



2020 Yukon Non-profit Organization COVID-19 Impact Survey Report

Prepared by
Yukon Bureau of Statistics
for
Tourism & Culture, Government of Yukon

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Background

The COVID-19 pandemic and associated reductions in business activities has had varying impacts on the non-profit sector. A Yukon government working group developed a survey questionnaire for non-profit organizations, to measure the financial and operational impacts of the pandemic on the non-profit sector and identify areas where government assistance would be most beneficial. This report summarizes the results of the survey.

Methodology

The 2020 Yukon non-profit organization COVID-19 impact survey was an invitation-only web survey for registered non-profit organizations in Yukon. The survey was hosted by the Yukon Bureau of Statistics (YBS) from September 9 to October 1, 2020. The Department of Tourism and Culture identified potential respondents through the Corporate Affairs registry (Department of Community Services), and 12 additional organizations contacted the Yukon Bureau of Statistics to request an email invitation to complete the survey.

The Yukon Bureau of Statistics contacted invitees by email, or if no email address was available for the invitee, by letter mail. Email recipients were sent a weekly reminder if they had not yet completed the survey. Altogether, YBS contacted 268 organizations by email and 530 by mail, for a total of 798 organizations.

Survey Results

Respondents were eligible to complete the survey if:

- a) they represented a registered non-profit organization in the Yukon, and
- b) the organization had been in operation at any time since January 1, 2019 or were planning to be operational in 2020.

In total, 122 eligible respondents completed the survey. The organizations represented a wide range of sub-sectors (Figure 1), and served various target audiences, varying from all Yukon residents to specific demographic groups or under-served populations (Figure 2).

Figure 1. Which sub-sector does your organization represent?
Check all that apply.

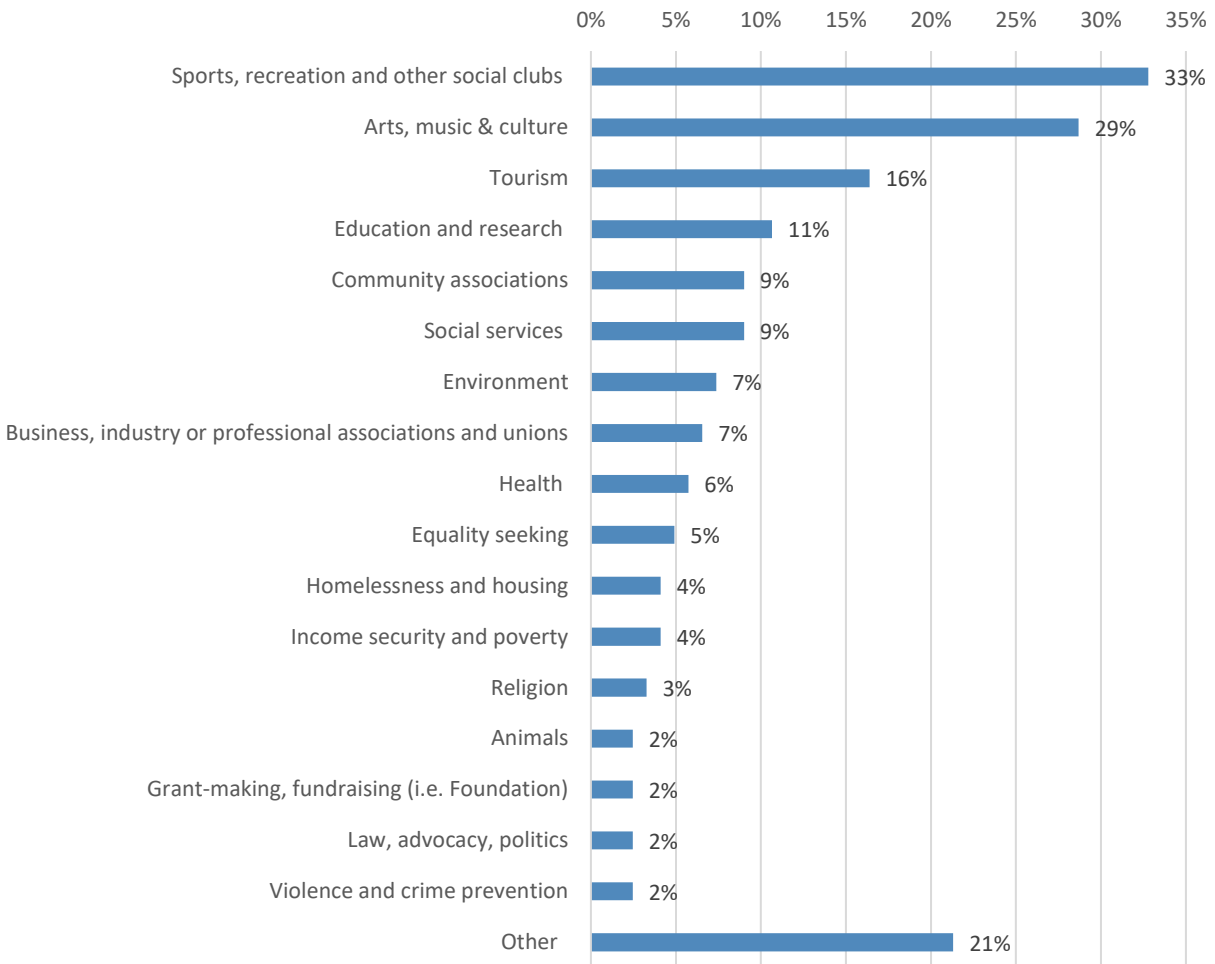
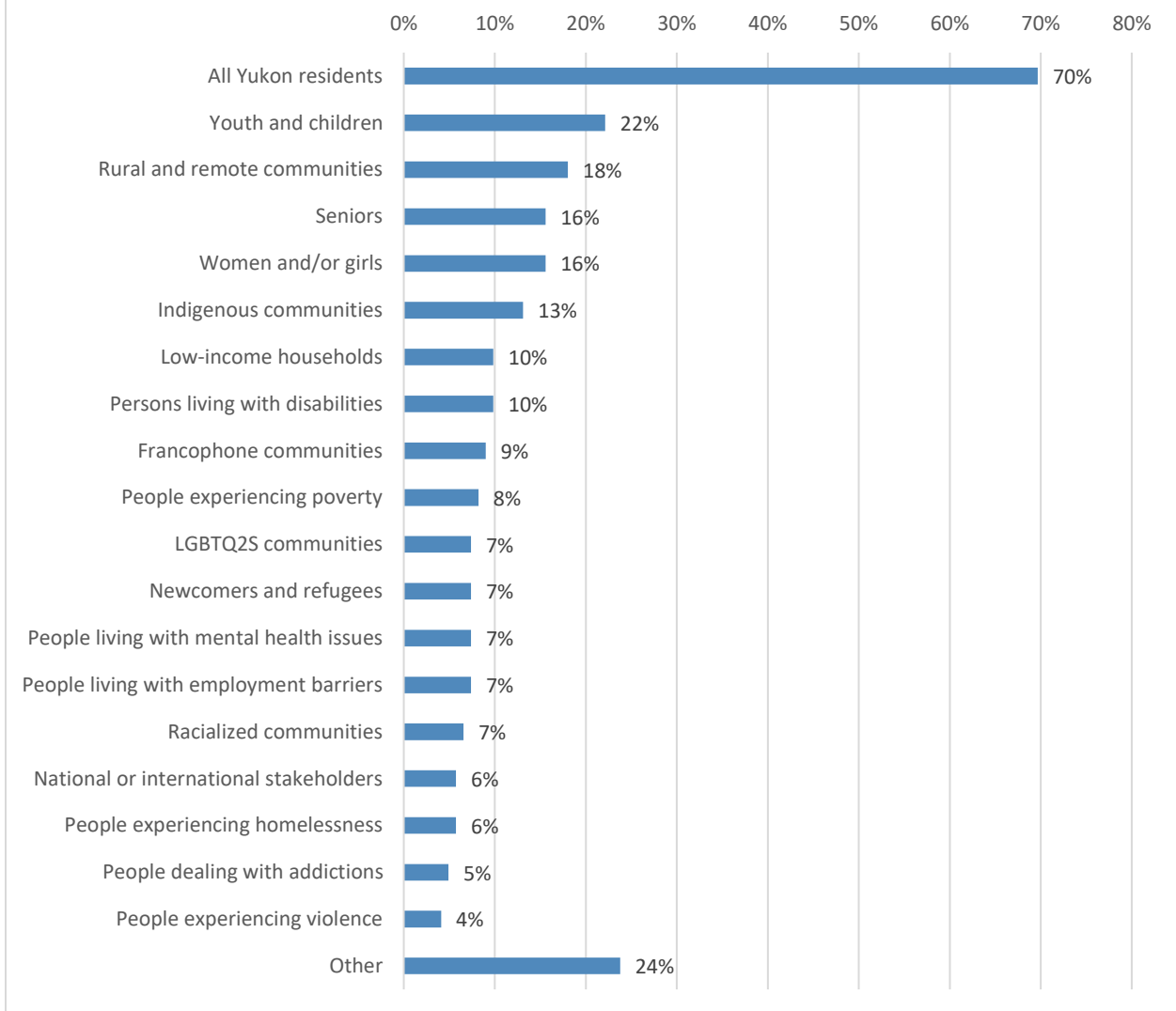
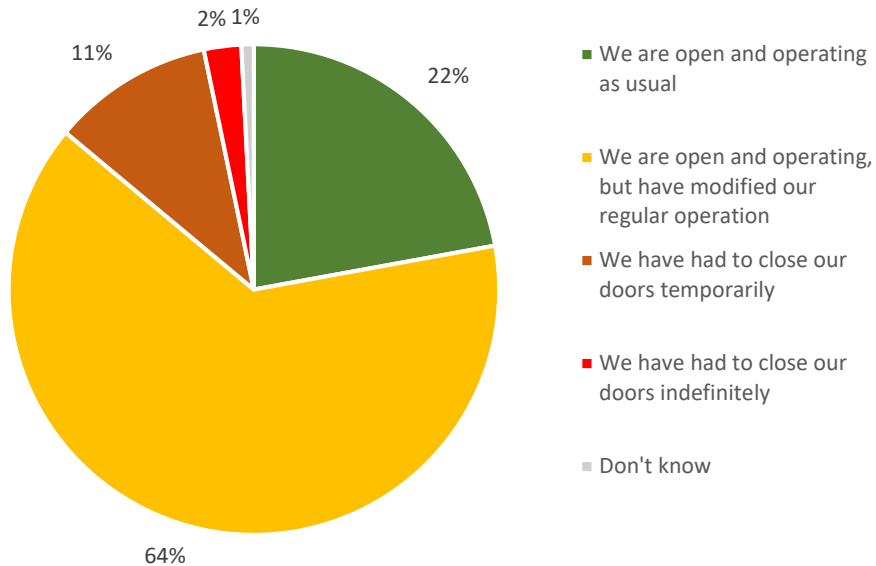


Figure 2. Which communities does your organization primarily serve? Check all that apply.



