

WHISTLER COMMUNITY SERVICES SOCIETY



WHISTLER COMMUNITY
SERVICES SOCIETY

"A Helping Hand Toward A Healthy Community"

ANNUAL REPORT

2007-2008
PROGRAM SUMMARIES, SUCCESSES AND
NEW DIRECTIONS



***OUR MISSION IS TO SUPPORT SOCIAL SUSTAINABILITY IN WHISTLER, BY
PROVIDING PROGRAMS AND SERVICES THAT IMPROVE THE ABILITY OF
WHISTLER COMMUNITY MEMBERS TO MEET THEIR NEEDS AND ENHANCE
THEIR LIVES.***

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2008 Board & Staff Retreat

Annual General Meeting 2008 Executive Director's Report

Whistler Community Services Society has had an exciting year filled with change and growth in programs. Our fiscal year ran June 1, 2007 to May 31, 2008 and during this time we saw much administrative change with the departure of long time Executive Director Janet McDonald and the addition of Greg McDonnell as the new ED and Lorna Van Straaten as the agency's Administrator. It is hoped that with the addition of an Administrator to the agency, WCSS will be better able to navigate itself into the future. The job was simply getting too big for one person to manage day to day operations along with navigating future growth.

Like other sectors of the economy, the social services sector has seen numerous changes both domestically and abroad. Non profits are being forced to be adaptable to current economic realities which often dictate the nature of programming and a society's direction. Similarly, Whistler Community Services Society has had to adapt to changes in demand on programs and on how our business model works in a resort community. The excitement of the forthcoming Olympic and Paralympics games has brought both predictable and unpredictable pressures on our social services delivery model. We are working hard on addressing these pressures collaboratively and hope to be able to address them as they unfold.

The Re Use It Centre continues to be a successful funding model; a model that the RMOW continually refers to with pride when receiving their many sustainability awards. From this success, and the work of the Whistler 2020 Materials and Solid Waste Strategy, WCSS has taken on the added responsibility of growing the facility to accommodate building materials. In partnership with the RMOW, we are hoping to launch the much anticipated Re Build It Centre soon in our 2008/2009 year. The complex yet inspiring roll the Re Use It and Re Build It Centre's play in our community marry the goals of the Materials and Solid Waste Strategy with the Health and Social and Affordability Strategies that are in line with our own mission. This creates a perpetual synergy that further links social sustainability to both economic and environmental considerations that matter so much to all of us.

Of course the success of our agency would not be as prolific without our amazing staff and volunteers who make us tick. Our Community Youth Outreach Workers Claire Mozes and Davin Moore continue to delivered several successful programs in collaboration with other groups, Jodi Annett is our Whistler Employment Resource Centre coordinator, Natalie Kandyba was recently promoted to Re-Use-It Centre Manager. Lorna Van Straaten's hard work and dedication to our business model has lined us up for success and the very hard working Re Use It Centre staff continues to exceed our expectations at a very difficult job. Kari Mancer, our Executive Assistant, was the recipient of the Whistler Chamber Employee of the Year Award. Jim Cook, "our volunteer from heaven" was the recipient of last year's Citizen of the Year Award as a result of his volunteer commitment to our Community Greenhouse Program. This program would not be the success it is without him.

A special thanks to WCSS's volunteer Board of Directors who continue to silently contribute to the direction of the agency. It is with pleasure and pride that we embark on the next year and I am confident that WCSS will manage the oftentimes unknown changes forthcoming.

Sincerely,

Greg McDonnell – Executive Director



ANNUAL GENERAL REPORT

EXECUTIVE SUMMARY

Revenues totaled \$741,440 in 2008, \$102,922 over 2007. Direct Expenses totaled \$541,444, \$15,331 over 2007, resulting in an operating margin of \$199,996, \$87,591 over 2007.

This resulted in unrestricted funds at the beginning of the year at \$57,540 growing to \$103,569 by year end.

Whistler Community Services Society administered 27 programs in the 2007-8 fiscal period. The primary funding source for WCSS is the Re-Use-It Centre. It was budgeted in 2007-8 to achieve \$540,000 in gross sales, and achieved \$575,000 in sales, an increase over budget of \$42,000 about 9%. Compared to 2005-6 sales of \$498,000, the RUI has seen an increase in sales of roughly \$84,000 or 15% over the last 3 years. The RUI funds about 75% of the programs WCSS offers.

