



WHISTLER
COMMUNITY SERVICES
— SOCIETY —



Whistler Community Services Society

8000 Nesters Road, Whistler, BC V8E 0G4

t. 604-932-0113 e. info@mywcss.org

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mywcss.org

June 2023

TRUST

RESPECT

INCLUSION

ADVOCACY

COLLABORATION



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2022/23 ANNUAL REPORT

Supporting and advocating for a healthy community

Whistler Community Services Society (WCSS) has supported Whistler's social health and wellness since 1989.

The Re-Use-It and Re-Build-It Centres are together a powerhouse in Whistler's circular economy, diverting over a tonne of useful items from the landfill each day. In recent years, proceeds from the Re-Use-It Centre, Re-Build-It Centre and bottle recycling have surpassed \$1.5 million. Funds earned from these social enterprises are reinvested back into community programs.

As a non-profit with charitable status, we rely on the generosity of volunteers and donors to support community members where they need it most. This includes the Whistler Food Bank, Outreach Services and Connect Whistler as well as more than 20 other programs and services.

Learn more about our impact at mywcss.org



WHISTLER COMMUNITY SERVICES SOCIETY IS GRATEFUL AND RESPECTFUL OF THE OPPORTUNITY TO LIVE AND PROVIDE SERVICES FROM OUR WORKPLACE ON THE SHARED AND UNCEDED TERRITORY OF THE SKW̱XWÚ7MESH NATION AND LÍLWAT NATION.

This community, commonly known by settlers as Whistler, has been stewarded by the first peoples of these lands for thousands of years and collectively we work towards reciprocity and reconciliation each and every day.



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Throughout this report you will find testimonials and statistics that will offer further insight to the impact WCSS has on your community



Contributing photographers: (cover) Dominic Spohr on Unsplash; (opposite) Nathan Ziemanski, nathanziemanski.com; Logan Swayze Photography; Moonrider Productions; Perry Merrity II on Unsplash



FOOD BANK 13,633 VISITS

Whistler's Food Bank saw 13,633 visits this past fiscal year, an increase of 36% over the last four years.

VISITS IN SUPPORT
OF YOUTH ≤19 YRS:

1365

LEADERSHIP REPORT



Jackie Dickinson
WCSS Executive Director

Last year, I sat in front of a crowd of people at the AGM with an honest thought and belief that our most challenging days as an organization were perhaps behind us.

We had entered a new phase of the pandemic and some sense of normalcy—a life we knew and remembered—had resumed. However, along with tremendous joy, hope and recovery, this past year brought challenge, adversity and loss as well.

People often see the work, programs, spaces and people at WCSS as the “glue, hub and fabric” of the community. As an organization however, we too are vulnerable—often mirroring in ourselves some of the same challenges we see in others. Perhaps recognizing that there is very little separating those offering help from those receiving it keeps our staff, programming and services responsive, timely, low-barrier and inclusive with belonging at the forefront. The truth is, none of us are immune to needing help.

As you review the impact report and statistical information in this document, you will recognize the continued increase and demand for services in the areas of hunger, mental health and financial hardship. Each of the stats included in this report represent members of our community.

Despite the importance of remaining driven by data to share this story, we will never lose sight that—in the words of BC Family Physician of the Year, Dr. Karin Kausky—*all of these numbers, stats and bar graphs are real people*. They are individuals who have shown tremendous strength and trust in connecting for help.

Our biggest challenge as an organization could be the increased need for services in the areas of hunger, mental health and financial hardship, or perhaps it is something even bigger—keeping each year we do this work unpredictable—and that is the hidden need or stigma associated with asking for help. At WCSS, we recognize all those who have accessed support, those who are offering it and equally, those who may be needing it. Everyone deserves a place to belong, connect and be seen and heard. We hope we can be part of this circle of trust and most importantly, that you know you are always welcome.

