

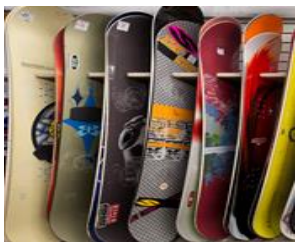


**WHISTLER COMMUNITY SERVICES SOCIETY**

*"A Helping Hand Toward A Healthy Community"*

**AGM June 28, 2017**

**A Year in Review**



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

## WCSS Chair's Report

These are certainly interesting and exciting times for the Whistler community and for the Whistler Community Services Society. Whistler is busier than ever with record amounts of visitors and an ever-increasing permanent population. With the increase in visitation to our resort community we have also seen an elevated need for many of our programs. This increase in demand for our services has produced many challenges to the WCSS team; a team that I am proud to say has responded extremely well, all while maintaining focus on our Mission, Vision and Values. I would like to recognize all staff members that make up the WCSS family and thank them for their continued dedication and love of our community.

I have been a WCSS Board Director since 2011 and have only recently taken on the role of Board Chair. My experience working with the board over the years has provided me with such a great respect for all my fellow board members and their commitment to providing leadership and oversight to WCSS. We are a large board, some would say too large to function optimally. Personally, I think nothing could be further from the truth. We are a very well rounded board with a diverse skill set. Each board member brings to the table a set of experiences and expertise that is an invaluable source of information. We are financial, we are human resourceful, we are law, we build, we accommodate, we teach, we manage, we market, we invest, we design, we communicate, we govern and we lead. Most importantly, we learn from each other. I would like to thank every board member for their time and involvement as volunteers to the WCSS board. I would also like to specifically recognize Doug Treleaven, Britni Troy, and Andrea Bischoff for their many years of service on the board. These individuals will be stepping down this year and they have each been instrumental in providing leadership during their time on the board. Looking ahead, we have three new board members beginning June 2017. We look forward to welcoming Moses Chew, Nikki Best and John McGregor to the team.

The next year is certain to be inspiring as Whistler continues its growth and WCSS continues the next phase of building a new home base that will meet the demand of a rapidly changing community. We will certainly have our work cut out for us as we experience the evolution of the Whistler community over the next 12 months. I could not be more confident that we have a very strong team that is committed to the health and well being of this mountain community.

May we all be the reason that someone will be smiling after they walk through our doors.

Christian Boone  
Chair of the Board

## WCSS Board Members

- ❖ Andrea Bischoff
- ❖ Britni Troy
- ❖ Christian Boone
- ❖ Doug Treleaven
- ❖ Jessica Averiss
- ❖ Michelle Leroux
- ❖ Richard Diamond
- ❖ Rob Laslett
- ❖ Shankar Raina
- ❖ Steve Aikens
- ❖ Jack Crompton

## Executive Director's Report

This past year has provided ample opportunity for our team's diverse skillset to be showcased. The rapid population growth in Whistler has meant more demand on all aspects of our services. And it is with extreme pride that I say, we are very well positioned to handle the increased requirements on our services and programs. Our people are the best of the best. They continue to show kindness, creativity, teamwork and resourcefulness in pursuit of their passionate dedication to their jobs. In all areas of operations, our employees and volunteers provide an important and vital protective layer to the community of Whistler.

Our social enterprise continues to remain strong and is well positioned to be able to take advantage of the growth in Whistler. The Re-Use-It Centre increased revenues by 11%. Our Recycling Program came in at a whopping increase of 40% year over year, while the Re-Build-It finished the year only slightly down by 3% despite a rent increase of over 30%. This translated into total revenues of \$1,498,767, an increase of 10% across the board from last year. We kept 839,000kg out of the landfill for a direct cost savings of \$100,680 to the community. The Re-Use-It Centre processed an incredible 46,437 bags of donations last year! Between the two stores we completed 82,885 transactions! That's a lot of customers! Together, with our donors and shoppers, we have been able to keep a lot of stuff out of the landfill, while at the same time being able to provide funding for vital Whistler specific social programming.

As Whistler grows and evolves, so too does the need for social service. Our outreach team had a record 2,124 one-on-one meetings in the past year. Our clients ranged in age from 9 years old to 73 years old. The primary reasons for visiting us were (1) mental health, (2) financial support and (3) emotional support. Cost of living in Whistler and more specifically, the challenges around housing, remained permanent themes for many of our clients.

The Food Bank saw a 13% increase in usage in the past year. Visits from families with children have contributed most significantly to the increase as well as long term locals. The two most common reason for having to visit the food bank were (1) injury and (2) one's inability to make ends meet. Our food bank can provide only a temporary solution to long term food security, so whenever possible we ensure those seeking the services more than twice are referred to our Outreach team for further support.

Interlaced through the activities of our social service and social enterprise, we have been working hard to plan and develop our new building location and space. It is a thrilling venture, and we have come to rely on many in the community that continue to provide support, leadership, generosity and knowledge to push this project forward. The planning phase is now complete and we are excited that the building phase is about to start. Our Board of Directors have provided valuable vision, knowledge and advocacy to ensure this project has remained in the fore front of our community. Also special thanks to the James Hallisey and his remarkable team at the RMOW for their constant efforts to keep this project progressing forward. We are looking forward to working with Mark Pedlow and Kenwood Construction to create a central and pivotal social service hub for Whistler.

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