



WHISTLER  
COMMUNITY SERVICES  
— SOCIETY —



**Whistler Community Services Society**

8000 Nesters Road, Whistler, BC V8E 0G4

t. 604-932-0113 e. [info@mywcss.org](mailto:info@mywcss.org)

[@whistler\\_community\\_services](https://www.instagram.com/whistler_community_services)

[whistlercommunityservicesociety](https://www.facebook.com/whistlercommunityservicesociety)

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

Whistler Community Services Society is grateful and respectful of the opportunity to live and provide services from our workplace on the unceded territory of the Skwxwú7mesh Nation and Líl'wat 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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# 2023/24 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 \$2 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](https://mywcss.org) or click the button below.

LEARN MORE ABOUT WCSS





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WCSS IS A SAFE, EMPATHETIC AND NON-JUDGEMENTAL PLACE WHERE EVERYONE IS WELCOMED AND WE ARE COMMITTED TO LISTENING AND LEARNING ALONGSIDE OUR COMMUNITY.

- Lisa Coulter Director of Social Services, WCSS

Contributing photographers Mark Halliday, Jaden Richer, Logan Swayze, Liam Wallace, WCSS Staff





HOW WE HELP: FOOD SECURITY

**THE FOOD BANK:  
18,497 VISITS**

Whistler's Food Bank saw 18,497 visits this year, an increase of 37% from 2022.

VISITS IN SUPPORT OF YOUTH ≤ 19 YRS:  
**1355**

# LEADERSHIP REPORT

Desmond Tutu, a South African Anglican bishop and theologian known for his work as an anti-apartheid and human rights activist, once said, "Do your little bit of good where you are; it's those little bits of good put together that overwhelm the world."

This year marks WCSS being officially 35 years old, and despite incredible changes in programming, personnel, development, and growth, it has never wavered from its deep commitment to doing good for all those who live, reside, visit, and travel to the unceded and shared territory of the Squamish Nation and Lilwat Nation. This by no means implies that we have been perfect or always gotten it right. However, the teams of people and community members who have helped, received support, and donated have been committed to doing the best they can with the information available to support the health and well-being of the community. Stumbling, falling, and learning are crucial to ensuring that the community and its members strive to make this place a little better than when they first arrived.

We often say at WCSS to those who work and volunteer, 'As soon as you think you have this place figured out, it will change again.' This creates and strives for a humbleness for all who offer help and provide support, that in an effort to be a leader in community health and well-being, we need to admit when we may need to restart, review an idea or program, and most of all, consider a different perspective. The team and people who work here strive for an approach of team-based community care not bound by policy, procedure, and regulations, but rather supported and inspired

by people, their stories, bravery, and willingness to challenge previous ways of doing and thinking, with a deep commitment to not point out the faults of previous ideas or concepts, but rather to build upon and strengthen with a desire to always be learners and never be the expert in the role of helping. Because the truth is, we are not here to fix people but rather to learn from them and recognize that a willingness for people to change, reflect, or do differently comes when they feel a strong sense of belonging and a sense of home.

For all who visit, work, volunteer, donate, ask for help, offer help, shop, recycle, and share with WCSS, we hope you always feel you are welcome, because if there was ever a way to change the little part of the world you are part of, it always starts with a safe, supporting, welcoming place that feels like you belong.

*Jackie*

**Jackie Dickinson**  
WCSS Executive Director



**BREAKFAST CLUB:  
86,586 SERVINGS**

86,586 healthy snacks and meals were delivered to self-serve fridges at Whistler schools throughout the year.







HOW WE HELP: EMOTIONAL & MENTAL HEALTH

# EXTREME WEATHER SHELTER: 161 OVERNIGHT STAYS

The extreme weather shelter was activated over 22 nights this year in adverse weather conditions and/or when the temperature fell below -10 degrees celcius.

# THE FOUR PILLARS OF WCSS



## TOP 3 REASONS FOR ACCESSING WCSS OUTREACH SERVICES:

# 1

**Mental Health Support**

# 2

**Financial Needs**

# 3

**Assistance with Refuge and Basic Needs**

At WCSS, our strategic pillars are the four main areas of importance that we concentrate our attentions on through our strategic planning process and ultimately, our daily work. These pillars 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.

### 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.

### 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.

### 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.



# OUTREACH SERVICES: 8,345 VISITS

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



SOCIAL ENTERPRISES

426,563 KG  
WASTE  
DIVERTED

Through its Social Enterprises  
WCSS was able to keep 426,563 kg  
of waste out of the landfill.



# DONOR IMPACT

At Whistler Community Services Society, we are truly thankful for all donations we receive on an annual basis. In 2023 the community made financial donations directly to one of our campaigns, at one of the stores, through the gift of stocks, bequest in a will, and at events. These donations help to ensure we are can continue the work we do to support our community.

Your donations to, and shopping activities at, the Re-Use-It Centre and Re-Build-It Centre or 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 us 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 426,563 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 towards the good work we do in the community. Rest assured that our team closely monitors all expenses to ensure we are good stewards of the funds and that each dollar goes 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 much appreciated. TOGETHER we can ensure everyone has access to low barrier services for bolstering mental health and diminishing food insecurity. We are grateful.