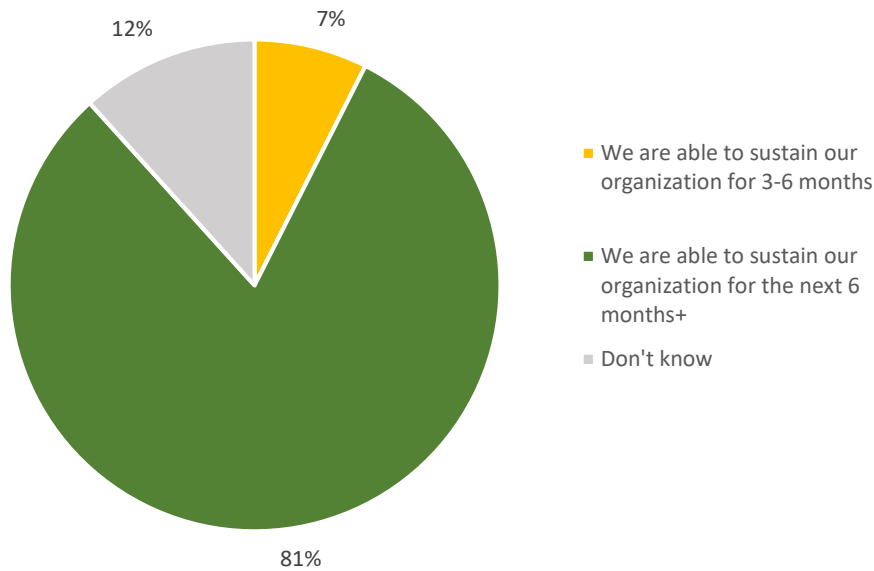
The majority of responding organizations (64%) said they had modified their regular operations in response to the COVID-19 pandemic (Figure 3). Twenty-two percent were operating as usual, 11% had closed their doors temporarily, and 2% had closed indefinitely.

Figure 3. What is the current operational status of your organization (as of August 1, 2020)?



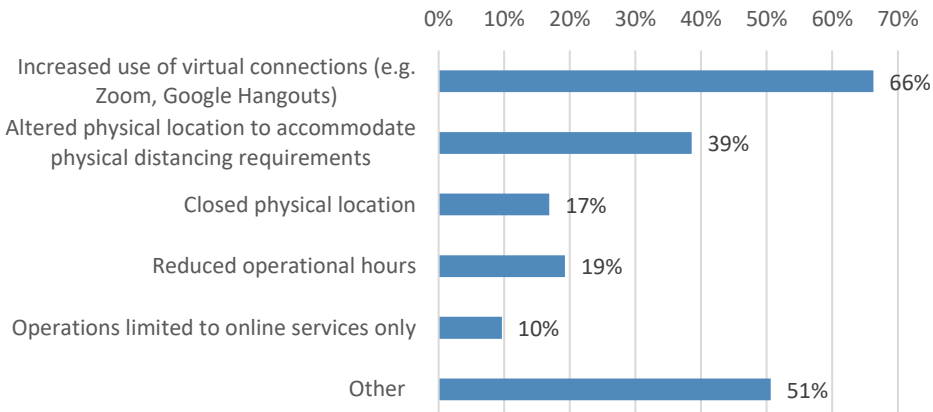
Of those which were operating with modifications in operation or had closed their doors temporarily or permanently, most (81%) said they would be able to sustain their current operational status for the next 6 months or longer (Figure 4).

Figure 4. For how long is your current operational status sustainable? (n=94)

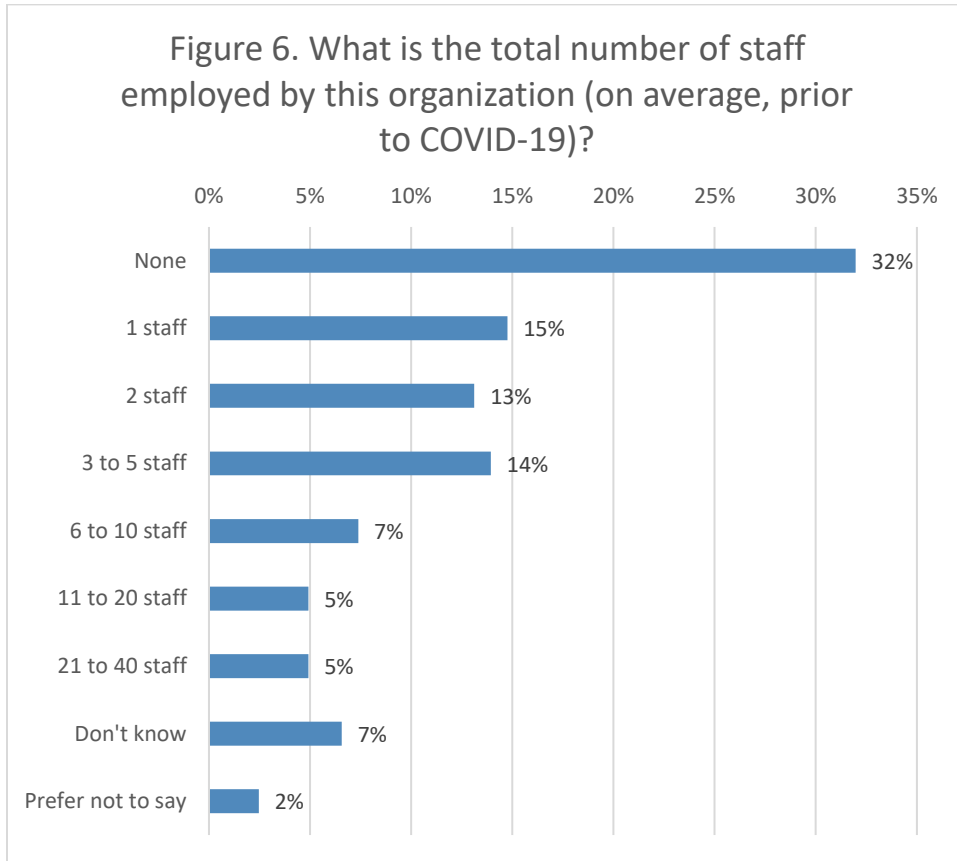


Those who have modified their regular operations said they have increased the use of virtual connections (66%), altered their physical location to accommodate physical distancing requirements (39%), reduced operational hours (19%), or closed their physical location entirely (17%). Ten percent said their operations are currently limited to online services only (Figure 5).

Figure 5. In what ways have you modified your regular operation? Check all that apply. (n=83)

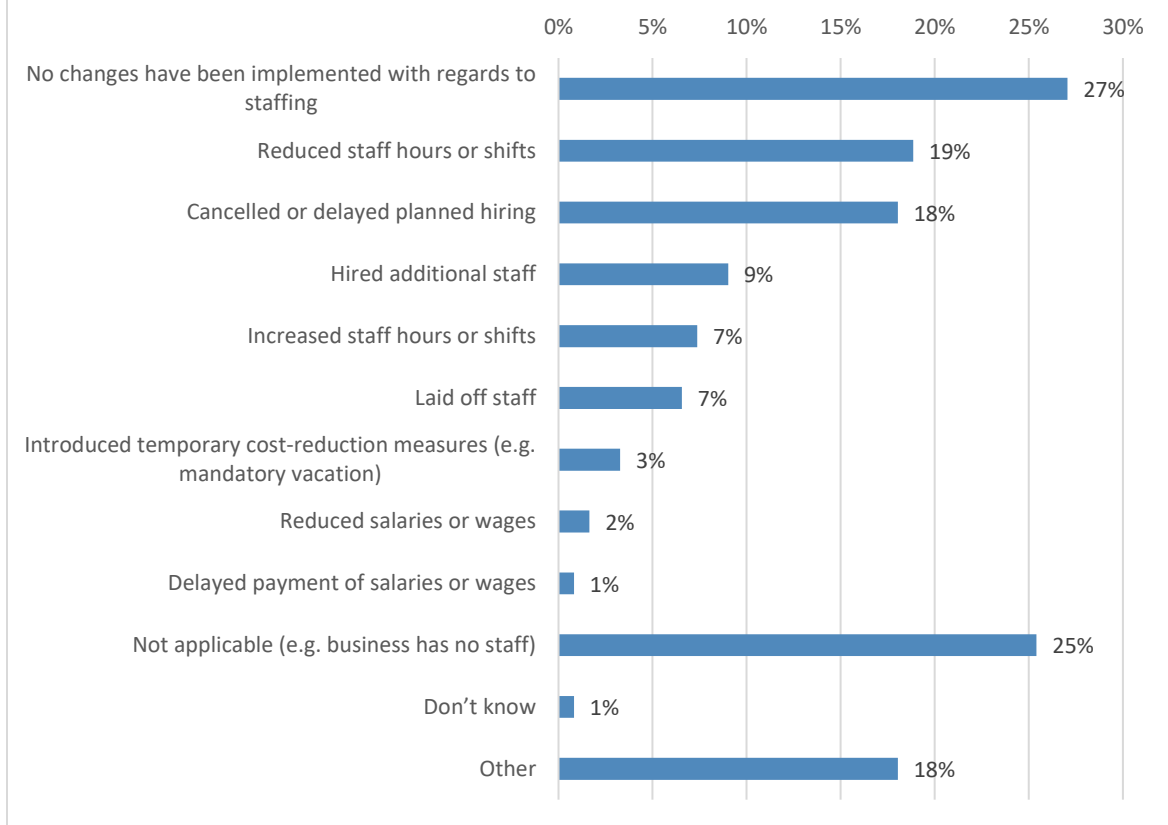


Thirty-two percent of the responding organizations don't usually have any paid staff, while 15% have one staff member, 13% have two staff members, and 14% have 3 to 5 staff members (Figure 6). Seventeen percent normally have 6 or more staff members.



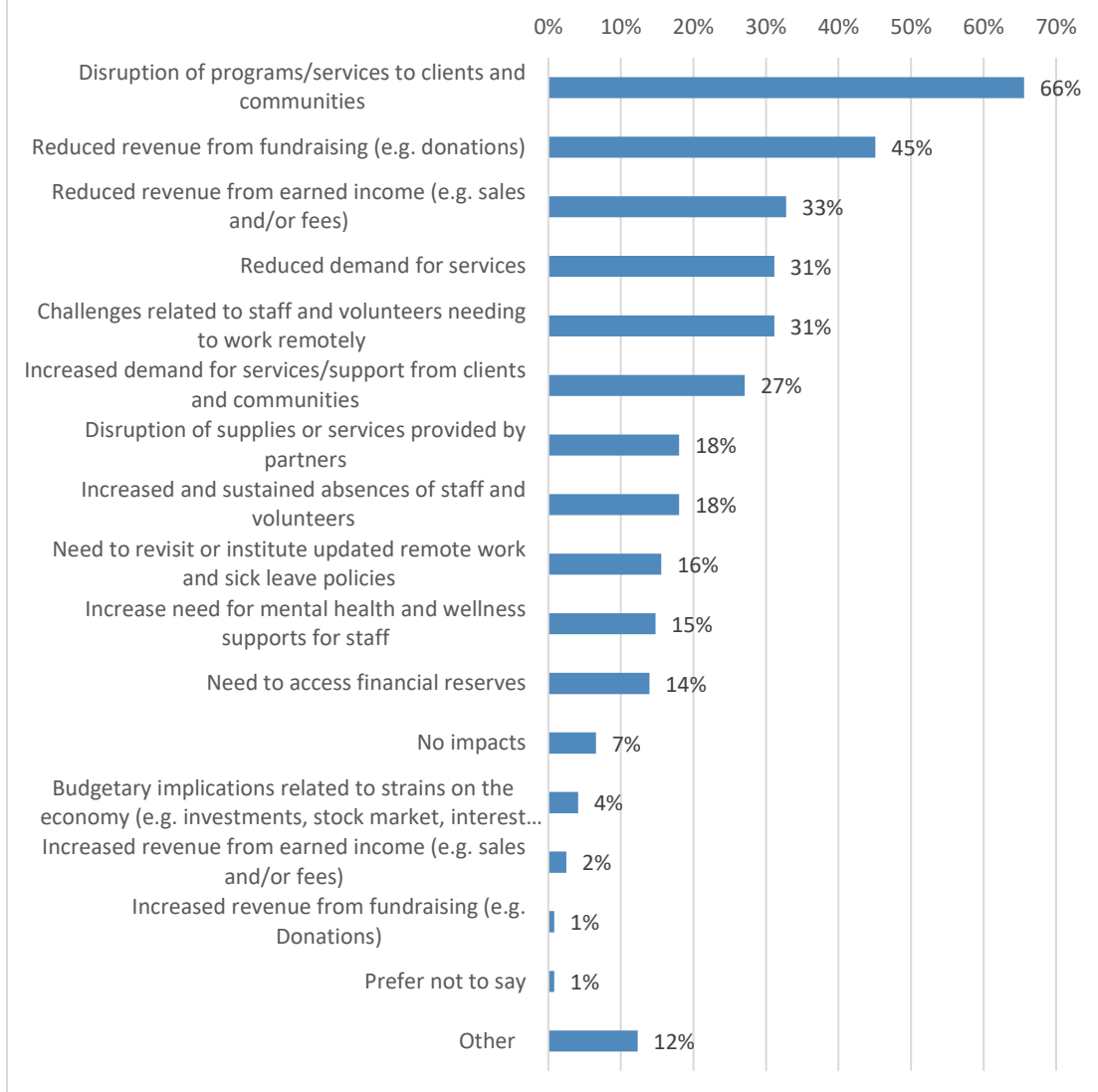
In response to the pandemic, 19% of responding organizations said they have reduced staff hours or shifts, whereas 7% have increased staff hours or shifts. 18% have cancelled or delayed planned hiring. Nine percent have hired additional staff, while 7% have laid off staff (Figure 7).

