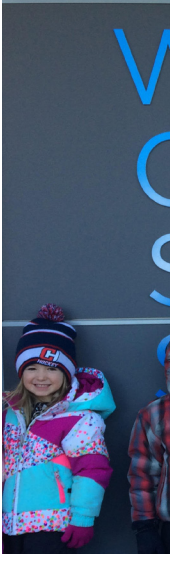




ANNUAL REPORT 2018-19

MISSION We support and advocate for a healthy community.
VISION We provide inclusive support to build a resilient community.

EXECUTIVE DIRECTOR'S REPORT



This year Whistler Community Services Society celebrates its 30th anniversary. We celebrate one year in our new building locations at 8000 Nesters Road home to our Re-Use It Centre and Social Services team and the new Re-Build It Centre location at 1003 Lynham Road (formerly the Re-Use It Centre). Our new locations have prompted growth and expansion with our staff and the development of new leadership roles to support this organization. I am thankful to our front-line staff and management team who have persevered during time of change and as well adversity as we adapted to our new home.

This year we have added new leadership positions in our social enterprises to support our growing staff. Thank you to Paul Rehel our Re-Use It Manager for his dedication and hard work and thank you to Sulee Porn and Derek Swiderski who have taken on roles as Store Coordinator and Key Holder to support the leadership within the store. Thank you to Lori Pyne, manager of our Re-Build It Centre. She literally “re-built” her whole team when we moved into the new location and recruited and retained a very dedicated and hard work staff. They have also launched our tool lending library which to date has over 110 members and over 1300 tools. Members have built items like beds, hockey rinks, garden boxes, shelves, a kitchen nook, maintained their bikes, storage in their vans, ripped up their kitchen floors and even a van with a blown engine has been totally rebuilt only with repurposed wood and a tool library membership. It is an amazing new community program that has been met with gratitude, appreciation and enthusiasm. Our social enterprises continue to remain strong and overall experienced a 6.9 %increase in sales from last year. This translated into total revenues of \$1,676,416.00. We are very grateful for the community’s support of donating to our social enterprises and shopping and investing in our stores. Every day I am inspired by the staff who work in our social enterprises. These are not easy jobs as they dig through mounds of donations and search through people’s unwanted items and find them new homes while raising money for important community programs and resources. Our store staff are very committed to the waste diversion process and the natural environment which surrounds us.

Our Social Service team also experienced a great deal of change this year in our new home and responding to the changing needs of our community. This fiscal year we welcomed and onboarded 3 new Outreach Workers, a new program manager Kerry Hannah and transitioned our front-line outreach Worker Gizem Kaya into a new role of Program and Community Development. We also created a new and much needed position at WCSS and onboarded and welcomed Julie Cummings to our team as our Human Resource Co-ordinator. This year we changed the delivery and format of our School Lunch Fund Program and in the development and growth of this program welcomed our new staff member Cara Burrows. Thanks Cara for your dedication with this program which has served over 12,159 snacks and meal to local children in our schools. Our new space has now become filled with new faces and new ideas and an incredible passion for change and innovation. I am grateful to our team who have persevered through this transition: our Administrator and New Building Manager Grace Blok, Finance Manager Jonathan Marks and Food Bank Co-ordinator Sara Jennings. Our food bank handed out food 2,773 times and 677 times to children. Our new central food bank location has hosted several community groups, daycare and school classes visiting our space to learn more about food security and nutrition.

It is very important for me to also acknowledge the incredible work and volunteer commitment of our Board of Directors. They have been a tremendous resource to me as I assumed this new position. I am incredibly grateful for their hard work, support and enthusiasm to make this a better place. They worked directly and closely with our staff creating a new strategic plan and vision for our organization and have really mentored and supported me and for that I am truly grateful.

I look forward to more change and opportunity this upcoming year.

Jackie Dickinson

EXECUTIVE DIRECTOR





CHAIR REPORT

In today's world, 8 years is considered a long time to stay in one place. That's because a lot can happen in 8 years given the lightning speed at which we now progress as humans. As I am about to close my final term and 8 years working with the WCSS board, I have been witness to many changes and progress within the WCSS organization. This past year, I would argue, has been the most significant in terms of this organization maturing and taking some big steps.

