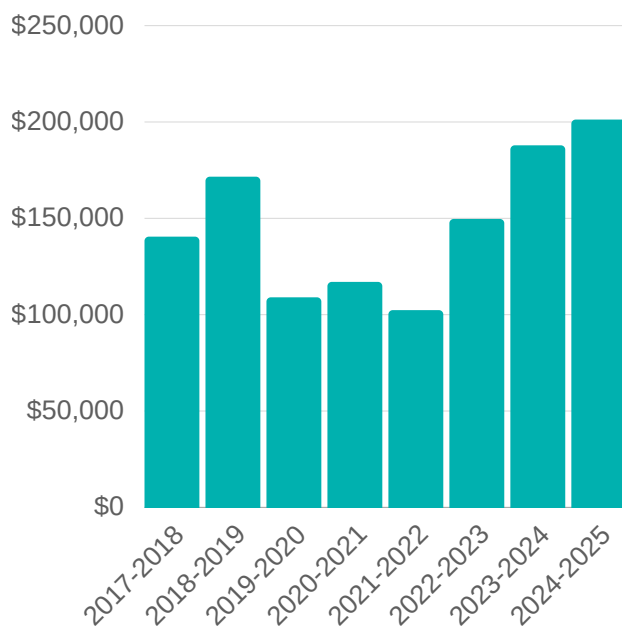


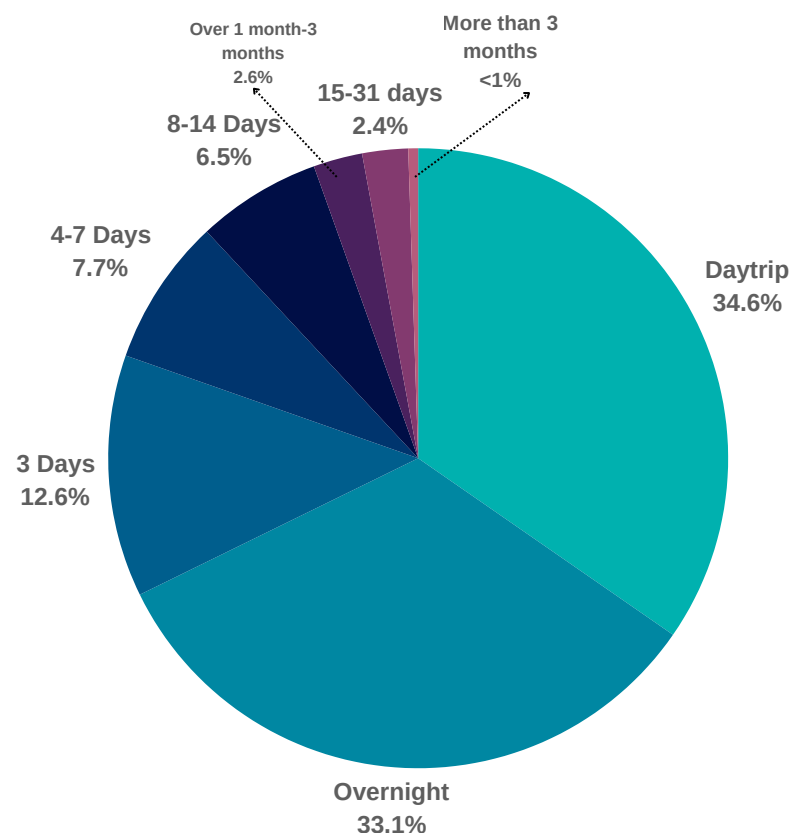
Figure 8 - Services Per Year 2021-2025

Services Per Year	% of Clients (2020-2021)	% of Clients (2021-2022)	% of Clients (2022-2023)	% of Clients (2023-2024)	% of Clients (2024-2025)
10 or more services/year	2%	2%	3%	1%	1%
7-9 services/year	1%	2%	3%	3%	2%
5-6 services/year	7%	1%	4%	7%	4%
3-4 services/year	17%	10%	11%	14%	16%
2 services/year	14%	12%	14%	19%	17%
1 service/year	58%	74%	66%	56%	60%

\$201,262

*Direct Funding
Provided to Local
Families*

Figure 7 - Duration of Trip 2024-2025



ACCOMMODATIONS

Accommodation support increased by 7% this year, with a total of \$170,871 provided for lodging expenses (Fig. 9). Apartment costs remained steady at just over \$80,000. In comparison, other accommodation expenses rose by nearly 15% compared to last year.