Figure 7. Which of the following staffing actions did your organization take due to COVID-19? Check all that apply.



Responding organizations have experienced various impacts due to the pandemic (Figure 8). About two-thirds (66%) of responding organizations experienced disruption of programs and services, 45% experienced reduction in revenue from fundraising, 33% experienced reduced revenue from earned income. About one-third (31%) of responding organizations experienced reduced demand for services and challenges related to working remotely.

Figure 8. Has this organization experienced any of the following impacts due to COVID-19? Check all that apply.



The majority of responding organizations (60%) have not accessed any government financial support programs related to the pandemic (Figure 9). Of those who did not access these programs, 60% said they did not require support, 26% were not eligible, 10% said it was too complicated to apply, and 8% were not aware of the programs (Figure 10).

Figure 9. Has this organization accessed any of the following government financial support programs specifically related to COVID-19? Check all that apply.

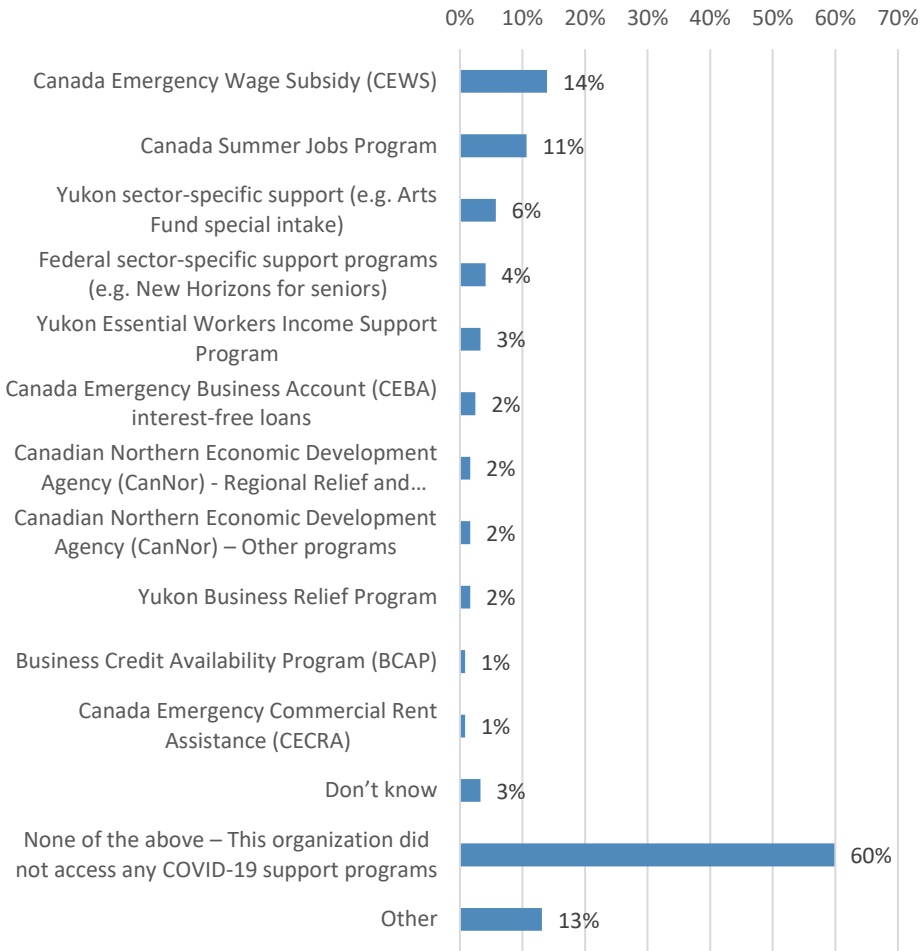
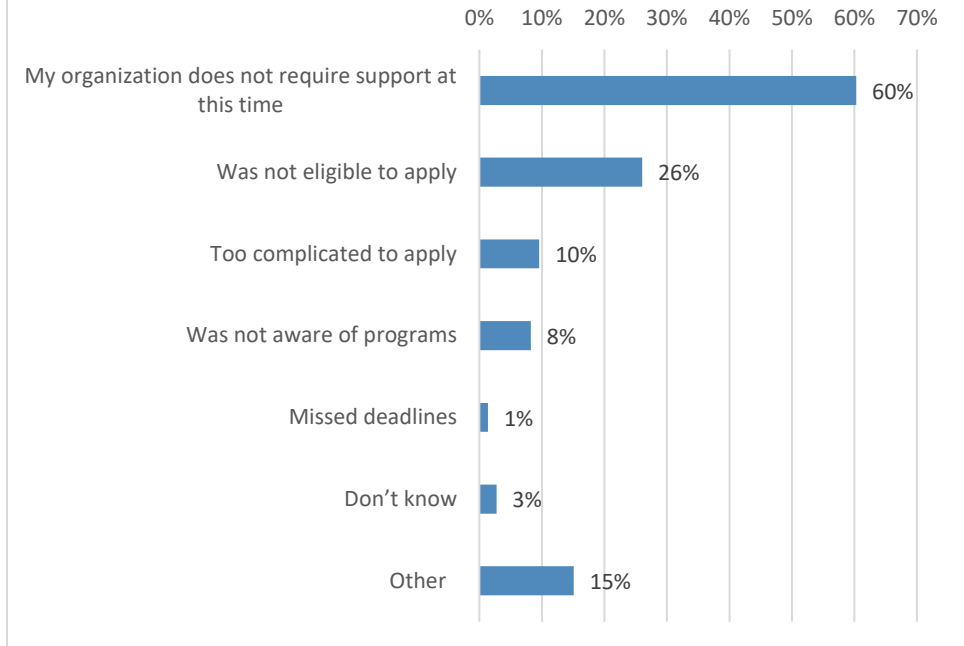
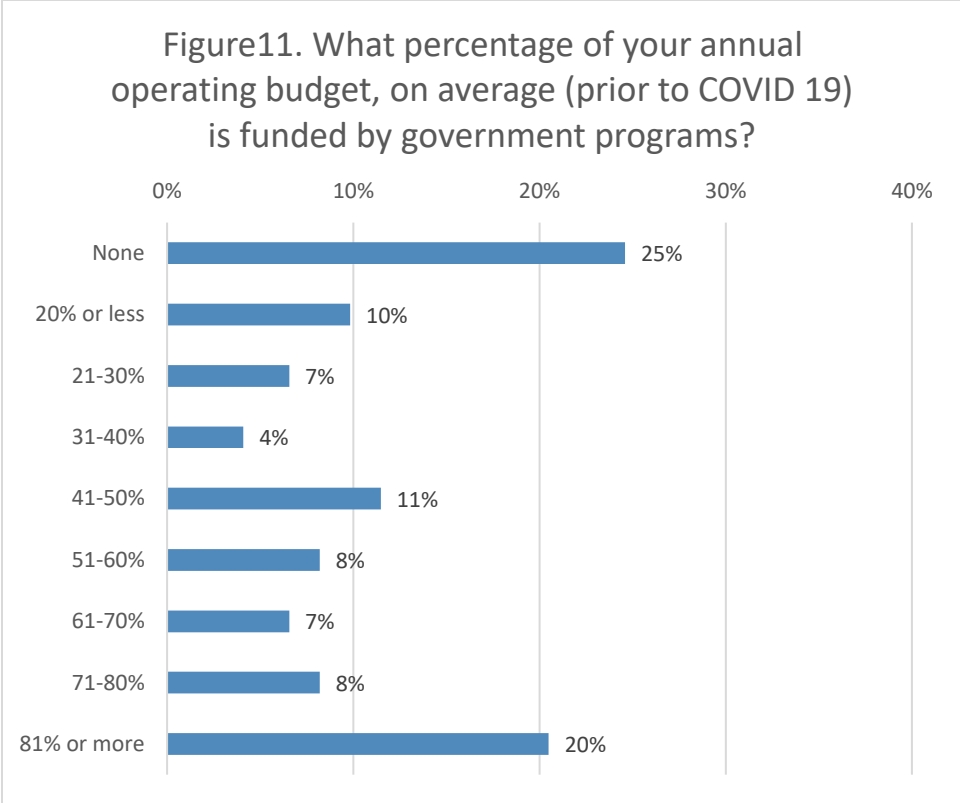


Figure 10. Why have you not accessed any COVID-19 support programs? Check all that apply. (n=73)

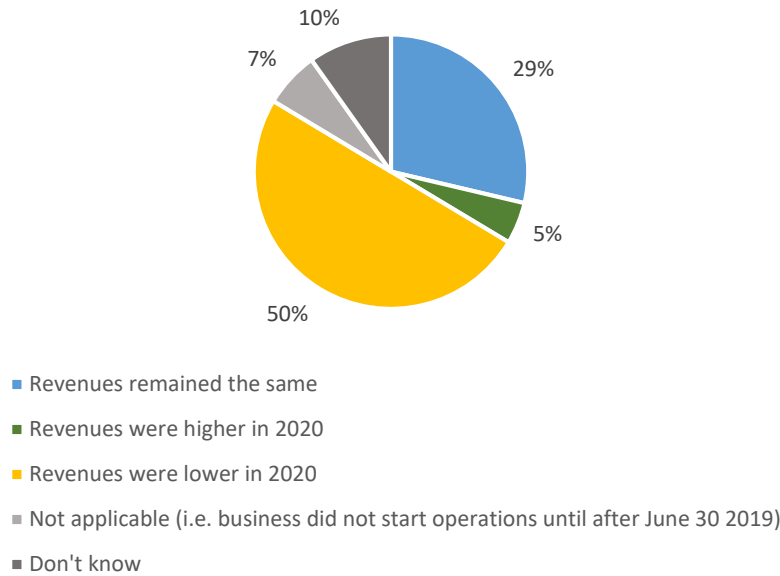


Seventy-five percent of responding organizations said they rely on government programs to fund at least a portion of their operating budget in a typical year (Figure 11).