Expenditures in 2007 came in under budget at \$436,172 mainly due to reduced wage expenditures and reduced client supplies expenditures.

In 2008 WCSS is budgeting to provide \$805,279 in programming.

The increase in 2008 is mainly due to the projection of Re-Build-It Centre project revenues of \$106,000 and increased revenue budget for the Re-Use-It Centre to \$580,000. As well, we have increased programs like Community Kitchens, Snow, and other smaller programs to try and gain more local sponsorship and look for other self-funding opportunities.

PROGRAM HIGHLIGHTS

- The Food Bank serviced **523** in total
- The new electronics recycling program raises almost **\$5,000** for our non-profit programs and the Encorp program collected **over 30 metric tonnes of e-waste!**
- The Youth Outreach Program serviced **295** individuals one on one, not including the ongoing contact with the Zero Ceiling participants. The majority of referrals went to (in descending order) Food Bank (57), Emergency Assistance (38), Employment Centre (28), Crisis Stabilization team (23), Counselling Assistance (23), Emergency Housing (15) and Safe Clinic (12).
- The Re-Use-It Centre is kept a minimum of **544,220 lbs (203,125 kg)** or **203 tons** of waste from the landfill.
- We spent **\$25,000** on Emergency Financial Assistance to Whistler residents!

- A fourth Greenhouse was built in Alpha Lake Park, catering to Whistler residents in the south end. In total **72 boxes** belong to **4 greenhouses** in the Community Greenhouses project, feeding about **216** people.
- The Kidsport program helped **49 kids** (can access up to \$300) and 3 community groups (can access up to \$500) access **14 different sports programs**
- The WERC program serviced a total **12,537** individuals in 2007-8. The program took **2,130** job orders for a total of **3,382** jobs posted in Whistler. As well, there were casual job orders for another 117 positions.
- Whistler Week 2007 was an amazing success! With a pancake breakfast, job fair, scavenger hunt, LUNA's Moist Pool Party and the Zero Ceiling rummage sale. We fed about **900** people at the dinner, which featured all organic creations by prominent Whistler Chefs!
- In total in SPONSORSHIP grants we received just over **\$105,000!**
- Our volunteers donated a total of **7,652 volunteer hours** at an equivalent dollar value of **\$80,830!**
- Space was donated by Rotary, the fire hall, Telus Whistler Conference Centre (\$8,800), My Lady of the Mountains Catholic Church (land for Food Bank \$10,000 yr), MYPlace (\$600) and 18 Below (\$300) to help run these programs. Retail value of these spaces totaled approximately **\$19,700+**.
- The RUI gift certificate program gave gift certificates for free store merchandise to W/B employees, chamber welcome packages, and other worthwhile causes. The actual amount of Gift Certificates redeemed this last year was **\$12,195.10**
- We support over **19** other community groups, charities and efforts with merchandise from the Re-Use-It Center.

PROGRAM LIST

Whistler Community Services Society administered or began 27 programs in the 2007-8 fiscal year. Those programs included the following:

1. Food Bank
2. Youth Outreach
3. Peer Educator Program
4. Re-Use-It Centre
5. Community Kitchens
6. Counselling Assistance Fund
7. Emergency Financial Assistance
8. Food Buying Club
9. Community Greenhouse Program
10. Interim Housing Project
11. Kidsport
12. Recreation Credit Program
13. Santa's Helpers Christmas Hampers
14. Social Programs and Services Chart
15. Whistler Employment Resource Centre, (WERC)
16. Survival Guide
17. Whistler Welcome Week
18. Welcome Week Dinner
19. Whistler For Youth
20. Parent-Infant Drop-In
21. Single Parent Support Network (SNOW)
22. Adopt-A-Yad
23. Small Grants Program
24. Re-Build-It Centre
25. Career Counseling
26. Sparschwein

27. Social Sustainability Speakers Series

28. Commercial Greenhouse Project

The Disordered Eating Support Group is not currently active.

OVERVIEW WCSS DIRECTION AND GROWTH OPPORTUNITIES

Whistler Community Services Society (WCSS) is a non-profit organization established in 1989. Since then, the organization has grown in the community to offer over 25 programs and services that go towards meeting the mission statement intent to 'support social sustainability in Whistler, by providing programs and services that improve the ability of Whistler Community Members to meet their needs and enhance their lives.'