Apartment occupancy increased to 41% this year, compared to 33% last year and a recent 5-year average of 33% (Fig. 10). Despite this shift, the value of this resource remained strong, with the average cost per occupied day decreasing to \$136.64 from \$167 last year, keeping apartment stays well below the market rate for hotels and B&Bs.

Figure 9 - YANA Accommodation Program 2018 – 2025



\$170,871

*Accommodation
Support provided for
YANA families*

Figure 10 - YANA Apartment Occupancy 2018-2025

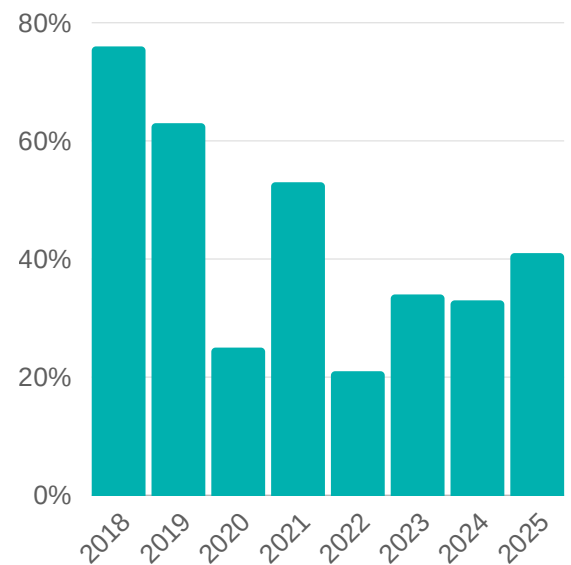
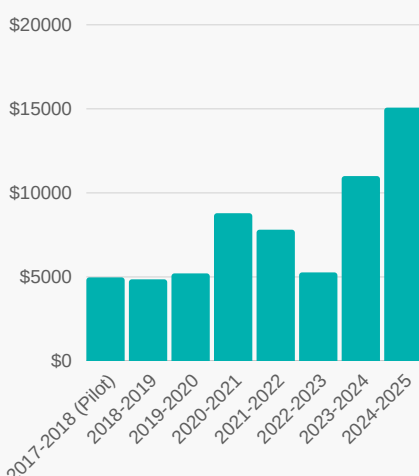


Figure 11 - Denman Hornby Connector Program 2018-2024



The Denman Hornby Connector supports families who must temporarily relocate to the Comox Valley in the weeks surrounding their baby's birth. This year, ten families received assistance through the program, with total support reaching \$15,073.

In October 2024, YANA implemented the enhanced funding model introduced in last year's report, and four families provided the documentation needed to access the increased level of support.



FUNDRAISING AND DONATION INCOME

YANA's events, community initiatives, and personal contributions were once again the backbone of our funding. Locally generated revenue accounted for 95% of all income, a reminder of just how generous the Comox Valley truly is (Fig. 13).

Donation revenue grew by 76% over last year (Fig. 14), led in large part by an extraordinary \$175,000 bequest. Online giving also rose, and community-led fundraisers continued to play a strong role, contributing nearly one-tenth of total income. Combined, these sources brought donations to \$467,158, the highest total in YANA's 40-year history.

Fundraising revenue held steady at \$453,871 (Fig. 12 & 15). The Big Love Benefit Auction and the YANA Ride once again led the way, together generating more than half of all fundraising dollars, with Christmas Crackers and community events adding meaningful support throughout the year.