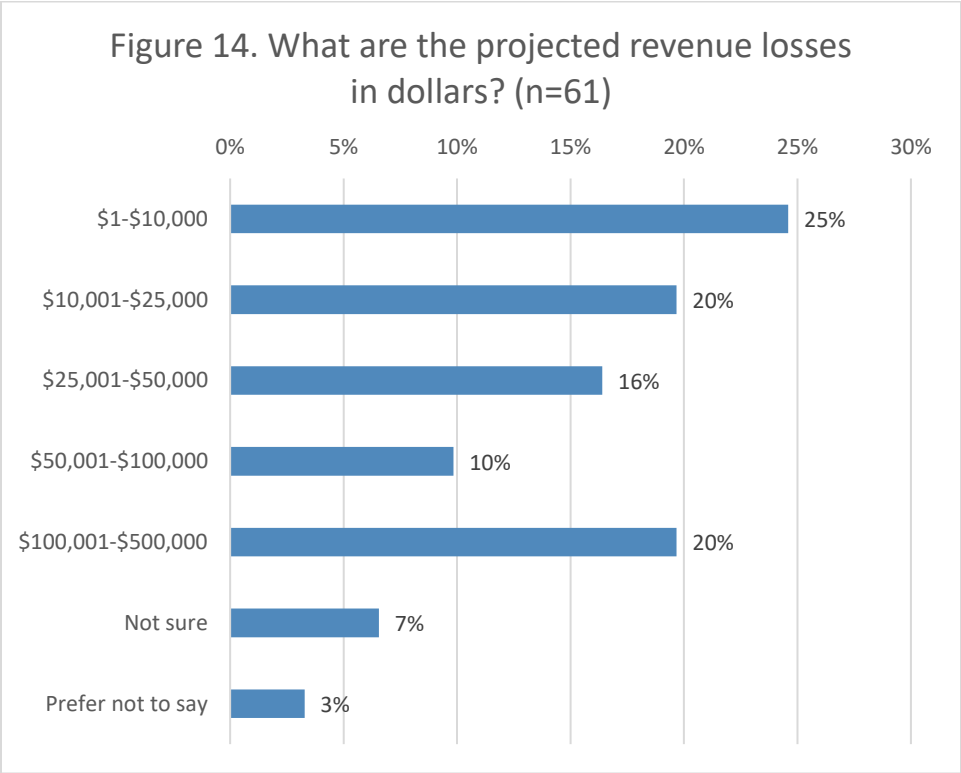
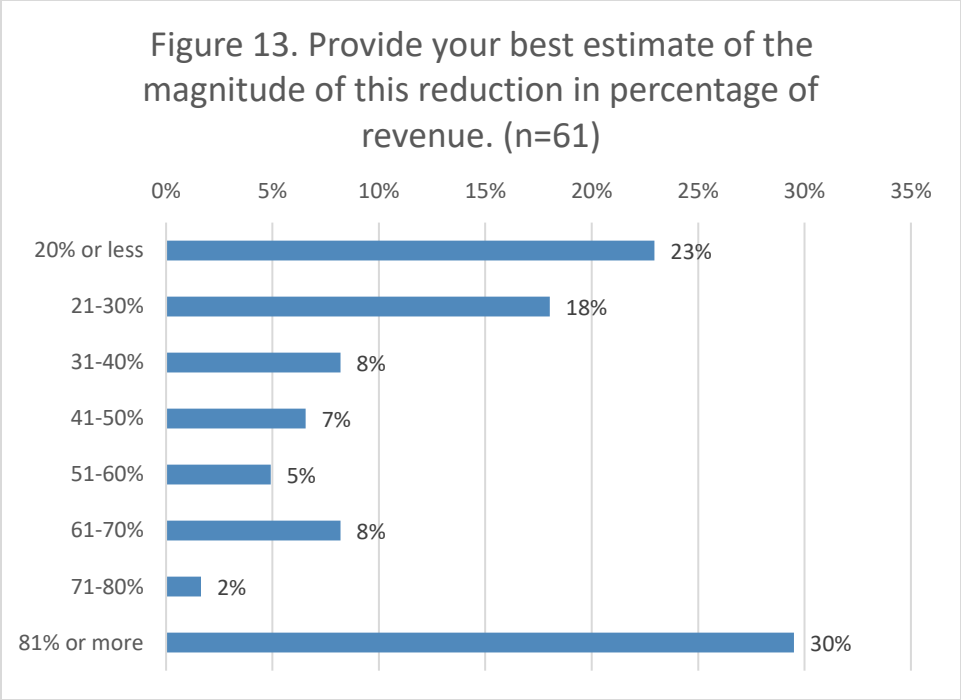


Half the responding organizations experienced lower revenues than normal in the first half of 2020. Revenues were unchanged for 29% and higher for 5% of responding organizations (Figure 12).

Figure 12. Compared to the first half (January to June) of 2019, how did the revenue of this organization change in the first half (January to June) of 2020?



Of those who experienced a drop in revenue, 56% said the reduction was 50% or less of their usual revenue. Thirty percent said they experienced a drop in revenue of 81% or more (Figure 13). Projected revenue losses varied from under \$10,000 to over \$100,000 (Figure 14).



Only 6 responding organizations experienced an increase in revenue in the first half of 2020 (Figures 15-16).

Figure 15. Provide your best estimate of the magnitude of this increase in percentage of revenue. (n=6)

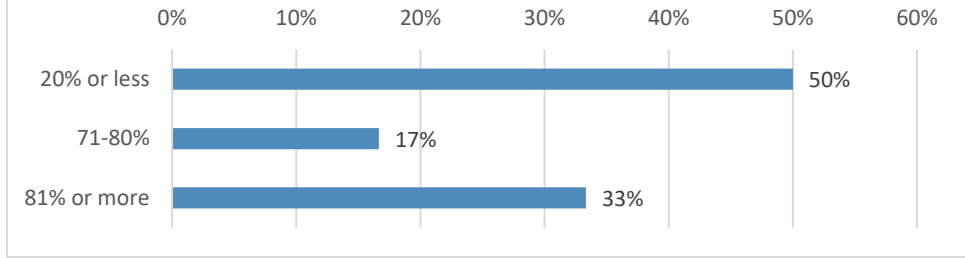
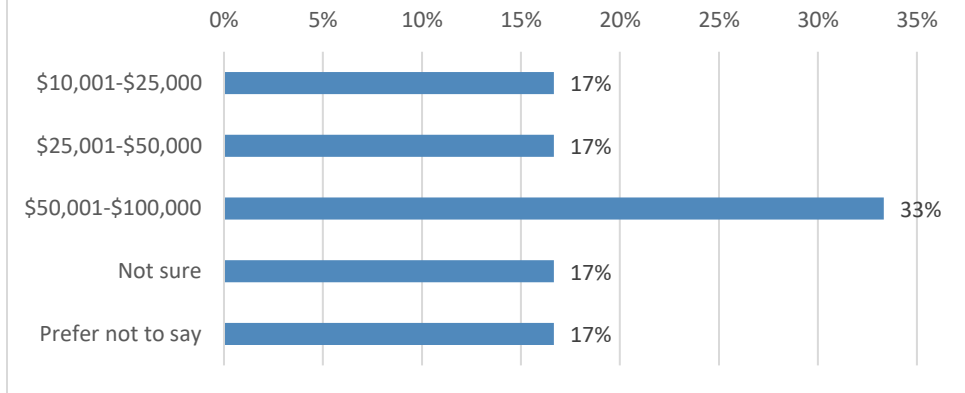


Figure 16. What is the projected revenue increase in dollars? (n=6)



Forty percent of the responding organizations said the pandemic has led to an increase in COVID-19 related service or operational costs (Figure 17). The magnitude of this increase was 20% or less for 73% of the affected organizations (Figure 18).

Figure 17. Have COVID-19 circumstances lead to an increase in COVID-related service or operational costs (expenses)?

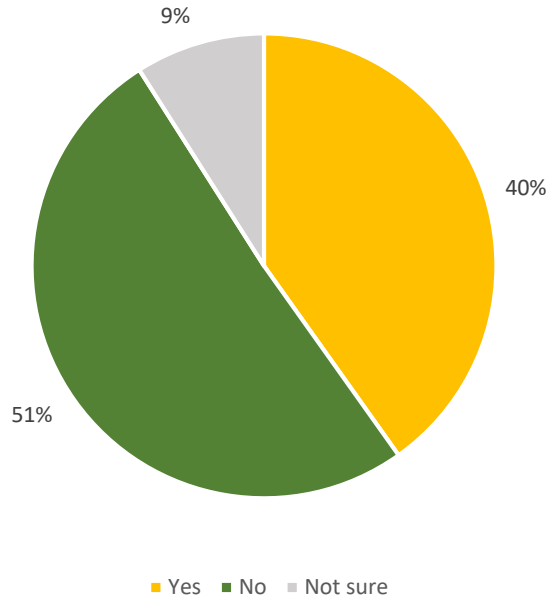
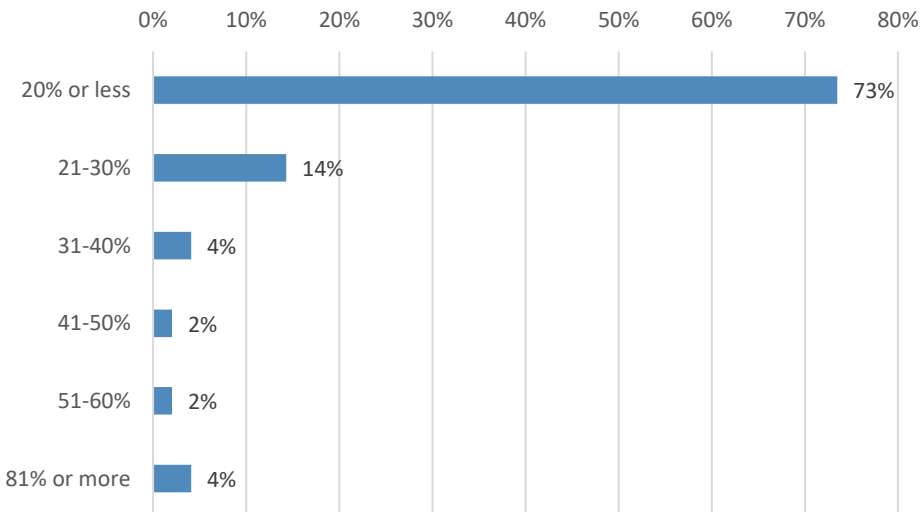


Figure 18. Provide your best estimate of the magnitude of the increase in COVID-19 related service or operational costs this fiscal year. (n=49)



Eighteen percent of responding organizations reported higher overall expenses in the first half of 2020, compared with the previous year, while 27% reported lower expenses (Figures 19-21).

Figure 19. Compared to the first half (January to June) of 2019, how did the overall expenses of this organization change in the first half (January to June) of 2020?