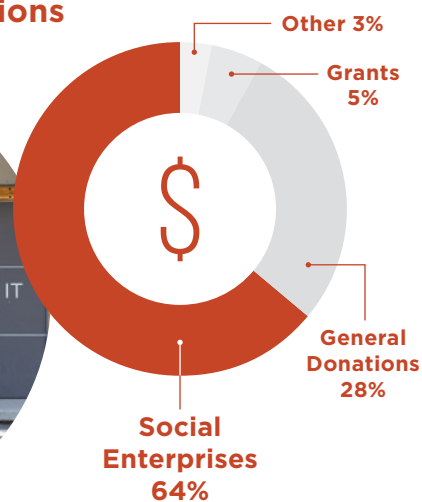
**THANK YOU.**

## THE RE-USE-IT & RE-BUILD-IT CENTRES

A Social Enterprise is a business that seeks to maximize benefits to society and the environment, with profits principally funding social programs. Donations collected through purchases made at the Re-Use-It Centre and the Re-Build-It Centre contribute to 64% of monetary donations received by WCSS.



### Monetary Donations



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

- Dave Clark Director of Fundraising and Community Engagement, WCSS



# NIGHTWALK FOR HOPE

# \$37,522 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, Scandinave Spa, Smartwool Whistler, Fairmont Chateau Whistler and Back in Action Physiotherapy & Massage.



The 2nd annual WCSS NIGHTWALK For Hope was another huge success. Thank you to everyone who took part and the partners involved in the event.

We gathered TOGETHER to elevate the awareness and knowledge of mental health challenges that the Whistler community faces. TOGETHER, we raised \$37,522 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 2025!

TOGETHER, we are making a difference.



## 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** Steve Aikins

**Vice Chair** Karen Wanger

**Treasurer** Alistair Cray

**Governance Committee Chair** Diana Chan

**Secretary** Leah Morrison

**Board Members**

Emily Dicken, Samuel Robertson

**RMOW Council Representatives**

Cathy Jewett, Jessie Morden

**Executive Director** Jackie Dickinson



## VOLUNTEERS

As a Whistler non-profit with charitable status, WCSS relies on the generosity of volunteers and donors to support community members where they need it most. Whether it's a day here and there or a weekly commitment, the support of our volunteers is so very appreciated.

For more information on volunteering with WCSS, click [here](#).

## 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    | David & Ingrid Graves     | James Cook Estate          | Peggy Williamson         | Stuart & Elaine Rempel          |
| Aqueduct Foundation      | Dave & Liz Brownlie       | JBS Foundation Inc.        | Phil Calvin              | via Nicola Wealth Giving        |
| Aquilla Foundation       | via Nicola Wealth Giving  | Jennifer & Andrew Lord     | The Rand Alexander       | Foundation                      |
| Bill Ticknor             | Foundation                | Jon Dietrich & Carol Leacy | Lomas Family Foundation  | TD Canada Trust                 |
| Blue Shore Financial     | Dubh Linn Gate Irish Pub  | Katz Amsterdam Foundation  | Real Estate Association  | Touchet Family                  |
| Breakfast Club of Canada | Euan Ramsay               | The Kelty Patrick Dennehy  | of Whistler              | United Way                      |
| Brew Creek Lodge         | Fairmont Chateau Whistler | Foundation                 | Resort Municipality of   | Westin Resort & Spa, Whistler   |
| Buy-Low Foods            | Food Banks BC             | La Fondation Choquette/    | Whistler                 | Whistler Blackcomb Foundation   |
| Carol A. Wilson          | Food Banks Canada         | Legault                    | Richard Legault          | Whistler Community Foundation   |
| Casey Kelly              | Fresh Street Market       | Linda & Dave Den Duyf      | Rodney Rohda             | Whistler Hardware               |
| Chiwis Kiwi Chips Inc.   | Geoff Robert Bustin       | MIP Holdings               | Sea to Sky Potters Guild | Whistler Healthcare Foundation  |
| Corina Reynolds          | George Alexander          | Mackay Family Fund         | Sewaks, Your             | Whistler Rotary Club Foundation |
| Creekside Market         | Ginny Dennehy             | Maggi Thornhill PREC       | Independent Grocer       | Whistler Secondary              |
| Daniel Russell           | Gov't of Canada           | Moguls Coffee House        | Shelagh & Reid Drury     | William B. Kunzweiler           |
|                          | Ian & Jane Austin         | Nesters Market             | Splitz Grill             | Ziptrek Ecotours Inc.           |



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.





“

OUR FAMILY EXPERIENCE WITH WCSS WAS AMAZING. THE WCSS GROUP HELPED OUR FAMILY MANY TIMES. THEY PROVIDED FREE SKI SESSION, WHICH WAS GREAT AND ALSO THEY HELPED US REGISTER MY DAUGHTER FOR SUMMER CAMP. WE ARE SO HAPPY TO CONNECT WITH THEM.

- WCSS Outreach Client

**TOGETHER**



**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 more information on all the different ways to give, including giving via your will, please visit [mywcss.org/fundraiser](http://mywcss.org/fundraiser) or click the button below.

[CLICK HERE TO DONATE](#)





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[mywcss.org](http://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*