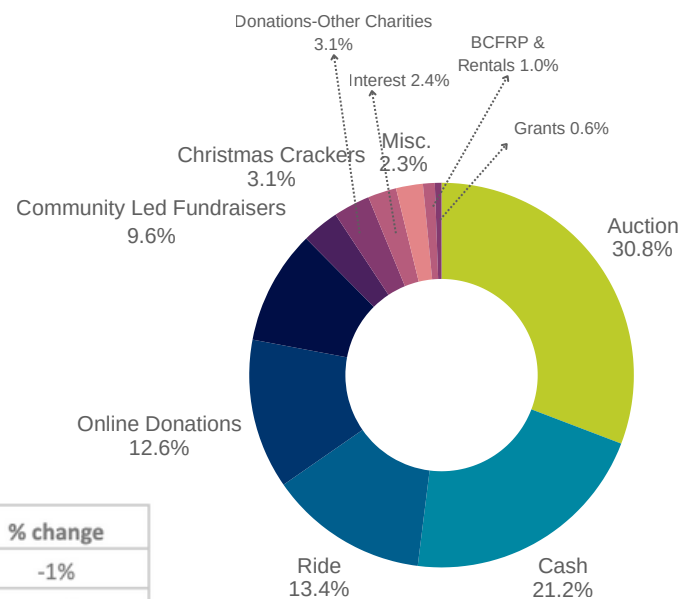
Figure 12 - YANA Fundraisers Year over Year

Fundraiser	2024-2025	2023-2024	% change
Auction	\$295,345.92	\$297,439.42	-1%
YANA Ride	\$128,179.16	\$128,942.10	-1%
Christmas Crackers	\$30,091.21	\$30,610.39	-2%
OVERALL	\$453,616.29	\$456,991.91	-1%

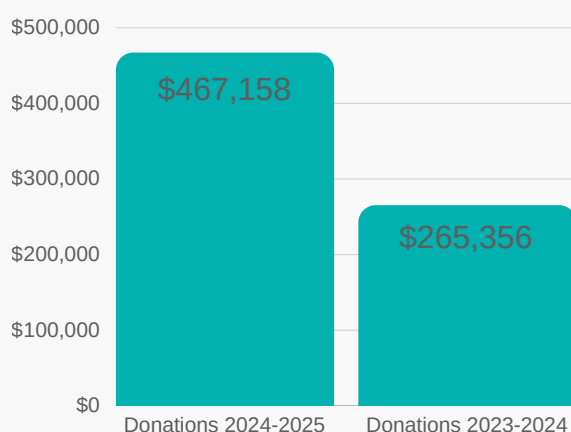
76%
*increase in
donations*

95%
*locally generated
funding*

Figure 13 - Income Sources 2024-2025



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



PARTNERSHIPS & SUPPORT ENHANCEMENT

North Island Hospital, Comox Valley

YANA partners with the North Island Hospital teams to ensure families facing emergency transfers receive immediate financial support.

As of February 2025, emergency support envelopes were also made available directly in the ER, removing the need for staff to retrieve them from maternity and improving access during urgent pediatric cases.

YANA supported 81 emergency transfers, providing \$16,200 in assistance. Fifty-nine families received the \$200 support through hospital-issued envelopes, while 22 received e-transfers when envelopes were missed during emergencies. Follow-up remained strong: 31 maternity families and all 6 ER families reconnected for additional help, 53% overall.

BC Family Residence Program (BCFRP)

YANA partners with BCFRP to **support families needing accommodation in Vancouver**, including stays in the YANA apartments, hotels and partner facilities.

BCFRP reimbursement totalled **\$9,195** this year, down from \$14,546 last year, due to a larger number of nights that did not meet their eligibility guidelines. Families only qualify for BCFRP during the first 30 days of a stay, and prenatal nights do not qualify. **These program parameters resulted in 199 non-qualifying nights this year.**

YANA continues to **register families for BCFRP on their behalf** when a partner accommodation such as a BCFRP hotel, Ronald McDonald House, or Easter Seals House is the best fit for their needs.