Much of the success of the organization arises from the fact that it is partially self-funding through its thrift store the Re-Use-It Centre. This store generates more than 75 percent of the funding needed for WCSS programs.

Remaining program funding is provided by generous support from the Resort Municipality of Whistler (RMOW), Whistler Blackcomb Foundation and also its Enviro Fund (WBF), the Community Foundation of Whistler (CFOW), the Province of BC through the Gaming Fund, the American Friends of Whistler (AFOW), Kely Patrick Dennehy Foundation. Nesters, the Grocery Store and numerous businesses and individuals in Whistler who believe in the social sustainability services WCSS brings to the Whistler Community.

WCSS relies on its volunteer board of directors to help define policy and direction, and to ensure fiscal responsibility. The board of directors in 2007-8 included Hailey Guille as Chairperson, Bruce Stewart as Vice-Chair, Treasurer Susan Krieger, and directors Karen Bauckham, Karen Osburg, Jonathan Decaigny, Kathleen van der Rey, and Tim Wake as council representative. WCSS thanks their board of directors for helping the organization toward success in the last fiscal year. Jon Decaigny and Karen Osburg have currently stepped down from their board duties, we are hopeful that Jon will again find time for WCSS and wish Karen much success in her new endeavors!

The WCSS Commercial Greenhouse Project under direction of Stephen Milstein and the WCSS Re-Build-It Centre projects did not manage to launch in 2007-8, however were the subject of much planning and meetings with the RMOW. A business plan for the Re-Build-It was submitted to the RMOW and current discussions involve launching this program on the existing site of the Re-Use-it Centre.

Both these projects could generate income to allow the organization to become even more self-funding. An ideal world would be one where we do not need grant monies from anywhere and yet can access funding to offer even more social service programming than now.

The budget for 2008-9 sees quite a bit of program expansion over 2007-8.

We are offering \$805,279 in programming to the Whistler Community. This is paid for by grants, fund-raising programs and income from the Re-Use-It Centre and new income from the Re-Build-It Centre. For each and every program we need to know exactly where our funding is coming from. This budget process forces us to identify the financial contribution expected from our major funding source the Re-Use-It Centre.

Secondly, we want our sponsors and grant givers to see very clearly that the money they grant us is going to program costs, and not to our administration.

STAFFING



Jodi Annett, Claire Mozes, Kari Mancer, Lorna Van Straaten, Greg McDonnell, Davin Moore

In January of 2007, long-time Executive Director Janet McDonald stepped down. Due to the growth projected for the organization, the positions responsibilities were split into two; Greg McDonnell was named new Executive Director, and Lorna Van Straaten was named Administrator.

The role of the Executive Director in WCSS is to act in helping define the organizations direction and policy, to liaise with Community Interest groups to help promote awareness and opportunity for WCSS growth and identify opportunities for new program design. As the 'face of WCSS' the Executive Director is responsible for promoting WCSS, and politically/community wide helping to move the organization forward. Contact him at 604-932-1407 greg@mywcss.org

The Role of the Administrator is to manage the financial side of WCSS, design budgets and in conjunction with the program coordinators, look at opportunities for program improvements. As well, the Administrator manages all HR duties, performance appraisals and employee programs such as WorkSafe, the benefits program and policy reviews. Contact her at 604-932-0113 lorna@mywcss.org

Lorna Van Straaten also remains as WCSS Retail General Manager and project Coordinator for the upcoming WCSS Re-Build-It Centre. 604-932-0113 lorna@mywcss.org

Natalie Kandyba has been name store manager for the Re-Use-It Centre 604-932-1121 reuseit@mywcss.org

Kari Mancer, the Executive Assistant, was re-titled as Administrative Assistant, and in addition to book-keeping duties, also took on additional program coordinator responsibilities for the Food Bank, Christmas Hamper Program and Community Greenhouse program. 604-932-0113 or admin@mywcss.org

A new Youth Outreach Worker was hired, Davin Moore started in January with WCSS to replace Greg. Claire Mozes remains as Youth Outreach Worker 1. 604-938-3902 davin@mywcss.org

After some discussion with the Chamber of Commerce, WCSS retained the Whistler Employment Resource Centre (WERC) and program coordinator Jodi Annett. The program is being re-vamped slightly to look at providing additional services such as the addition of a new program relating to re-entry work-experience for individuals re-entering the work-force. 604-932-5922 ext 23 Jodi@mywcss.org

For further information on WCSS personnel and programs see www.mywcss.org

FINANCIALS

The primary funding source for WCSS is the Re-Use-It Centre. It was budgeted in 2007-8 to achieve \$540,000 in gross sales, and achieved \$575,000 in sales, an increase over budget of \$42,000 about 9%. Compared to 2005-6 sales of \$498,000, the RUI has seen an increase in sales of roughly \$84,000 or 15% over the last 3 years.