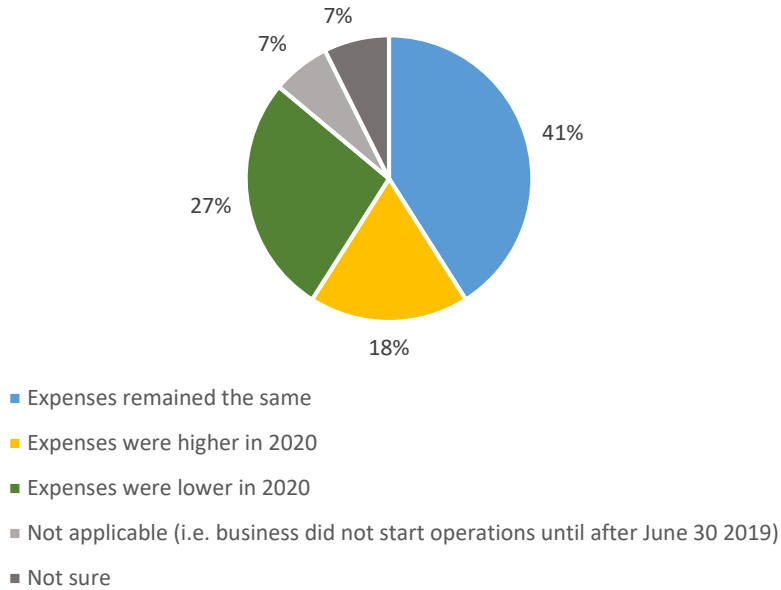


Figure 20. By what percentage did overall expenses decrease? (n=33)

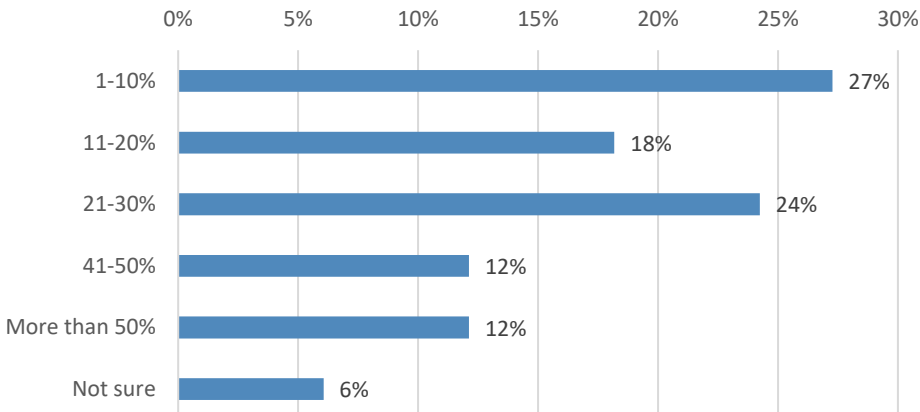
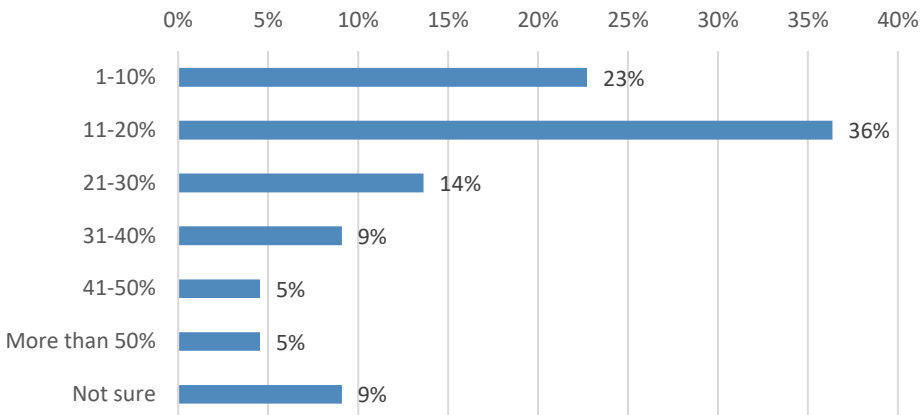
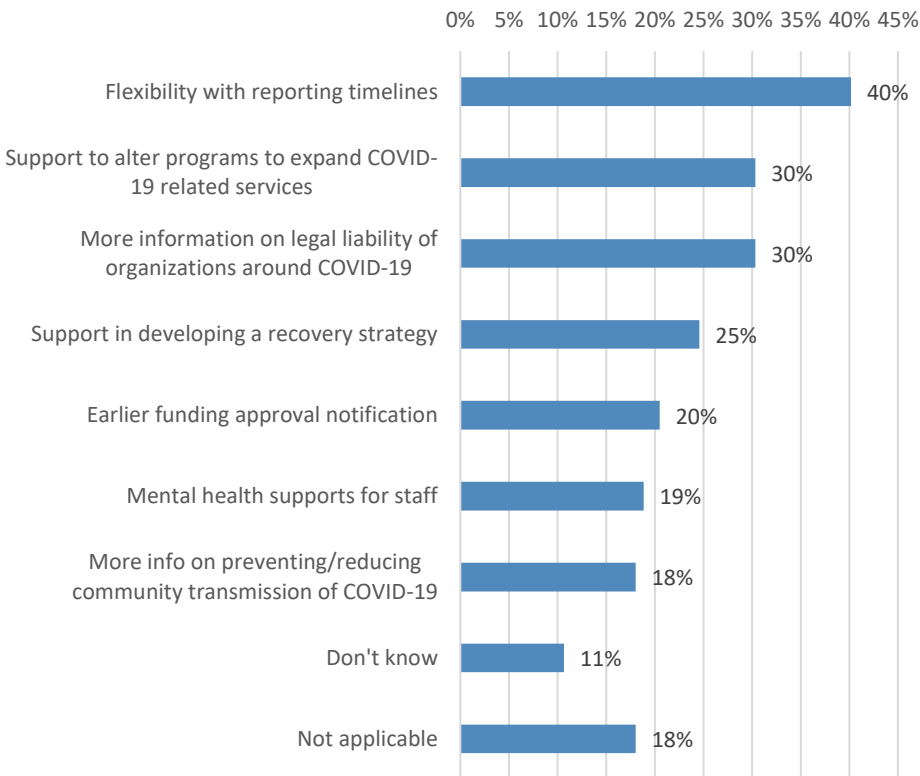


Figure 21. By what percentage did overall expenses increase? (n=22)



Responding organizations identified a number of supports that would be helpful to them to mitigate the challenges of the pandemic. The most popular suggestion was flexibility with reporting timelines (Figure 22).

Figure 22. What supports would be helpful to your organization in mitigating the challenges of COVID-19? Check all that apply.



Appendix 1. Data tables

Q1. Is this organization a registered non-profit in Yukon?

	Frequency	Percent
Yes	122	100

Q2. Has this organization been in operation at any time since January 1, 2019 or is planning to be operational in 2020?

	Frequency	Percent
Yes	122	100

Q3-Q4. Organization name and contact information

Q5. Which sub-sector does your organization represent? Check all that apply:

	Frequency	Percent
Animals	3	2.5%
Arts, music & culture	35	28.7%
Business associations, industry or professional associations and unions	8	6.6%
Community associations	11	9.0%
Education and research (adult education, newcomer language & literacy training, etc.)	13	10.7%
Environment	9	7.4%
Equality seeking	6	4.9%
Grant-making, fundraising (i.e. Foundation)	3	2.5%
Health (e.g. mental health and crisis intervention, drug and alcohol addictions, rehabilitation)	7	5.7%
Homelessness and housing	5	4.1%
Income security and poverty	5	4.1%
Law, advocacy, politics	3	2.5%
Religion	4	3.3%
Social services (e.g. child and youth support services, family services, services for people with disabilities, services for the elderly)	11	9.0%
Sports, recreation and other social clubs (e.g. leisure clubs, fitness and wellness, amateur sport)	40	32.8%
Tourism	20	16.4%
Violence and crime prevention	3	2.5%
Other	26	21.3%

Q6. Which communities does your organization primarily serve? Check all that apply:

	Frequency	Percent
All Yukon residents	85	69.7%
Francophone communities	11	9.0%
Indigenous communities	16	13.1%
LGBTQ2S communities	9	7.4%
Low-income households	12	9.8%
National or international stakeholders	7	5.7%
Newcomers and refugees	9	7.4%
People experiencing homelessness	7	5.7%
People experiencing poverty	10	8.2%
People experiencing violence	5	4.1%
Persons living with disabilities (e.g. autism. physical. vision. intellectual)	12	9.8%
People living with mental health issues	9	7.4%
People dealing with addictions	6	4.9%
People living with employment barriers	9	7.4%
Racialized communities	8	6.6%
Rural and remote communities	22	18.0%
Seniors	19	15.6%
Women and/or girls	19	15.6%
Youth and children	27	22.1%
Other	29	23.8%

Q7. What is the current operational status of your organization (as of August 1, 2020)?

	Frequency	Percent
We are open and operating as usual	27	22.1%
We are open and operating, but have modified our regular operation	78	63.9%
We have had to close our doors temporarily	13	10.7%
We have had to close our doors indefinitely	3	2.5%
Don't know	1	0.8%
Total	122	100.0%

Q7.1. For how long is your current operational status sustainable?

n=94

Asked if:

Q7 = 'We are open and operating, but have modified our regular operation'

Or

Q7 = 'We have had to close our doors temporarily'

Or

Q7 = 'We have had to close our doors indefinitely'

	Frequency	Percent
We are able to sustain our organization for 3-6 months	7	7.4%
We are able to sustain our organization for the next 6 months+	76	80.9%
Don't know	11	11.7%
Total	94	100.0%

Q7.2. In what ways have you modified your regular operation? Check all that apply:

n=83

Asked if:

Q7.1 = 'We are able to sustain our organization for 1-2 months'

Or

Q7.1 = 'We are able to sustain our organization for 3-6 months'

Or

Q7.1 = 'We are able to sustain our organization for the next 6 months+'

	Frequency	Percent
Increased use of virtual connections (e.g. Zoom, Google Hangouts)	55	66.3%
Altered physical location to accommodate physical distancing requirements	32	38.6%
Closed physical location	14	16.9%
Reduced operational hours	16	19.3%
Operations limited to online services only	8	9.6%
Other	42	50.6%

Q8. What is the total number of staff employed by this organization (on average, prior to COVID-19)?

	Frequency	Percent
None	39	32.0%
1 staff	18	14.8%
2 staff	16	13.1%
3 to 5 staff	17	13.9%
6 to 10 staff	9	7.4%
11 to 20 staff	6	4.9%
21 to 40 staff	6	4.9%
Don't know	8	6.6%
Prefer not to say	3	2.5%
Total	122	100.0%

Q9. Which of the following staffing actions did your organization take due to COVID-19? Check all that apply:

	Frequency	Percent
Reduced staff hours or shifts	23	18.9%
Increased staff hours or shifts	9	7.4%
Reduced salaries or wages	2	1.6%
Delayed payment of salaries or wages	1	0.8%
Laid off staff	8	6.6%
Cancelled or delayed planned hiring	22	18.0%
Hired additional staff	11	9.0%
Introduced temporary cost-reduction measures (e.g. mandatory vacation)	4	3.3%
No changes have been implemented with regards to staffing	33	27.0%
Not applicable (e.g. business has no staff)	31	25.4%
Don't know	1	0.8%
Other	22	18.0%

Q9.1. How many of your employees have you laid off in total?

n=8

Asked if Q9 = 'Laid off staff'

	Frequency	Percent
One	3	37.5%
Five	1	12.5%
Between six and thirty	3	37.5%
Prefer not to say	1	12.5%
Total	8	100.0%

Q10. Has this organization experienced any of the following impacts due to COVID-19? Check all that apply:

	Frequency	Percent
Increased demand for services/support from clients and communities	33	27.0%
Reduced demand for services	38	31.1%
Disruption of programs/services to clients and communities	80	65.6%
Disruption of supplies or services provided by partners	22	18.0%
Increased and sustained absences of staff and volunteers	22	18.0%
Challenges related to staff and volunteers needing to work remotely	38	31.1%
Need to revisit or institute updated remote work and sick leave policies	19	15.6%
Increase need for mental health and wellness supports for staff	18	14.8%
Increased revenue from earned income (e.g. sales and/or fees)	3	2.5%
Increased revenue from fundraising (e.g. Donations)	1	0.8%
Reduced revenue from earned income (e.g. sales and/or fees)	40	32.8%
Reduced revenue from fundraising (e.g. donations)	55	45.1%
Need to access financial reserves	17	13.9%
Budgetary implications related to strains on the economy (e.g. investments, stock market, interest levels)	5	4.1%
No impacts	8	6.6%
Prefer not to say	1	0.8%
Other	15	12.3%