YANA Connects

YANA maintains a **private online group** to help families stay connected and supported during their medical journeys.

Membership in YANA Connects grew from **139 to 146** this year. The group remains a quiet, low-maintenance space where families can connect or ask questions when they choose.

81

hospital emergency transfers supported

18

stays at Jeneece Place supported

\$9,195

BC Family Residence Program funding received

Children's Health Foundation Vancouver Island

YANA partners with CHFVI to provide access to Jeneece Place in Victoria, Q'walayu House in Campbell River when needed, and soon Jesse's House in Nanaimo.

YANA supported 18 stays at Jeneece Place this year (71 nights), compared to 67 stays (340 nights) last year. YANA had access to far fewer available rooms this year, which meant relying more on hotels and B&Bs and covering higher accommodation costs to ensure families were supported.

We welcomed Krista Lavoie as the new House Manager and remain hopeful that access will improve in future years.

Jesse's House in Nanaimo did not open during this fiscal year, though progress continues and public fundraising efforts are underway to advance the project.

Funders

YANA partners with federal funding programs to **strengthen seasonal staffing and enhance capacity** during peak periods.

YANA again received support from the **Canada Summer Jobs** program, which funded a summer student position to assist with seasonal communications and event preparation. No changes occurred in the grant landscape this fiscal year.

OPERATIONS

Staff and Contractors

YANA's team is small but mighty, bringing kindness, talent, and humour to every corner of our work.

Shormila Bakshi, now in her full-time role as Event Operations Manager, continues to amaze us with her ability to juggle details, timelines, people, and projects all at once. She brings order to chaos and improves every system she touches.

Kourtney Van Velzen, our part-time Client Care Coordinator, pours her whole self into supporting families. She takes on new tasks with determination and humility, and then somehow ends up mastering every single one. If she ever realized how many superpowers she has, the rest of us had better hold on tight.

We are grateful for the time and care that **Tania Leon** contributed during her tenure as Community Relations Coordinator. In April 2025, we welcomed **Jessica Mayer** to the role. As a YANA mom and gold star volunteer, Jess fit in so naturally that it felt like she had always been here. She learns quickly, completes tasks before the reminder has a chance to ding, and she shows up prepared, positive, and ready to help in any way needed.

Jenna Renkema, our part-time summer student, brought fresh energy and steady support from the moment she arrived. She tackled tasks with initiative and ease, quickly becoming a trusted go-to during the busy summer months.

Behind the scenes, contract bookkeeper **Jasmin Badrin** kept YANA's financial records accurate and organized, giving the team the solid foundation we rely on all year.

Each person on this team brings something special, and together they create the warm, dedicated, supportive workplace that defines YANA.



2

full time employees

4

part-time employees

11

board directors

Board and Key Volunteers

YANA is fortunate to be guided by a caring, community-minded Board of Directors. For the 2024-2025 fiscal year, we welcomed **Angie Miller** and **Blair Pettis** to the team, and thanked **Brent Curtain** and **Tracy Godin** for their time on the board.

A special milestone this year was **Laura Bomback's** 15th year of service. Laura's long-standing commitment and steady leadership have helped shape YANA in meaningful ways, and we are incredibly grateful for her continued dedication.

Ongoing directors included **Lisa Wilcox** (President), **Sean Martin** (Vice-President), **Sarah Corrigan** (Treasurer), **Emily Cumings** (Secretary), **Laura Bomback**, **Jason Heflin**, **Pam Kemps**, **Kelly Rusk**, and **Shannon Moise**.

Our volunteers continue to be at the heart of our work. In Vancouver, **Jayne Forbes** provides consistent support to families travelling for care. Here at home, **Lesley Hunter** keeps the YANA office running smoothly as our Volunteer Office Manager, bringing warmth and reliability to everything she does.

We are grateful for every board member and volunteer who gives their time, energy, and heart to YANA.

YANA is built by the people who believe in lifting one another up. Whether you give, volunteer, partner, or receive support, you are part of this circle of care, and we are deeply thankful for you.