Jackie

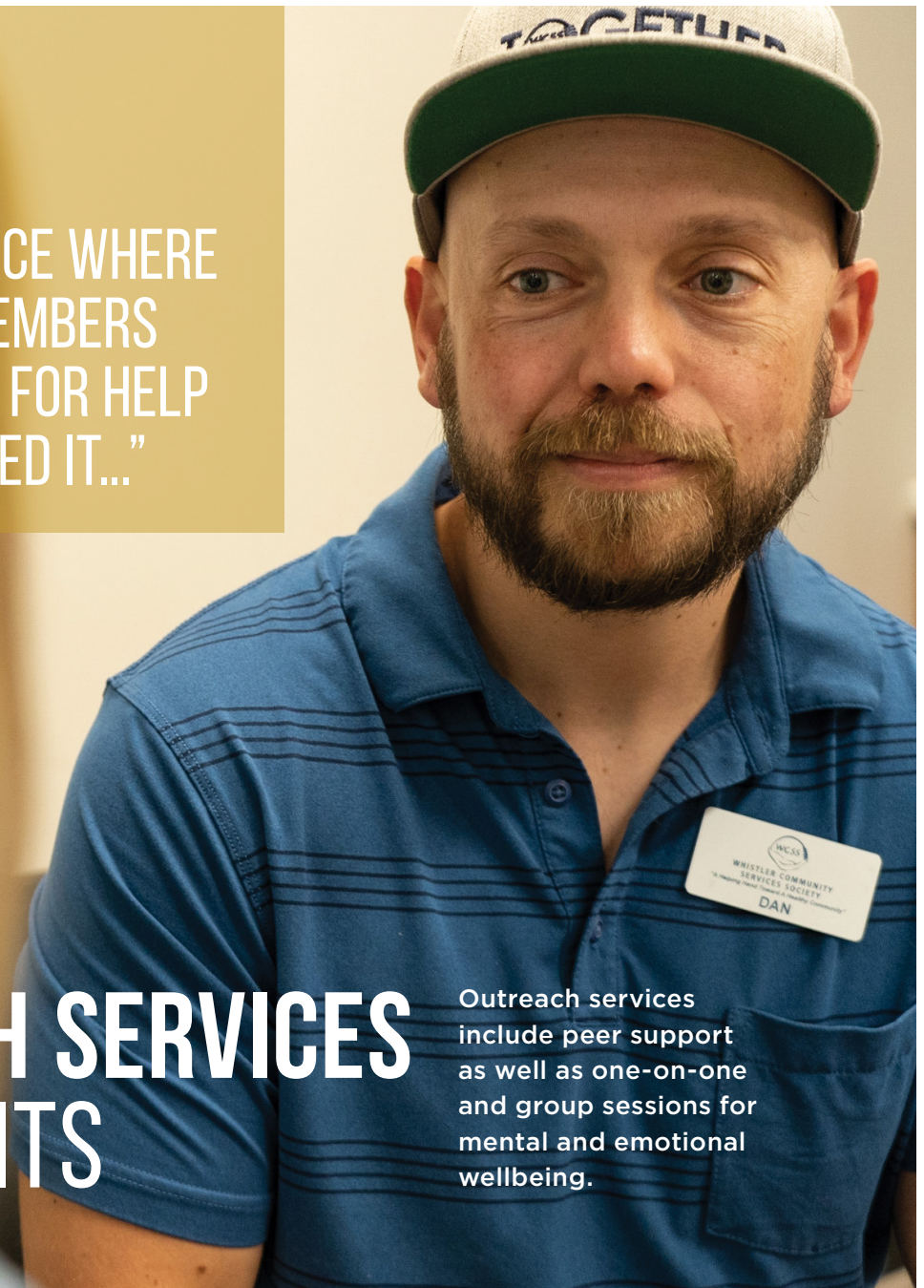
“

WE'RE THE PLACE WHERE
COMMUNITY MEMBERS
KNOW TO LOOK FOR HELP
WHEN THEY NEED IT...”



OUTREACH SERVICES 8,380 VISITS

Outreach services include peer support as well as one-on-one and group sessions for mental and emotional wellbeing.



“We are so grateful to have benefited from your generosity, patience and kindness. Your willingness to give up your time to help others is truly inspiring and we appreciate the invaluable help you have given us.”

- Tax Clinic Attendee

THE FOUR PILLARS OF WCSS



At WCSS, our strategic pillars are the four main areas of importance that we have decided to concentrate our attentions on through our strategic planning process and ultimately, our daily work. These are what focus and align our people, our productivity, and resources in our community.