The most notable step in our evolution is that we now have lived and worked for one year in our new building at Nesters. We are now more accessible to those in need of our services and as a result we have seen an increase in our program usage. Our team has also expanded to meet the growing service needs with the addition of an HR Administrator role, an increase in our Outreach program, and close work with contractors in the areas of human resources, technology, and capital management specific to our buildings.

At the board level I am happy to communicate that in the last year we have made great strides moving from being operationally driven to being more focused on the governance of the organization. We created a new Governance Committee that has strongly impacted this movement and as a result, our policies that define us have never been stronger than at this moment.

Our finance committee has also become stronger and more focused and continues to make sure we are following a fiscally responsible path. The board also joined forces with WCSS staff and some community partners in developing a renewed strategic plan that will focus our attention for the next 3 years.

Finally, WCSS would not be here today if it were not for the support of our community and partners. The list is always long and I would like to personally thank everyone for their assistance and belief in what we do. A special thank you to The Fairmont Whistler, The Whistler Blackcomb Foundation, The Katz Amsterdam Foundation, The RMOW and the American Friends of Whistler.

Eight years is certainly a long time by any standard, and I am a better person today than I was 8 years ago when I first stepped onto the WCSS board. Thank you to WCSS for giving me the opportunity to be a part of your evolution. I wish you all the best in the next 8 years as you continue to support and advocate for a healthy community.

Christian Boone

CHAIR

2018 FOOD BANK STATISTICS

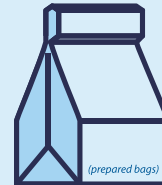


WHISTLER COMMUNITY SERVICES SOCIETY



FOOD WAS PICKED UP **2,773** TIMES

677 TIMES TO KIDS

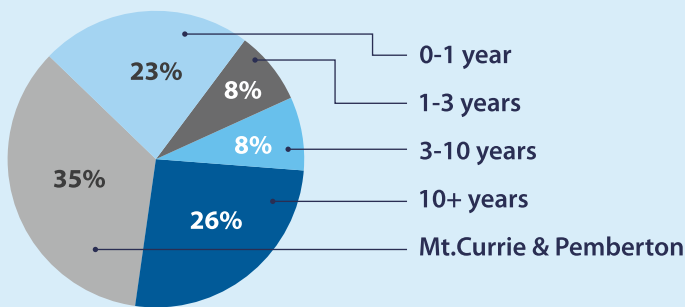


300 TIMES FOOD WAS SERVED OUTSIDE REGULAR FOOD BANK HOURS

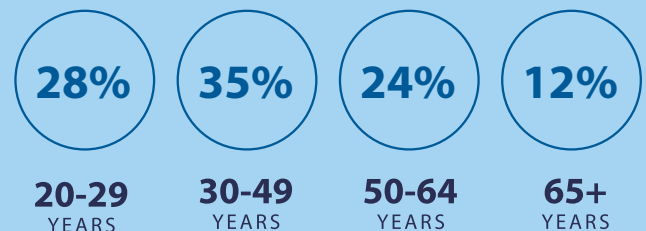
This has doubled from 2017

70% ONLY NEEDED ASSISTANCE 1-3 TIMES

Time Lived In Whistler



Age



Housing

(Whistler folks only)



49% Precariously housed**



29% Renting, but unsure if it is stable*



5% Stable rental situation



10% Staff housing

**WCSS is improving how we track precarious rental situations. In Nov 2018 we started asking folks how much their rent costs as a percentage of their income. People who pay less than 30% of their income to housing are considered stable, 30-50% are what we are calling 'relatively unaffordable' - only 4% of folks fit this category, and 50% or more of income going to rent is classified as unstable and put into the precarious housing situation along with folks who are homeless, living in a vehicle, couchsurfing, or staying in a hostel. Rental housing that is very short term or unsafe is also considered precarious. This change was made to reflect the large increase in the percentage of folks who were citing high costs of living as the reason for coming to the food bank. In years past this counted for 1-5% of users. This is likely a reflection of the increasing cost of rental housing in the Whistler Community.

Reason for need per person



30% Injury or illness



14% High cost / unexpected expenses / low salary**



13% Unemployed and looking for work



11% Underemployed

WHO NEEDS US THE MOST?

The people who use our services on an on-going basis are most often families and those dealing with illness or injury.

The Whistler Community Services Society Food Bank exists to provide assistance to people and families who need help.

Food banks are a temporary solution for people who are doing all that they can to become self supporting.

For more information visit MyWCSS.org/FoodBank or call 604-935-7717.