



**WHISTLER COMMUNITY SERVICES SOCIETY**

*"A Helping Hand Toward A Healthy Community"*

**AGM June 29, 2016**

**A Year in Review**



[www.mywcss.org](http://www.mywcss.org)

## WCSS Chair's Report

What an exciting time for WCSS! Whistler! the community at large and especially for those that need your help. After all, that is why WCSS was started well over 25 years ago, and this idea to be there for the less fortunate in our community continues the beating of all our hearts here today.

This is my final day as chair and I am looking forward to stepping down to become past chair. I am following in the footsteps of Anne Townley, the board member responsible for getting me involved with WCSS originally, and the board member that regrettably concludes her 8-year term with WCSS. She has been my lead hand for so long and I thank her for that. (don't worry, she is still on our building committee) I am excited to be stepping down, we have an awesome board, we have new board members coming on, a new board chair, Richard Diamond and there is always a lot of work to do, (WCSS will always have work to do) as long as the community continually supports us. WCSS will be there.

I've concluded that it really doesn't matter a hill of beans who your Board chair is, if you don't have the team behind you for full support. Whether it is the finance committee, building committee, the E.D. the program manager, the managers of the stores, food bank and especially the staff and volunteers that dedicate themselves to making this all work. Change is inevitable, and we embrace it, heck we live it every day at WCSS. Whether it is a change in location, stores, staffing, families, or donated 'stuff'. You are the team that can adapt, and do adapt extremely well. WCSS is not an easy exercise, don't let the talent of the staff and volunteers fool you. Any time of the day, coming through any of our doors, can be a worst case scenario. But you would never ever know it. Not with the dedicated group of staff and volunteers that continues to shine and be the leading shining light for all communities to follow.

WCSS will never have walls here to keep people out. WCSS will never beat to someone else's drum. WCSS will always beat for you whenever you need us with no questions asked. WCSS is a special place and the new building at Nester's Road will be an amazing hub of activity. It will resonate in Whistler's historic fabric of helping those who need help, right now, right away, no question.

Thank you for your continuous support. Thank you for attending our 2015-16 AGM.

Doug Treleaven  
Chair of the Board

## WCSS Board Members

- ❖ Andrea Bischoff
- ❖ Anne Townley
- ❖ Britni Troy
- ❖ Christian Boone
- ❖ Doug Treleaven
- ❖ Heather Schroyen
- ❖ Jessica Averiss
- ❖ Richard Diamond
- ❖ Rob Laslett
- ❖ Shankar Raina
- ❖ Sue Maxwell

## Executive Director's Report

The theme for 2015 was growth! We grew in all aspects of our operations. Growth can undoubtedly create momentum and opportunity, which we fortunately were able to capitalize on. However, growth can also present challenges for which we definitely had a few! At times these challenges felt both daunting and overwhelming, but I am happy to report that despite the ups and downs that came with this past year of incredible growth, we remain strong and are ready for the exciting times ahead of us.

All three of our social enterprise ventures reported record years. The Re-Use-It Centre increased revenues by 12%. The Re-Build-It increase revenues by 16%. And our Recycling Program came in at an increase of 13% year over year. This translated into total revenues of \$1,320,358. We kept 771,000kg out of the landfill for a direct cost savings of \$92,520 to the community. The Re-Use-It Centre processed a mind-blowing 44,814 bags of donations last year! That's up 44% from the previous year. Between the two stores we completed 73,673 transactions! That's a lot of customers! This meant that a lot of stuff was kept out of the landfill and transitioned into the funds needed to run vital social programming.

As Whistler grows and evolves, so too does the need for social service. Our outreach team had a record 1949 one-on-one meetings in the past year. Our clients ranged in age from 8 years old to 92 years old. The primary reasons for visiting us were mental health, financial support and hunger. Cost of living in Whistler and more specifically, the challenges around housing, were permanent themes for many of our clients.

The Food Bank saw a 9% increase in usage in the past year. This number translated directly into the number of children accessing our services through their family units. There was also a significant shift towards long term locals coming to the food bank. Similar to last year, the most common reason for having to visit the food bank was due to injury and one's inability to make ends meet throughout that time.

As we look towards the future, we will continue to embrace the vision that to grow oneself, you must know oneself. Planning the future of Whistler Community Services Society means we have a deep understanding of our community and its strengths and challenges. A strong strategic plan plays a leading role in our immediate future. Through this we will continue to assess our current programs and community needs allowing us to develop and deliver important programming. Our upcoming new building at Nesters will play a pivotal roll in our future. By centralizing many of our services under one purpose-built, convenient location we believe our future will remain both busy and full of opportunity. Exciting times are ahead!

Thank you to our staff who continue to deliver exceptional service, to our dedicated and passionate volunteers who we would be lost without, to our Board of Directors who provide leadership and vision to our entire organization and to the amazing community of Whistler who repeatedly step up to support our mission by opening their hearts!

Cheryl Skribe, Executive Director