Q11. Has this organization accessed any of the following government financial support programs specifically related to COVID-19? Check all that apply:

	Frequency	Percent
Business Credit Availability Program (BCAP)	1	0.8%
Canadian Northern Economic Development Agency (CanNor) - Regional Relief and Recovery Fund (RRRF)	2	1.6%
Canadian Northern Economic Development Agency (CanNor) – Other programs	2	1.6%
Canada Emergency Commercial Rent Assistance (CECRA)	1	0.8%
Canada Emergency Business Account (CEBA) interest-free loans	3	2.5%
Canada Emergency Wage Subsidy (CEWS)	17	13.9%
Canada Summer Jobs Program	13	10.7%
Federal sector-specific support programs (e.g. New Horizons for seniors)	5	4.1%
Yukon sector-specific support (e.g. Arts Fund special intake)	7	5.7%
Yukon Business Relief Program	2	1.6%
Yukon Essential Workers Income Support Program	4	3.3%
Don't know	4	3.3%
None of the above – This organization did not access any COVID-19 support programs	73	59.8%
Other	16	13.1%

Q11.1. Why have you not accessed any COVID-19 support programs? Check all that apply:

n=73

Asked if Q11 = 'None of the above'

	Frequency	Percent
Was not aware of programs	6	8.2%
Was not eligible to apply	19	26.0%
Too complicated to apply	7	9.6%
Missed deadlines	1	1.4%
My organization does not require support at this time	44	60.3%
Don't know	2	2.7%
Other	11	15.1%

Q12. What percentage of your annual operating budget, on average (prior to COVID 19) is funded by government programs (combined territorial, First Nation, federal and municipal transfers)?

	Frequency	Percent
None	30	24.6%
20% or less	12	9.8%
21-30%	8	6.6%
31-40%	5	4.1%
41-50%	14	11.5%
51-60%	10	8.2%
61-70%	8	6.6%
71-80%	10	8.2%
81% or more	25	20.5%
Total	122	100.0%

Q13. Compared to the first half (January to June) of 2019, how did the revenue of this organization change in the first half (January to June) of 2020?

	Frequency	Percent
Revenues remained the same	35	28.7%
Revenues were higher in 2020	6	4.9%
Revenues were lower in 2020	61	50.0%
Not applicable (i.e. business did not start operations until after June 30 2019)	8	6.6%
Don't know	12	9.8%
Total	122	100.0%

Q13.1. Provide your best estimate of the magnitude of this reduction in percentage of revenue. n=61

Asked if Q13 = 'Revenues were lower in 2020'

	Frequency	Percent
20% or less	14	23.0%
21-30%	11	18.0%
31-40%	5	8.2%
41-50%	4	6.6%
51-60%	3	4.9%
61-70%	5	8.2%
71-80%	1	1.6%
81% or more	18	29.5%
Total	61	100.0%

Q13.2. What are the projected revenue losses in dollars? n=61

Asked if Q13 = 'Revenues were lower in 2020'

	Frequency	Percent
\$1-\$10,000	15	24.6%
\$10,001-\$25,000	12	19.7%
\$25,001-\$50,000	10	16.4%
\$50,001-\$100,000	6	9.8%
\$100,001-\$500,000	12	19.7%
Not sure	4	6.6%
Prefer not to say	2	3.3%
Total	61	100.0%

Q13.3. Provide your best estimate of the magnitude of this increase in percentage of revenue. n=6

Asked if Q13 = 'Revenues were higher in 2020'

	Frequency	Percent
20% or less	3	50.0%
71-80%	1	16.7%
81% or more	2	33.3%
Total	6	100.0%

Q13.4. What is the projected revenue increase in dollars? n=6

Asked if Q13 = 'Revenues were higher in 2020'

	Frequency	Percent
\$10,001-\$25,000	1	16.7%
\$25,001-\$50,000	1	16.7%
\$50,001-\$100,000	2	33.3%
Not sure	1	16.7%
Prefer not to say	1	16.7%
Total	6	100.0%

Q14. Have COVID-19 circumstances lead to an increase in COVID-related service or operational costs (expenses) since January 2019?

	Frequency	Percent
Yes	49	40.2%
No	62	50.8%
Not sure	11	9.0%
Total	122	100.0%

Q14.1. Provide your best estimate of the magnitude of the increase in COVID-19 related service or operational costs this fiscal year.

Asked if Q14 = 'Yes'

	Frequency	Percent
20% or less	36	73.5%
21-30%	7	14.3%
31-40%	2	4.1%
41-50%	1	2.0%
51-60%	1	2.0%
81% or more	2	4.1%
Total	49	100.0%

Q15. Compared to the first half (January to June) of 2019, how did the overall expenses of this organization change in the first half (January to June) of 2020?

	Frequency	Percent
Expenses remained the same	50	41.0%
Expenses were higher in 2020	22	18.0%
Expenses were lower in 2020	33	27.0%
Not applicable (i.e. business did not start operations until after June 30 2019)	8	6.6%
Not sure	9	7.4%
Total	122	100.0%

Q15.1. By what percentage did overall expenses decrease?

n=33

Asked if Q15 = 'Expenses were lower in 2020'

	Frequency	Percent
1-10%	9	27.3%
11-20%	6	18.2%
21-30%	8	24.2%
41-50%	4	12.1%
More than 50%	4	12.1%
Not sure	2	6.1%
Total	33	100.0%

Q15.2. By what percentage did overall expenses increase?

n=22

Asked if Q15 = 'Expenses were higher in 2020'

	Frequency	Percent
1-10%	5	22.7%
11-20%	8	36.4%
21-30%	3	13.6%
31-40%	2	9.1%
41-50%	1	4.5%
More than 50%	1	4.5%
Not sure	2	9.1%
Total	22	100.0%

Q16. What supports would be helpful to your organization in mitigating the challenges of COVID-19? Check all that apply:

	Frequency	Percent
Earlier funding approval notification	25	20.5%
Flexibility with reporting timelines	49	40.2%
Support to alter programs to expand COVID-19 related services	37	30.3%
Mental health supports for staff	23	18.9%
More information on legal liability of organizations around COVID-19	37	30.3%
More info on preventing/reducing community transmission of COVID-19	22	18.0%
Support in developing a recovery strategy	30	24.6%
Don't know	13	10.7%
Not applicable	22	18.0%

Appendix 2. Comments

Q5. Other (please specify):

Agriculture
Car club
Child care
Construction Industry
Ethno-cultural organization
Farming
First Aid and Rescue
International Child Protection/Family Unification/Multiple Services and Programs
Library Books
Locating lost and missing persons and prevention through adventuresmart programs
Media organization for all
Mining
Nationally affiliated service club
Refugee sponsorship/resettlement
STEM Training & Development in Education
Volunteer Centre and NGO Hub
Women's Shelter
agriculture, economic development
community driven needs, like Lions Quest program (educational opportunities for healthy positive lifestyle living, care about youth, seniors and people that are marginalized or disadvantaged in some way
coworking, makerspace (rec + business), entrepreneurial support
employment office
forest industry
garderie
music education
trades, technology
volunteer fire and ambulance service

Q6. Other (please specify):

All ages interested in Scottish Country Dancing
Breast Cancer Survivors of Yukon & Northern B.C.
Business community
Dawson City Business Community
Enforcement agencies,
Farmers, food entrepreneurs
Japanese-Canadian community
Klondike residents
Mainly Whitehorse, however do reach to communities in certain circumstances
Membership open to all Yukon professional visual artists
Other organizations
People interested in needlearts
People of the Jewish Faith
Placer Miners
Re=search & Development Projects - Innovation
Recreation Participants
Residents that are young, older, single, families , homeowners and renters
School Councils & School Communities
Sport teams, hospital foundation, food bank etc
Tourism businesses and organizations
Tourists/Visitors
business clients and locals who live in the area
cyclists
elected officials and municipal/FN employees
everyone looking for work and employers who post jobs

residents of Marsh Lake
students, self-employed, hobbyists, startups, entrepreneurs, anyone looking to learn new business or maker skills
those seeking some wilderness experience without traveling far and those relaxation
tourists

Q7.2. Other (please specify):

Altered events to reduce gatherings
Although we are seeing some clients in person, our main service delivery is through telephone or virtual platform
Cancelled all of our main events and fundraisers
Cancelled all programs/events
Cancelled fundraising events
Decrease national playdowns
Do what can afford
Employees work from home
Examining ways we can do face-to-face activities/events using the parameters set out by CMOH
Followed Health Rules; Cancelled tournaments; Cancelled any fundraising
In person meetings are reduced, and outdoors if at all.
Major changes in services provided and how we provide services - COVID-specific
Modified our usual activities.
More programming partnerships; shifted events to spring/summer from fall/winter; accessed indoor/outdoor venues for much reduced audiences; moving some events to B.C. that will be streamed to the Yukon in lieu of public/audience events; shifted resources
No activity allowed
None of our regular fundraising events can occur
Open physical location by appointment only
Open to club members only, and approved enforcement agencies. Public programs have been suspended.
Operating with CMOH and City and Sport Guidelines
Reduced vendors due to Covid rules for sales
Smaller groups of skaters on the ice at one time and will not be able to hold our normal time trials.
We are beginning to allow learners to enter the building on appointment, and with social distancing and PPE in place.
We are closed to public but are challenged with limitations of gathering sizes but the club members are meeting as usual
We are waiting for user group access to schools to be determined.
We have not met during the pandemic due to orders restricting gathering.
We provide funding for training, with Covid very little training is happening due to the closures of other places (the university) and not as many courses are offered online/virtually so our numbers are down considerably.
canceled in-person outreach, calls for action, and fundraising events.
cancelled 2020 event
complete shut down
distancing / no multi person events
désinfection accrue, manque de personnel, recrutement difficile
have not returned to play yet
limited class size
mandatory following of covid hygiene guidelines
not able to use school gym
postponement of festival
reduced league size as per contact sport guidelines
reduced number of players per lesson
reduced the opportunities for volunteer engagement
reduced travel and competition
still working on operational plans for all programs and other services
we have cancelled our field trips for this year (except for 1). We moved other in-person gatherings and meetings online.

Q9. Other (please specify):

All staff able to work remotely
All volunteers, no paid staff
All volunteers- have required more
Have no staff

No paid staff - All staff are volunteers

No staff

Not applicable as we have all volunteers, no paid staff

Remote working

Staff increased use of online platforms and tools.

Staff member worked from home when office was closed to the public but still worked regular hours. The office is open to the public again.

Staff working remotely

We have no paid staff

We will be hiring another staff person to fill in for existing staff who are absent due to small children's symptoms

did not hire 2 seasonal staff

increased eligibility for sick benefits and leave

members run the gallery/summer student

na no regular paid staff

no staff

no staff, voluntary board only

none

temporarily restructured job roles to keep staff on / find new work for them / shift roles for example huge reduction in event prep/ booking / coordinating hours

we have no staff, we are volunteers

Q10. Other (please specify):

Current situation has put our club in a dire situation in that we spent \$42,000 for a fund raiser. Currently we are not able to sell our raffle tickets in the conventional way. As a consequence we may loose money on our major community fundraiser. The imp

Increase in services related to risk management, etc and reduced in person services - hence checked both boxes at top of this section

One staff member resigned because the job description changed due to COVID; one staff member asked to be taken off the payroll and is working as a volunteer now;

Our TPA from GY is usually for \$245,000 over three years. This year the agreement was renewed for one year only in the amount of \$81,584.80. It is anticipated that the agreement will be amended to the full 3-year/\$245,000 before this one expires at the en

Reduced of number of volunteer opportunities received, increased of support requests from NGOs

We had to cahnged the date of AGM and matters related to filing later. Processes for advocacy for matters related to this area where delayed and altered restricting democratic processes.