How have we grown?:

In 2001 WCSS budgeted for \$243,625 in program revenue and for expenditures of \$257,128.

In 2007 WCSS budgeted for \$419,766 in program revenue and for expenditures of \$506,387

Actual program **revenues** in 2007 totaled \$498,482 mainly due to a strong performance by the RUI.

Expenditures in 2007 came in under budget at \$436,172 mainly due to reduced wage expenditures and reduced client supplies expenditures.

In 2008 WCSS is budgeting to provide \$805,279 in program revenue

The increase in 2008 is mainly due to the projection of Re-Build-It Centre project revenues of \$106,000 and increased revenue budget for the Re-Use-It Centre to \$580,000. As well, we have increased programs like Community Kitchens, Snow, and other smaller programs to try and gain more local sponsorship and look for other self-funding opportunities.

ORGANIZATIONAL HIGHLIGHTS

- 4th Community Greenhouse built at Alta Lake Park May 2008
- Comprehensive WorkSafe plan and training for all WCSS employees, including WorkSafe binders for each location
- Completion of comprehensive WCSS policy manual and Re-Use-It Centre policy manual
- Established Succession plan for organization
- Written business plan for WCSS Re-Build-It Centre project
- Active participation and input to 2020 Sustainability Plan
- Complete program logo re-design integrates logo, program title and tag line into format. Re-Branding campaign ensures continuity in advertising
- RUI sales up \$38,655 over last fiscal year. Up 15% over last 3 years
- Communication and Marketing plans implemented with good success.
- New Executive Director and Administrator management team takes over January 2008
- WCSS Year exceeds budget parameters in revenue and within parameters for expenditures.

- Re-Use-It Gift Certificate program for Whistler Blackcomb employees and seasonal staff donates over \$12,000 in goods.
- The new electronics recycling program raises almost \$5,000 for our non-profit programs!
- An extensive website update is conducted.

OVERVIEW PROGRAM SUCCESSES & CHALLENGES



All budgets listed were for fiscal 2007-8



COORDINATOR KARI MANCER



Budget: \$27,791

Actual \$ 17,470

08-09 Budget \$24,731

The WCSS Food Bank retired long-term employee Sandra Mittal in June of last year. Kari Mancer took her place. The Food Bank serviced 523 in total (313 adults, 56 kids, and emergencies of 140 adults and 39 kids).

Numbers are down from other years due to the availability of work in Whistler this last season.

The new coordinator developed a product rotation system, expanded the unlimited section to move non-nutritional food items (junk food), took the food safe course and implemented better WorkSafe standards.

Sponsors for this program include American Friends of Whistler (AFOW) \$5,000, Race & Co. \$500 and

Our Lady of the Mountains Catholic Church who provides the land for the food bank!



Our Lady of the Mountains Catholic Church



Budget: \$64,637

Actual: \$ 65,466

2008-9 Budget: \$80,719

The Youth Outreach program is run with two Outreach Workers. They focus on reaching individuals in the community that are in immediate need and/or crisis. They are trained to make referrals to existing resources in the community like the crisis stabilization team and Coastal Health (among others). WCSS Outreach Workers also refer individuals in need to WCSS programs including the Emergency Financial Assistance Program, Counselling Assistance fund, Food Bank, Interim Housing project in the fall, WERC, and in the case of a house fire, homelessness or poverty give gift certificates to the WCSS Re-Use-It Centre help community members re-build their lives!

From June 2008-June 2009, the Youth Outreach Program serviced 295 individuals one on one, not including the ongoing contact with the Zero Ceiling participants. The majority of referrals went to (in descending order) Food Bank (57), Emergency Assistance (38), Employment Centre (28), Crisis Stabilization team (23), Counselling Assistance (23), Emergency Housing (15) and Safe Clinic (12). Other referrals were made to Suicide Support Crisis Line, Drug and Alcohol counselling, Housing Support, Parent Support, Stopping the Violence Counselor, Literacy, Government Social Assistance, Medical doctor and Grief Support.

