WCSS AGM June 19ᵗʰ, 2013

www.mywcss.org

WCSS Board Chairperson Report:

WOW! One year has come and gone. I always think time goes by so fast, and then I also thought I skied fast, some days are like that. When we compare ourselves to others, we fail to grasp how far we have come, and how far the journey still has to go. Understanding change is understanding tomorrow will be different, different needs, challenges, crisis, concerns and hope. I have a friend that continually professes, "This is the best day ever" no matter what situation he faces.

This year the WCSS has had many, 'This is the best day ever' in the stores, the employees, the volunteers, and without a doubt, the community. As Whistler's needs continue to be different, the community steps in to challenge those needs. We have a community that supports 'best day ever' everyday!

Accreditation into Imagine Canada this year, with all the support, background and credibility it brings to WCSS will continue to help us grow and be strong. I'd like to thank Anne, for her work behind the scenes on bringing this accreditation to our community.

To all the staff, volunteers, and to the community of Whistler, Thank YOU! for working so hard, and for giving so much of your time towards WCSS.

Doug Treleaven

WCSS Board Members:

- Andrea Bischoff
- Anne Townley
- Britni Troy
- Christian Boone
- Claire Piech
- Doug Treleaven
- Grace Blok
- Jack Crompton
- Jessica Averiss
- Mavis Jenner
- Shankar Raina
- Tracey Jarrett

WCSS Executive Director Report

WCSS Highlights:

We celebrated one year in our new building (Whistler Blackcomb Foundation Social Services Centre). Operating all programs out of one location has increased agency efficiency and we were able to expand programming- Finding the Balance Yoga, Community Kitchens and 55+ Drop In. Outreach workers were very busy seeing clients and making referrals. Having private, confidential space to meet has been invaluable. We added a new program this year due to a generous donation- School Lunch Fund in partnership with the elementary school PAC's.

Our food bank saw some major changes in food distribution. Instead of prepacking bags, we have moved to a 'pick your own' system which enables food bank clients to make their own choices about what they need. The shelves are labeled with limits depending on family size vs. individual needs. This change has been well received by staff, volunteers and clients. Savings have been incurred as we are not automatically packing high price items such as peanut butter that not everyone eats. People with health and dietary needs are able to pick the food that will contribute best to their health in a dignified way. Overall, we expect that food waste has gone down and we were able to stretch our donations further as people are actually picking slightly less than what we used to prepack.

The core funding for operating Whistler Community Services Society (WCSS) programs and services is based on practices and strategies that remove household goods and building supplies from the waste stream in Whistler. In 2012 the Re-Use-It Centre & Re Build It Centre kept over 640 metric tonnes from the landfill. The stores sell these donated goods at affordable prices which in turn provides funding for social service programming that benefits Whistler residents.

The addition of collecting bottles at the Re Use It Centre and select satellite locations throughout Whistler is a new addition to our sustainability plan. Ongoing partnerships with the RMOW, other businesses and individuals have contributed to the success of the Re-Use-It and Re-Build-It Centres.

With the support of the WCSS Re-Use-It Centre & Re Build It Centre financially restricted families have access to affordable goods and warm clothes. In our 2012 fiscal year, the stores had $8832 worth of gift certificates redeemed by financially restricted residents.

I would like to say a sincere thank you to the store and outreach staff, and finance manager that makes WCSS possible as well as board of directors.

Claire Mozes, Interim Executive Director