We have not carries out activites due to restrictions on gatherings.

We have paid. 2020 insurance but not operating.

equipment breakdowns

increase in shared equipment

postponement of festival

restructuring plan required

soccer community adult leagues have been resilient, however the youth leagues are slow to organize due to increased need for supervision and additional coaches

some areas had/ have increased but overall \$ & use has decreased

we could not meet or plan activities

Q11.1. Other (please explain):

Funded via government

I am contracted by the organization. there hasn't been any reduction in the funding we had lined up for this fiscal year.

No programs seemed to fit our needs

Not alot of support for Non-profits without staff or working out of the community (no brick and mortar location)

Not applicable , do not have paid staff

We are an optional recreational group.

funded by Yukon Government/Service Canada

not sure which box we might fit into

volunteer organization so none of above would apply

we have just applied to Cannor but nothing received yet

were not operating

Q17. Please provide any comments or additional information you would like to share:

Better clarity on what options an organization has in terms of operation. Why do other areas have approval for certain types of activities whereas we did not. Is it just because we did not push when submitting our plans??

Charitable Gaming restrictions have severely impacted a wide range of not-for-profit organizations. This is due to archaic regulations and policies that do not align with emerging practices in other jurisdictions (BC, Manitoba, etc) that actually help not-for-profits raise more money themselves rather than relying on government transfers. This is through online gaming and using technology, all within the federal laws on gambling.

Comparing revenues & expenses from January - June between 2019 and 2020 is not an effective indicator, in our case, of the impact of COVID-19 on our finances. We received funding advances in 2020 for several projects (including one very large project) prior to the end of June, but the related expenses do not appear in our financials until after June 30th. These expenses cancel out the increased revenues and decreased expenses over 2019. In terms of non-project-related revenue and non project-related expenses, expenses have gone slightly up and revenues have gone slightly down.

Currently, our chapter is looking at our awareness campaigns. These campaigns are usually held in a public forum with guest speakers, media, etc. Not sure what this is going to look like in the coming months.

Financial assistance to non profits to hire additional staff when required to meet the increase in services requested. Provide assistance that does not disqualify non profits

Flexibility on alternative ways of achieving project objectives for initiatives funded by Lotteries Yukon and municipal governments that can't be implemented as originally planned.

Fundraising for the next several years is going to be a challenge for all our non-profits. Could YG spearhead a giving campaign or challenge encouraging Yukoners to give generously to the sector? It would help support our individual efforts going forward. Much like there has been a 'shop local' campaign, could there be a 'give locally' campaign driven by the territory?

Guidance for modifying operations for our 2021 bike race will be essential.

[Organization] does not have any staff and we rely greatly on volunteers. Because of this, we haven't been eligible for the majority, if any, of COVID interventions that have been offered. At the same time, construction material cost has skyrocketed, we lost close to \$200,000 in volunteer labour, and our contractors have had to find alternate work.

I am not clear what the value of being registered in the Yukon is to our organization as there are no grants or other supports available to us.

I have answered as best I could, we have not been able to put on 3 markets that were planned this year. Our markets are a major source of income for many artisans in our community so the artists have lost a sizeable portion of their incomes. We have been approved to hold 19 day market in December which will market products for 45 vendors. We will have substantial expenses to adhere to COVID19 requirements and will have to hire staff to complement our volunteers.

In response to COVID-19 and the effects on women, [Organization] worked with Northwestel, the Yukon Government and community partners to collect and distribute cell phones, computers and data plans to women and other vulnerable persons. To support this effort, [Organization] accessed funding from the Red Cross and United Way, which both received their increased funding from the Government of Canada for COVID-19 purposes.

It is a challenge to respond to these questions. Our funding and programming increased significantly from 2019 to 2020 and as such, a comparison of the first six months of each of those years does not accurately reflect what impacts COVID may have.

It would have been helpful if Arts Fund could have extended our approved funding for our cancelled 2020 Children's Festival for an additional year, so we would not have to reapply for our proposed 2021 Children's Festival.

Keep up information coming out re prevention guidelines. Yukon seems to be doing well buy the numbers.

La majorite de nos revenus consiste en l'achat des membership entre Septembre et Novembre. Nous avons eu une legere perte financiere durant la COVID entre Janvier et Juin mais de part le fait de la fermeture du Chalet, les depenses et recette se sont equilibres.

[Organization] in Yukon and globally are unique in that we do not have any paid staff (all members are volunteers - who give of their time and money to belong to the club) and do not receive any grants to operate. The clubs operate in their respective communities and look for ways to make each community a better/healthier place to live.

[Organization] has a huge local audience who depend on MacBride for social engagement. [Organization] remaining open has a big impact to the mental health of a large group of people, particularly seniors and children. What we need is money. [Organization] has managed to stay open most of the time through out COVID. We are stretched very thin. We have one full time staff person (the director) and 2 part-time (instead of five full-time and five part-time plus summer staff and contractors). Businesses received support. [Organization] and other NGOs need direct financial support. We may get emergency funding in 2020 but what we need is plan for project funding for 3 to 5 years to offset loss from tourism. We need this from Yukon Government. We are a long standing organization (70 years) with a solid operations plan, an experienced board and director. [Organization] has a long list of infrastructure, technical and programming projects that we could undertake that would help us be better positioned when tourism rebounds.

Most of us in the cultural sector, particularly live events, are navigating new insurance, contracting and legal changes. Some sort of workshop sessions focusing on insurance and contract law would be helpful for so many of us!

One of our funders is a non-profit organization itself, the Klondike Visitors Association. We have been able to apply for grants from them to do some outdoor programming and events. However this year they are not sure if they will be able to do this as their income, largely from running Diamond Tooth Gerties, has been drastically impacted during Covid-19. We store our cross country gear and normally run a ski program in the school with volunteers. However, with the constraints of being safe during Covid-19 we are not sure if we will have the capacity, both volunteer wise, and school rules wise, to run a program this winter.

Our primary impact is that being unable to fund raise we cannot support finding in the communities. Our bingo tenants are non profits and they are unable to raise funds for their organizations There is no recognition of special circumstances for gatherings like bingo where it's the same people everyday and primarily family and friend bubbles. To pay expenses and raise a bit of money requires a minimum of 80 people which we could do if bubbles were approved more globally

[Organization] depends on fundraising and donations to cover our costs. Because the YRQ was cancelled this year several of our supporters decided to hold funds. Other businesses were understandably not in a position to donate. This would have been a big year for [Organization] as it would have been our 20th anniversary. We missed the camaraderie of being in the big boat together. Hopefully next year, if this craziness continues, a bit more common sense will be used by the 'powers that be' when making some decisions.

Q 12 and Q 15 appear to be the same, I may be wrong...it's early in the morning. Anyway, our revenues decreased by \$60,000 from our inability to host our annual fundraiser in Sept 2020. We are crossing our fingers that we will be able to host in 2021, or our bottom line will really take a hit.

Request of review of events planned during COVID-19 was submitted July 27; we have yet to receive a response from the appropriate respondents as of September 23.

Since we didn't have payroll, none of the funding options worked for us, we were too small.. We lost \$18,000 in projected income due to the closing of the cruise industry. How about a program with less restrictions - help the little guy

Support in having YG staff available when calling. Also realizing that some association have no staff and that change of laws and regulations i.e. bylaws and AGM and rules for on-line are a bit of an overkill for association that do not have staff and budget but operate from volunteer only.

Thank you

Thank you for providing this survey and caring about the non-profit sector. The trickiest work I have had to do since COVID hit is dealing with the new "yukon.ca" website to download forms ect. and it is not an easy site to navigate and rarely find what I need without problems ... like this survey ... the weblink you mailed to our organization didn't work, I had to phone around to get a proper link.

Thank you!

The Order that was made to allow a 90 day grace period after the end of the Declaration of a Civil Emergency was one supportive action. Blanket permission allowing societies to conduct business by video conferencing, regardless of their by-laws is also supportive, however having access to the technical mechanism to make that happen is the bigger challenge. Setting up a process to allow for changes to a specific bylaw that facilitates holding AGM would be wonderful as having to now obtain a legal review of bylaw changes and then have to wait for several months to have those changes approved is an excessive burden for an organization.

The main challenge for our group is around an available space. We are part of the user group agreement between City of Whitehorse and the Department of Education. We could have done some modified sessions this Fall with fewer numbers of people if we had a space. All user groups are on hold until the schools determine if they are able to have user groups in after hours and what is feasible around cleaning requirements. If we can resume this Fall or early in the New Year through the user group agreement, we will not be taking in new people. It will only be for existing dancers due to the modifications we will have to make to accommodate social distancing. That is confusing for new dancers. Also, we will not be holding the large public Ceilidh dances until further notice. (2 per year). The last challenge is around insurance. Our insurance runs on a calendar year and we had to stop at the March Break when the schools closed. Our insurance also accounted for the 2 public events with up to 100 people each.

The soccer community is being impacted in a good way with more interest in the local leagues, however, registration is limited to about 2/3 of the usual adult league size. The youth leagues are slow to recover due to the need for increased supervision and coaches. The unfortunate impact the youth amateur competitive soccer are the travel restrictions. Teams are not able to go to tournaments. Depending on how long the pandemic lasts, the travel restrictions will affect youth physical development and affect mental well-being as well.

There is a lack of support for Non-profits without staff or the ability to have a brick and mortar location (hub) to work out of. The funding available is only for Arts, Sports or Recreation which is difficult for most organizations that are outside of those areas to be able to gain funding successfully. If a society doesn't fit nicely under those categories it is harder to get funding.

Took the fundraising webinar from Volunteer Yukon and decided to do an online raffle to raise money but the paperwork involved with getting a license was far too onerous. In Alberta the online raffles do not require a license. We have no money to have tickets printed and no place to have them picked up.

We are trying to re-register under the Societies Act with YG Corporate Services, but it is an arduous process that does not support digital applications. For example, financial reports must be signed by two directors to be accepted. As a result of the difficult process and inability to submit online, we are currently no longer in good standing.

We gratefully received funding from CANNOR, and two arts fund grants, some of which revenues went towards costs. Because visual artists are creative, we have found ways to adapt. The Artist in the Window project has brought in customers that we might not have had otherwise. We are in the process of selling online through Art Underground. How long the economic consequences of the pandemic will last are unknown. But we believe we have the resilience to survive.

We have an approved funding proposal for approximately two years, so we don't anticipate any problems with maintaining our services.

We have been lucky in that we are in a good financial position and have generally low revenues and expenses. We have no paid staff and no office/rent etc. The major impact has been our inability to conduct our summer field trips and other events with form the bulk of our operations.

We have reduced our Sunday services to twice a month. We have a COVID19 operational plan that includes cleaning and disinfectant protocols and reducing the maximum number of attendees for all services. We are a very small in number organisation and we see about 50% of our members attending service. Many members have expressed that, for now, they have NO interest in attending any regular services. Our pastor offers one-to-one communion services for those who do not wish to attend regular services. It has seen a very limited take-up.

We lost our training space (non-covid related) just before the pandemic measures came in, so we shut our doors to students until fall as we don't train in the summer. We are working to get back up and running under covid protocol in the near future.