Davin Moore designed "The Healthy Dollar", a 4 hour program he presented the first time to the Zero Ceiling young adults. Topics included Goal Setting, Nutrition, Budgeting and the High Five Messages. 'Many come to Whistler with very little life skills and have a hard time adjusting to the 'Whistler Lifestyle.' Guest speakers who are specialists on each topic also deliver the program. Both Youth Outreach Workers now have taken this concept, blended it with the SNOW concept and are offering monthly workshops in conjunction with Whistler Blackcomb House Advisors program.

Symmetry Sessions: Finding Balance in Whistler

Casual drop-in tradeshow style. Collect information on topics such as Whistler Community Services Society, Nutrition, Health & Fitness (what to do & where to go), maintaining a Healthy Mind and Budgeting.

The increase in the 2008-9 budget reflects additional hours for the senior YO worker to expand the program and for both workers to begin teaching an expanded version of "The Healthy Dollar" program in the community.

This program is funded by a \$25,000 grant from the gaming commission, which we use to pay the salaries of our workers. We also received a Fairmont grant of \$10,000 for this program which we hope to be gifted again this year, and receive \$2,500 from the Kely Patrick Dennehy Foundation for advertising on buses and in the local papers. The RUI contributes \$43,219 to this program.



Program partners include The BC Gaming Fund, The Province of British Columbia, who contributed \$25,000 to Outreach Worker wages and The Kelly Patrick Dennehy Foundation who contributed to bus and print advertising costs, The Fairmont with \$10,000 donated to the program with the remaining funding contributed from the WCSS Re-Use-It Centre



COORDINATOR CLAIRE MOZES



Budget is included in Youth Outreach.

The Peer Educator Program teaches young adults what community resources are available and helps teach them how to identify peers at risk. They then act as an additional community resource to provide program referrals.

The Peer Educator program had 11 participants this year and made a total amount of meeting with contacts of 363 people. 135 referrals were made to all available programs in the area including the SAFE clinic, Crisis Stabilization Team and CST Drug and Alcohol counselling. Problems referred for included money problems, mental health, job problems, housing issues, relationship problems, homesickness and death/grief issues. The peer educators volunteered a minimum of 2 hours per week, and some up to 5 hours per week. From September to May this totals 61,069 hours of volunteer time in the community!!



MANAGER 07-08 LORNA VAN STRAATEN



MANAGER JULY 08 NATALIE KANDYBA



07-08 Budgeted Sales: \$540,000

Net Sales: \$575,344

Net Income: \$336,961

08-09 Budgeted Sales \$580,000

The store continued to grow last year with the addition of the Encorp program and increased donations of used goods.

The Re-Use-It Centre works in partnership with the RMOW (who provides the land, building and ongoing support!) to take donations of used goods and sell them. As a non-profit store all profits go towards funding our programs and services.

Kept out of the Landfill:

We just keep growing!

In August of **2004** we received **136** bags of goods, 28 pieces of small furniture, 6 pieces of large furniture, sent 50 bags (37%) to other charities and sent 22 bags (16%) to garbage.

In August **2006** we received **892** Bags of goods, 228 pieces of small furniture, 120 pieces of large furniture, sent 413 bags (46%) to other charities and 116 bags (13%) to garbage.

In August **2007** we received **1,222** bags of goods, 162 pieces of small furniture, 249 pieces of large furniture, 487 (40%) of bags went to other charities and 305 (25%) to garbage.

Last fiscal year, 2007-8 the WCSS Re-Use-It Centre has processed approximately **17,788 (355,760 average lbs)** donated bags of clothing and mixed goods, **2064 (30,960 lbs)** pieces of small furniture, **1022 (40,880 lbs)** pieces of larger furniture, **5831 (116,620 lbs)** bags donated to other charities and **2851** bags to garbage. Clothing is averaged at 20 lbs per bag, small furniture 15 lbs ea, large furniture 40 lbs ea, and other at 20 lbs. **This is a conservative average, as frequently bags and furniture weigh considerably more.** However based on this, we can assume that the store is removing a minimum of **544,220 lbs (203,125 kg)** or **203 tons** of waste from the landfill



The Encorp donations are kept secured and are palletized in the new designated area.

