



WHISTLER  
**COMMUNITY SERVICES**  
— SOCIETY —

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# Annual Report

2020-21

[MYWCSS.ORG](http://MYWCSS.ORG)



# Executive Director's Report

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Whistler Community Services Society has always prided itself on responding to the needs of a changing community. During this pandemic, we demonstrated care, compassion and a highly sanitized helping hand which was all led by a strong belief that addressing and supporting the mental health, food insecurity, poverty and high density housing was vital to our resilience and response in a pandemic climate. It was not always easy, there was not a road map on how to best support a community through a pandemic. However, all of our staff, volunteers and board of directors led with compassion, kindness and a willingness to support our most underserved community members. The message of being TOGETHER became vital to our work, our values and our commitment to our roles each day. Recognizing that it truly takes a village, and we live in one of the best in the world and that we are all in this together is the message which will drive our learnings well beyond this pandemic and teach us how to better support, care and nurture all of our people .

The health of our community, our world, is reliant on the belief that we all need to be supported and helped. At some point, our staff stopped coming to work and saying " I can't wait for things to go back to normal." I think we started to learn that what we considered once normal did not truly exemplify the best of humanity. This pandemic has come to teach all of us something we could not learn on our own and if we move forward with that mindset not only do we have the ability to heal from the traumas of this pandemic, but we have an opportunity to be a much better society and the opportunity to create a stronger, healthier community.

Jackie Dickinson  
Executive Director

*"Community is about doing something together that makes belonging matter."*

Author Unknown.

# Chair Report

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WCSS would not exist without the community of Whistler. The support from the community towards WCSS through the last year has been truly humbling to witness. As a board of directors we hear the stories, see the investment the team makes and feel the challenges our community is facing, through the lens of governance and oversight. At the center of this is the people whom WCSS represent and the team at WCSS. Together the organization and community have come through the last year stronger than ever.

Beyond the deeper connection WCSS has made with the community, the last year can be summed up as transformative. The organization's profile has shone as a foundational support of the community; fiscally, strides have been made to become more sustainable; and most importantly the impact the organization has had on the community is more greatly felt than ever, through partnership, advocacy and action.

As a board of directors we have also taken action to transform and grow, in order to better represent the organization and community we serve. This year we have formed a new standing committee tasked with considering the Diversity, Equity and Inclusion at all levels of the organization. Through this committee's leadership we have increased our focus on the three pillars of: ensuring representation; learning about how we can do better; and ensuring that Diversity, Equity and Inclusion are at the core of everything we do.

At its essence the role of our board of directors is to ensure that WCSS can continue to do the work it does today and for many years to come. With this in mind the board has taken more time this year to ensure a risk centered approach is used to manage all processes and decisions within the organization. This approach ensures that the people the organization serves and the organization itself are protected and will continue to provide inclusive support to build a resilient community for many more years to come.

None of the amazing things accomplished by the organization this year would be possible without the committed, inspiring and tireless team that makes a difference every single day. From the volunteers that show up each and every week to support, the team members who bring energy and compassion to their every action and to the leaders within the organization who inspire those around you - on behalf of the board, THANK YOU.

Alistair Cray  
Chair



# Operations Report

Tenacity is to have will in face of extreme difficulty. It is the ability to implement a solution, analyze it and most importantly, adjust it. WCSS has continually adapted our operations to meet the changing needs of our changing community. Below are some everyday numbers which reflect how we have persisted in delivery of service. We have found the tenacity to do this even though we have been masked; even though we have been 2 meters apart; even though we have been working remote and even though the novel Coronavirus has continued to affect our lives in myriad of ways. We, TOGETHER, as a community of donors, partners, volunteers, and clients have continued to lift people up and change the way we live our lives. We are grateful to be able to continue our work of cultivating safe spaces for continued growth and well-being as we support and advocate for a healthy community.



## On average, every day we...

- Serve 235 people a day in our stores
- Sell 24 pairs of shoes and 92 pieces of sports equipment
- Keep a metric tonne of pre-loved goods out of the landfill
- Collect 4,739 refundable bottles a day
- Provide mental and emotional support to 14 people in person or virtually.
- Feed 16 people at the foodbank
- 109 school aged kids receive lunch or snacks.
- 85 kg of food is rescued or donated everyday.
- 60 tools are lent out every day and every other day someone signs up to be a member
- Answer the phone 27 times a day. 60% of these are for Outreach services
- We spend \$21.56 at the landfill every day to dispose of unusable items donated at the stores that could not be sold or recycled



Lori Pyne

Operations Manager





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