SOCIAL PROGRAMS

These programs give assistance to community members outside of what the market provides. They help maximize positive social impact and offer purpose to the staff and the community members that use them. At WCSS, we are the place where community members know where to look for help when they need it most as we adapt and grow with community needs.

FINANCIAL SECURITY

This brings us confidence that the needs of the organization and the community are being taken care of. We achieve this through fund development, revenue diversity and building trust with our stakeholders, donors and customers. WCSS plans for the unplanned with a financial safety net which has proved to be crucial in the renewal phase post pandemic.

ADVOCACY + COMMUNITY ENGAGEMENT

WCSS is clear on our purpose. Through peer advocacy, systems advocacy and “doing the right thing” advocacy we mobilize and organize through best practice of community care. We are allies of support and advice for all levels of community. Through our advocacy and education, we continue to be a catalyst for change for systemic shortfalls in food security, mental health challenges and environmental services.

TEAM CULTIVATION

At WCSS we invest in relationships. As community leaders and ambassadors, we demonstrate our commitment to collaboration and help people to build networks in the workplace and in their homes, so they may contribute in a meaningful way to the culture of our mountain town. By creating belonging, people are more likely to mentor others and share feelings of inclusion and trust.

44 OVERNIGHT STAYS AT THE COLD WEATHER SHELTER

The shelter was activated over 11 nights when the temperature was below -10°C

“

NO MATTER WHERE FUNDS COME FROM, EVERY DOLLAR COLLECTED IS PUT TO GOOD USE.”

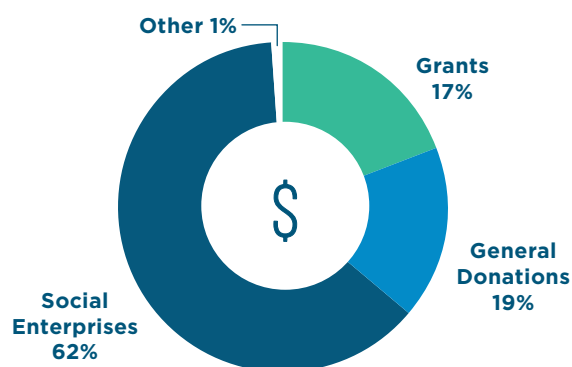


478,838 KG
WASTE DIVERTED

Through its Social Enterprises WCSS was able to keep almost 500,000kg of waste out of the landfill.



A **Social Enterprise** is a business that seeks to maximize benefits to society and the environment, with profits principally funding social programs. The Re-Use-It Centre and the Re-Build-It Centre are social enterprises of WCSS.



Monetary Donations

DONOR IMPACT



At WCSS, we are grateful for the wide variety of donations we receive on an annual basis, and this past year was no different. Your funds that were donated directly to one of our campaigns, at one of the stores, through the gift of stocks, or at an event are what ensure we are can continue the work we do to support our community.

Your donations directly to WCSS programs, item donations and shopping activities at the Re-Use-It Centre and Re-Build-It Centre as well as use of our refundable container pick up service supports not only the operations of those social enterprises but also support community programming in the areas of Food Security and Outreach Services. These social enterprises are in place to help us fund our mission of supporting and advocating for a healthy community. This is truly a wonderful example of the circular and social economy. Making use of our social enterprises also has an enormous effect on reducing items going to the landfill unnecessarily. In fact, this past year we diverted over 478,838 kg of waste that could have ended up in Whistler's landfill.

Funds also come to us through grants from various levels of government, corporate

foundations, private family foundations, and other provincial and national social service organizations.

No matter where funds come from, every dollar collected is put to good use. Each expense is closely monitored to ensure we are good stewards of the funds and that we can stretch each dollar as far as possible. Working with suppliers, we can negotiate discounts on regularly required food items, ensuring that we can access more and more healthy food and ensure it gets to the dinner tables that need it in community.

Your donations (however they come to us) are very much appreciated, **TOGETHER** we can ensure everyone has access to low barrier services for bolstering mental health and diminishing food insecurity.

We are grateful. Thank you.

NIGHTWALK FOR HOPE

\$22K RAISED

Thank you Moguls Coffee House for being our presenting partner and the following organizations for your support:

Sundial Hotel, Whistler Blackcomb Foundation, Mountain FM Radio, Quattro Restaurant, Scandiname Spa, Smartwool Whistler, Fairmont Chateau Whistler and Caramba Restaurant.