The Encorp recycling program at the Re-Use-It generated almost \$5,000 in revenues this year after associated program set-up costs of building the cage and buying a large pallet jack. The staff all received safety and packaging training for this program. The Encorp program collected over 30 metric tonnes of e-waste.

The FREE To a Good Home Program:

Now unable to accept appliances, mattresses and couches, the RUI now runs a large bulletin board area that allows Whistler residents to post ads of any free items they wish to get rid of. In this manner, we hope to link people who need items with people who would otherwise take these goods to the landfill.



The Free bulletin boards link people who wish to get rid of items we do not accept with people who can use them!

Challenges: Move of Transfer Station

The move of the transfer station to the Callaghan Valley has resulted in some unique challenges for the RUI. Customers refusing to drive the distance, or pay the tipping fees have felt it acceptable to drop off these larger, broken donations after hours, which has resulted in tipping fees for the store rising 4 to 6 times higher.

An aggressive public awareness campaign, including a plea to customers to stop making donations after store hours, has been launched. An attempt to dialogue with Carneys has been made, however to date, we have been unable to sit down and discuss further solutions with them. We are investigating solutions, which may include a security guard, drop box bins for securing donations, and increased RCMP drive-bys, or a combination of them all.

The Re-Use-It Centre has been called “Whistler’s Favourite Store”. Our current re-branding efforts are introducing it to a segment of the population that was still unaware of the store and the good work the store’s funding provides for the community. Public education will continue. Increased sales activities such as auctions, sales, partnerships with employers of seasonal workers and expanding the ability to carry more stock will continue to generate more money.

The future continues to be bright for the “Best Thrift Store in Whistler.”



WHISTLER COMMUNITY SERVICES SOCIETY
“Helping Make Whistler A Healthier Community”

COMMUNITY KITCHENS

CONTRACT COORDINATOR KAREN KAY

Budget \$1,350

Actual \$1,379

08-09 Budget \$3,900

We are expanding the Community Kitchen program to offer an additional month of programming at the W/B staff housing. As well, we will offer 6 community sessions from May through October to be open to the general public and anyone interested in learning how to cook nutritious food on a budget. The program will be conducted at the Kaytering kitchens in Alpine Meadow, and cost \$10 per session. They will be held the last Sunday of every month! We are hoping for a grocery store sponsorship for \$1000 and another grant of \$500. Remaining funding as necessary will come through the RUI.



ADMINISTERED BY YOUTH OUTREACH



Budget \$12,000

Actual \$7,384

08-09 Budget \$10,200

The counselling fund actual is on the low side because several of the approved counsellors have not submitted their billing in a timely manner. We are working to correct this issue. There also appears to be a shortage of qualified counsellors in the Whistler area, all have waiting lists over the winter months.



CONTRACT COORDINATOR MELISSA DELLER

Budget \$700

Actual \$303

08-09 Budget \$1,904

The Elizabeth Manso Visiting Volunteers provide a non-professional service to individuals that need assistance of some type.

We are revitalizing this program with some updated training, hiring a contract program coordinator at 1.5 hours per week, and training our peer educators to participate in home visits. Our 10 volunteers will be receiving hospice training as well.

We are hoping for a grant of \$1000 and remaining funding is provided from the RUI.


WHISTLER COMMUNITY SERVICES SOCIETY
"Helping Home Toward A Healthy Community"
Emergency Financial Assistance COORDINATOR YOUTH OUTREACH



Budget \$25,000


Actual \$25,786

08-09 Budget \$25,000

The Emergency Financial Assistance assists Whistler Community Members experiencing a financial emergency that is affecting their health and well-being, by providing one-off financial (up to 3 requests in a 3 month period) assistance of up to \$600 to qualifying clients. Requests over \$1,000 will be considered (in consultation with the Executive Director or Administrator) and based on need and budget. We spent \$25,000 on Emergency Financial Assistance to Whistler residents!

Of the monies spend, approximately 77% was given for rent or hydro payments, 12% for Dentists and prescriptions, 9% requested emergency funding and 9% needed bus passes.

This program is 100% funded by the Re-Use-It Centre.