We normally shut down the end of March so ended up shutting down 2 weeks earlier than normal, we have just started up for the fall season so have not yet seen the impacts of covid. Looks like our registration might be a bit lower but not sure yet if that is related to covid or change in interests of some of last years participants.

While we're doing fine so far, thanks to careful financial management in past and current years, we expect that we'll be harder hit in 2021. This is due to the grant cycles and the fact that foundations made commitments for 2020 before COVID hit. We expect that foundations will decrease their grants in 2021 (and possibly future years) due to the economic downturn as a result of the pandemic. We think that this is an important note, as even though our situation today shows little change in our operations, a significant decrease in 2021 and onwards could mean that we need to rethink our staff commitments.

Would be helpful and cost effective if Yukon Government bulk ordered masks, gloves, hand sanitizer and pass the savings onto non-profits. I saw some of this done on a very small scale. More of this would be helpful.

[Organization] appreciates the assistance from Ag Branch in the set-up of remote attendance of [Organization]'s AGM in November.

[Organization] has been in the odd situation of taking on new responsibilities to administer federal homelessness funding which has increased our revenue but also our workload. It is hard to ascertain at this point how much our expenses have increased as we are managing not only COVID but the new responsibilities. An increase in base funding from H&SS would help alleviate our anxiety around the hiring of extra staff, provide cleaning services etc. while continuing to fulfil the requirements of our other, and varied, funders. The lack of additional support to the nonprofit sector as a whole is disheartening.

[Organization] is a non-profit organization which doesn't have any revenue by selling a product. The main impact is reduced opportunities for volunteering and we couldn't have outreach events especially in the communities due to travel restrictions beginning of the summer. A in-person forum was also cancelled. This would have been our main event for awareness and education!

Appendix 3. Survey Questionnaire

Survey of COVID-19 Economic Impacts on Yukon Non-Profit Societies

The Yukon Bureau of Statistics is conducting the Survey of COVID-19 Economic Impacts on Yukon Non-Profit Societies. Your responses will help assess the operational health of the overall sector and may inform future actions on behalf of Yukon government and its partners, Volunteer/Bénévoles Yukon Society and the Yukon Nonprofit Advisory Council.

Yukon's non-profit sector contributes to the health and vitality of our communities as well as the economic fabric of Yukon. As with many sectors in Yukon, non-profit organizations have had to adapt to the changing situation and demands that have resulted from the ongoing threat of COVID-19. The sector serves a diverse array of populations through a variety of programs and supports. Your responses are a key step in ensuring our community is supported as we recover from the COVID-19 pandemic.

Any organization that cannot meet its immediate fixed costs (rent, utilities, etc.) due to a reduction in revenue related to COVID should contact the Canadian Economic Development Agency at 867-335-0863. For those non-profit organizations with service delivery transfer payment agreements (funding agreements) with Yukon government, please continue to work with your Yukon government point of contact.

Participation in this survey is voluntary. To obtain a comprehensive understanding and overview of the current impacts on the entire sector, your individual response will be shared with all or some of the departments in the Government of Yukon that fund or support NPOs. For public reporting your responses will be anonymous and combined with others. The survey should only take 5-7 minutes to complete.

*Q1. Is this organization a registered non-profit in Yukon?

- Yes
- No

*Q2. Has this organization been in operation at any time since January 1, 2019 or is planning to be operational in 2020?

- Yes
- No

*Q3. What is the name of your non-profit organization?

Q4. What is your organization's contact information?

*Street/P.O. Box:

*Community:

*Postal Code:

Email address:

Primary Telephone Number:

*Contact Name:

*Q5. Which sub-sector does your organization represent? Check all that apply:

- Animals
- Arts, music & culture
- Business associations, industry or professional associations and unions
- Community associations
- Education and research (adult education, newcomer language & literacy training, etc.)
- Environment
- Equality seeking
- Grant-making, fundraising (i.e. Foundation)
- Health (e.g. mental health and crisis intervention, drug and alcohol addictions, rehabilitation)
- Homelessness and housing
- Income security and poverty
- Law, advocacy, politics
- Religion
- Social services (e.g. child and youth support services, family services, services for people with disabilities, services for the elderly)
- Sports, recreation and other social clubs (e.g. leisure clubs, fitness and wellness, amateur sport)
- Tourism
- Violence and crime prevention
- Other (please specify):

*Q6. Which communities does your organization primarily serve? Check all that apply:

- All Yukon residents
- Francophone communities

- Indigenous communities
- LGBTQ2S communities
- Low-income households
- National or international stakeholders
- Newcomers and refugees
- People experiencing homelessness
- People experiencing poverty
- People experiencing violence
- Persons living with disabilities (e.g. autism. physical. vision. intellectual)
- People living with mental health issues
- People dealing with addictions
- People living with employment barriers
- Racialized communities
- Rural and remote communities
- Seniors
- Women and/or girls
- Youth and children
- Other (please specify):

*Q7. What is the current operational status of your organization (as of August 1, 2020)?

- We are open and operating as usual
- We are open and operating, but have modified our regular operation
- We have had to close our doors temporarily
- We have had to close our doors indefinitely
- Don't know
- Prefer not to say

*Q7.1. For how long is your current operational status sustainable?

- We are currently dissolving our organization
- We are able to sustain our organization for 1-2 months
- We are able to sustain our organization for 3-6 months
- We are able to sustain our organization for the next 6 months+
- Don't know
- Prefer not to say

*Q7.2. In what ways have you modified your regular operation?

- Increased use of virtual connections (e.g. Zoom Google Hangouts)
- Altered physical location to accommodate physical distancing requirements
- Closed physical location
- Reduced operational hours
- Operations limited to online services only
- Don't know
- Other (please specify):
- Prefer not to say

*Q8. What is the total number of staff employed by this organization (on average, prior to COVID19)?

*Q9. Which of the following staffing actions did your organization take due to COVID-19? Check all that apply:

- Reduced staff hours or shifts
- Increased staff hours or shifts
- Reduced salaries or wages
- Delayed payment of salaries or wages
- Laid off staff
- Cancelled or delayed planned hiring
- Hired additional staff
- Introduced temporary cost-reduction measures (e.g. mandatory vacation)
- No changes have been implemented with regards to staffing
- Not applicable (e.g. business has no staff)
- Don't know
- Prefer not to say
- Other (please specify):

*Q9.1. How many of your employees have you laid off in total?

*Q10. Has this organization experienced any of the following impacts due to COVID-19? Check all that apply:

- Increased demand for services/support from clients and communities
- Reduced demand for services
- Disruption of programs/services to clients and communities
- Disruption of supplies or services provided by partners
- Increased and sustained absences of staff and volunteers
- Challenges related to staff and volunteers needing to work remotely
- Need to revisit or institute updated remote work and sick leave policies
- Increase need for mental health and wellness supports for staff
- Increased revenue from earned income (e.g. sales and/or fees)
- Increased revenue from fundraising (e.g. Donations)
- Reduced revenue from earned income (e.g. sales and/or fees)
- Reduced revenue from fundraising (e.g. donations)
- Need to access financial reserves
- Budgetary implications related to strains on the economy (e.g. investments, stock market, interest levels)
- No impacts
- Don't know
- Prefer not to say
- Other (please specify):

*Q11. Has this organization accessed any of the following government financial support programs specifically related to COVID-19? Check all that apply:

- Business Credit Availability Program (BCAP)
- Canadian Northern Economic Development Agency (CanNor) - Regional Relief and Recovery Fund (RRRF)
- Canadian Northern Economic Development Agency (CanNor) – Other programs
- Canada Emergency Commercial Rent Assistance (CECRA)
- Canada Emergency Business Account (CEBA) interest-free loans
- Canada Emergency Wage Subsidy (CEWS)
- Canada Summer Jobs Program
- Federal sector-specific support programs (e.g. New Horizons for seniors)
- Yukon sector-specific support (e.g. Arts Fund special intake)
- Yukon Business Relief Program
- Yukon Essential Workers Income Support Program
- Don't know
- Prefer not to say
- Other (please specify):
- None of the above – This organization did not access any COVID-19 support programs

*Q11.1. Why have you not accessed any COVID-19 support programs? Check all that apply:

- Was not aware of programs
- Was not eligible to apply
- Too complicated to apply
- Missed deadlines
- My organization does not require support at this time
- Don't know
- Prefer not to say
- Other (please explain):

*Q12. What percentage of your annual operating budget, on average (prior to COVID 19) is funded by government programs (combined territorial, First Nation, federal and municipal transfers)?

- None
- 20% or less
- 21-30%
- 31-40%
- 41-50%
- 51-60%
- 61-70%
- 71-80%
- 81% or more

- *Q13. Compared to the first half (January to June) of 2019, how did the revenue of this organization change in the first half (January to June) of 2020?
- Revenues were higher in 2020
- Revenues were lower in 2020
- Revenues remained the same
- Not applicable (i.e. business did not start operations until after June 30 2019)
- Don't know

- Refuse

*Q13.1. Provide your best estimate of the magnitude of this reduction in percentage of revenue.

- 20% or less
- 21-30%
- 31-40%
- 41-50%
- 51-60%
- 61-70%
- 71-80%
- 81% or more

*Q13.2. What are the projected revenue losses in dollars?

- \$1-\$10,000
- \$10,001-\$25,000
- \$25,001-\$50,000
- \$50,001-\$100,000
- \$100,001-\$500,000
- \$500,001-\$1,000,000
- More than \$1,000,000
- Not sure
- Prefer not to say

*Q13.3. Provide your best estimate of the magnitude of this increase in percentage of revenue.

- 20% or less
- 21-30%
- 31-40%
- 41-50%
- 51-60%
- 61-70%
- 71-80%
- 81% or more

*Q13.4. What is the projected revenue increase in dollars?

- \$1-\$10,000
- \$10,001-\$25,000
- \$25,001-\$50,000
- \$50,001-\$100,000
- \$100,001-\$500,000
- \$500,001-\$1,000,000
- More than \$1,000,000
- Not sure
- Prefer not to say

*Q14. Have COVID-19 circumstances lead to an increase in COVID-related service or operational costs (expenses) since January 2019?

- Yes
- No
- Not sure

*Q14.1. Provide your best estimate of the magnitude of the increase in COVID-19 related service or operational costs this fiscal year.

- 20% or less
- 21-30%
- 31-40%
- 41-50%
- 51-60%
- 61-70%
- 71-80%
- 81% or more

*Q15. Compared to the first half (January to June) of 2019, how did the overall expenses of this organization change in the first half (January to June) of 2020?

- Expenses were higher in 2020
- Expenses were lower in 2020
- Expenses remained the same

- Not applicable (i.e. business did not start operations until after June 30 2019)
- Not sure
- Prefer not to say

*Q15.1. By what percentage did overall expenses decrease?

- 1-10%
- 11-20%
- 21-30%
- 31-40%
- 41-50%
- More than 50%
- Not sure

*Q15.2. By what percentage did overall expenses increase?

- 1-10%
- 11-20%
- 21-30%
- 31-40%
- 41-50%
- More than 50%
- Not sure

*Q16. What supports would be helpful to your organization in mitigating the challenges of COVID19? Check all that apply:

- Earlier funding approval notification
- Flexibility with reporting timelines
- Support to alter programs to expand COVID-19 related services
- Mental health supports for staff
- More information on legal liability of organizations around COVID-19
- More info on preventing/reducing community transmission of COVID-19
- Support in developing a recovery strategy
- Don't know
- Not applicable

Q17. Please provide any comments or additional information you would like to share:

*Q18. May a Government of Yukon representative contact you to follow up on the information you provided in this survey?

- Yes
- No

This concludes the survey. Thank you for taking the time to complete the survey; your input is greatly appreciated!