THANK YOU TO OUR DONORS

We'd like to recognize the following donors who have contributed more than \$10,000 over the past three years:

100 Women of Whistler
Aqueduct Foundation
Aquila Foundation
Bill Ticknor
Blue Shore Financial
Breakfast Club of Canada
Buy-Low Foods
Carol A. Wilson
Carole Taylor
Casey Kelly
Chiwis Kiwi Chips Inc.
Corina Reynolds
Creekside Market

Daniel Russell
David & Ingrid Graves
Dave & Liz Brownlie
via Nicola Wealth
Giving Foundation
Dubh Linn Gate Irish Pub
Euan Ramsay
Fairmont Chateau
Whistler
Food Banks BC
Food Banks Canada
Fresh Street Market
Ginny Dennehy
Home Hardware Whistler

Ian & Jane Austin
JBS Foundation Inc.
Jennifer & Andrew Lord
Katz Amsterdam
Foundation
The Kelty Patrick
Dennehy Foundation
La Fondation
Choquette/Legault
Linda & Dave Den Duyf
Mackay Family Fund
Maggi Thornhill PREC
Nesters Market
Peggy Williamson

Phil Calvin
The Rand Alexander
Lomas Family
Foundation
Real Estate Association
of Whistler
Resort Municipality of
Whistler
Richard Legault
Rodney Rohda
Sewaks, Your
Independent Grocer
Shelagh & Reid Drury
TD Canada Trust

Stuart & Elaine Rempel
via Nicola Wealth
Giving Foundation
United Way
Whistler Blackcomb
Foundation
Whistler Community
Foundation
Whistler Hardware
Whistler Rotary Club
Foundation
Whistler Secondary
William B. Kunzweiler
Ziptrek Ecotours Inc.

The first annual WCSS NIGHTWALK For Hope was a resounding success thanks to all those who took part, and the partners who supported us.

We gathered TOGETHER to elevate the awareness and knowledge of mental health challenges that the Whistler community faces. TOGETHER, we raised over \$22,000 for mental health support and programming through WCSS. For all of this we are so very grateful. We can't wait to do it all over again in 2024!

TOGETHER, we are making a difference.



NIGHTWALK

For Hope



Volunteers are integral to the successful delivery of many WCSS programs and services. Whether it's a day here and there or a weekly commitment, the support of our volunteers is so very appreciated.



OUR BOARD OF DIRECTORS

The WCSS board is known for hard work, dedicated support and a tireless enthusiasm to make our community a better place. In particular, our board of directors have worked continuously through this pandemic. At this time, and every year, we are so very grateful for their commitment. They have put strong policies and guidelines in place for governance, fiscal responsibility, transparency, and they actively provide mentorship to our leadership team.

Chair

Deborah Pulleyblank

Vice Chair

Alistair Cray

Treasurer

Carlee Price

Secretary

Anne Townley

Board Members

Lisa Kenkel, Victoria Swayze, Beverly Mitchell, Emily Dicken, Samuel Robertson, Steve Aikins

RMOW Council Representatives

Cathy Jewett, Jessie Morden

Executive Director

Jackie Dickinson

IM  GINE
CANADA

WCSS has been accredited by Imagine Canada, which outlines a set of Canada-wide standards for charities and non-profits designed to strengthen capacity in: board governance, financial accountability and transparency, fundraising, staff management and volunteer involvement.



We at Whistler Community Services Society are so very grateful for your support.

A donation to WCSS means support for our community – for your neighbours, co-workers, employees, fellow chairlift riders and trail lover. As we continue to grow as a community, so does the need for community services and programs like ours to foster and maintain a healthy community. We provide inclusive support and services to build a resilient community. **Thank you for being a part of our work. We are better and stronger – TOGETHER.**

For information on all the different ways to give, please visit mywcss.org/fundraiser or click on the button below.





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mywcss.org



Re-Use-It Centre
8000 Nesters Rd.
(First Floor)

Re-Build-It Centre
1003 Lynham Rd.
Function Junction

Whistler Food Bank
8000 Nesters Rd.
(Third Floor)

Outreach Services
Whistler Public Library
Whistler Village