WHISTLER COMMUNITY SERVICES SOCIETY
"Helping Home Toward A Healthy Community"
Support Network of Whistler (S.N.O.W) FOOD BUYING CLUB: ADMINISTERED BY THE FOOD BANK AND S.N.O.W. PROGRAMS

Budget \$ included in S.N.O.W.

Nesters provided some \$25 gift certificates to this group and the Grocery Store in Whistler also contributes. Participants may purchase bulk items/groceries at a discount.





Budget \$19,860

Actual \$10,183

08-09 Budget \$11,583



WCSS added a 4th Greenhouse to its roster of community greenhouses, this one in Alpha Lake, thanks to many volunteers including Jim Cook. Greg McDonnell oversaw the building of this project and he even swung a hammer!

- 72 boxes belong to 4 greenhouses and feeding about 216 people.
- 8 new boxes were added this year
- 38 members returning from last year
- A fourth Greenhouse was built in Alpha Lake park, catering to Whistler residents in the south end.
- The wait list was significantly longer than other years with almost 40 people on the list anxious to join the program.

The actual cost of the greenhouse was higher than listed because completion of the building occurred in our next fiscal year, which is when many of the bills are allocated.





**INTERIM HOUSING PROJECT:
ADMINISTERED BY YOUTH OUTREACH**

Budget \$16,000

Actual \$14,619

08-09 Budget: \$11,000

The Interim Housing Project provides emergency housing in the fall to individuals who have secured employment in Whistler, but have not been able to find housing. The program provides for food, supervision and gives individuals a chance to stay in Whistler.



FUNDED BY THE COMMUNITY ENRICHMENT GRANT



ADMINISTERED BY WCSS OFFICE

Budget \$415 administrative costs

Actual spent on program \$ 21,203.58

Funding provided by RMOW.

08-09 Budget \$ 0

- Helped 49 kids (can access up to \$300) and 3 community groups (can access up to \$500) access 14 different sports programs
- \$13,038.09 in total issued
- Last year of title sponsorship for 2008-9 by Whistler Blackcomb Foundation of \$8,500

Kidsport is a sponsored program that helps eliminate the financial barriers to sport so that all kids can play. Also sponsored by the WB foundation



Provincial Kidsport Authority





WHISTLER COMMUNITY
SERVICES SOCIETY
"Helping Hand" Towards A Healthy Community

RECREATION CREDIT PROGRAM

Sadminister only

This program is 0 based with no funding entering our bank accounts; this is a flow-thru program only!

- 40 applicants (some of these applications were families – representing more than one person)
- 75 people total, 28 of these were kids
- \$8,625 accessed in credits



Funded by the RMOW Community Life Department



WHISTLER COMMUNITY
SERVICES SOCIETY
"Helping Hand" Towards A Healthy Community
**Santa's Helpers
Christmas Hampers**

COORDINATOR 08 KARI MANCER



Budget \$2,170

Actual \$154.27

08-09 Budget \$2,075

While this year, donations managed to cover this program, we budget in case we do not receive enough funding from the public to ensure hampers for every family that needs it! This year 20 families and 16 sponsors participated in this program!



**SOCIAL PROGRAMS AND SERVICES CHART:
COORDINATOR LORNA VAN STRAATEN**



Budget \$0 due in 2009

The social support programs and services chart is due for an update, which we will produce in house.



COORDINATOR JODI ANNETT



Budget \$59,597

Actual \$54,361

2008-9 Budget \$65,438

The WERC program serviced a total 12,537 individuals in 2007-8. The program took 2,130 job orders for a total of 3,382 jobs posted in Whistler. As well, there were casual job orders for another 117 positions.

As well as the job orders, other services provided by the staff at W.E.R.C. included completing Self-Help Kits (Employment Standards issues) -Labour Board inquiries -WCB assistance -assist with online EI applications -assist with Residential Tenancy Act inquiries and make referrals -cover letter, resumes -applications to colleges, universities -proctoring food safe exams and TCP renewals -Career Directions ie. skills/interests inventory to determine career path -Foreign Worker Visa assistance, refer to resources -write support letters for employers applying to Foreign Work Visa program - human rights complaints -housing (or lack thereof) -liaise with other community program providers ie. ESL, Sea to Sky, Drug & Alcohol, Social Assistance, Training Innovations -facilitate workshops in high schools and others as requested ie. Zero Ceiling -monthly stat reports & deposits

We are changing the WERC program slightly, moving away from the job posting administrative work and allowing Jody the time to develop other related services like career counselling. We have also been approached by Coastal Health to look at running an employment experience program for individuals trying to re-enter the work force. They would provide a health worker to monitor each participant, and we would develop a roster of businesses willing to offer work experience. So now effectively, we are running two programs under the WERC umbrella.

The office would now be open 4 days a week instead of 5, and the Chamber of Commerce continues to let us use the WERC space at this time.

This program is funded by the Re-Use-It Centre, with the workspace donated by the Chamber of Commerce however, we are looking at trying to find a government grant that would fund the work experience program component.





Whistler Survival Guide CONTRACT COORDINATORS CLAIRE MOZES



JODI ANNETT

Budget \$14,300

Actual \$21,965

08-09 Budget \$19,725

The Survival Guide is produced every fall to educate newcomers to Whistler about what social services, WCSS programs and other resources are offered in Whistler and how the town works. The new guide is being produced for distribution in September, ensuring the information is available earlier in the season.



Whistler Welcome Week COORDINATED BY YOUTH OUTREACH



Budget \$ 5,622

Actual \$6,997

08-09 Budget \$7,400



Whistler Week 2007 was an amazing success! With a pancake breakfast, job fair, scavenger hunt, LUNA's Moist Pool Party and the Zero Ceiling rummage sale. We fed about 900 people at the dinner, which featured all organic creations by prominent Whistler Chefs! This year, the coordinator will be ensuring that the budget is closely followed to ensure a cost effective event. Also budgeted is that every attending contributes \$2, which should generate \$1,400. We would also try to have half the food donated which would result in a self-funding program. We are looking for a grocery store to sponsor this event for \$1,000 and hoping for additional W/B funding for \$3,000. As well, in-kind food donations of up to \$2,000 would help keep the event food budget in line!



ADMINISTERED BY WCSS OFFICE



Administered by WCSS office

Budget \$ Flow through

The structure of WFY is changing and in the future will be coordinated through Sea to Sky Community Services so that the program can be administered in Squamish, Whistler and Pemberton.



COORDINATOR LIBBY MCKEEVER

Budget 0

This drop in program for Moms and infants is run at the public library. With the departure of volunteer coordinator Jo Seidl, the program is now being administered by library employee Libby McKeever. Our thanks to the RMOW and the Whistler Library!

PARENT INFANT DROP-IN

Event Date: Tuesday, July 08, 2008
Event Time: 11 am
Location: In the Burrow
Audience: Family, Kids

Parent-Infant Drop-In provides an opportunity to develop a supportive social network with other parents of young babies. Twice a month, guest speakers will present parenting information on a variety of topics. A public health nurse attends each session, and can answer questions regarding sleep habits, nursing, and anything else having to do with baby care.

This program is sponsored by Whistler Community Services Society, Vancouver Coastal Health, and the Whistler Public Library.

A program is for parents of babies from birth to walking age.

This is an on-going, free program and registration is not required. For more information please email Libby at lmckeever@whistlerlibrary.ca





CONTRACT COORDINATOR ATHENA SPIELGELBERG

Budget: \$8,410

Actual: \$4,580

08-09 Budget: \$6,400

The re-vamp of the program was intended to provide a beginning snapshot for each participant about where they were in their lives, then provide a series of topics that would help them grow or that would address areas they indicated they were weak in (i.e. financials, personal responsibility etc). By the end of the 16 sessions, participants should have been able to see some type of concrete growth in their life. New course components include meditations, financial advice, personal growth tools, getting clear on what you want and creating a feasible plan to get it. Our program slogan: "We'll help you get from where you are to where you want to be."

We are expanding the Support Network of Whistler to include 2 sessions per year. The 16 week program will run both spring and fall. Our contract facilitator is Athena Spiegelberg.

The program has been completely revamped as of the 2008 spring session, and now has a graduation component.

This program uses 16 weekly sessions to introduce life skill components.

The re-vamp of the program was intended to provide a beginning snapshot for each participant about where they were in their lives, then provide a series of topics that would help them grow or that would address areas they indicated they were weak in (i.e. financials, personal responsibility etc). By the end of the 16 sessions, participants should have been able to see some type of concrete growth in their life. New course components include meditations, financial advice, personal growth tools, getting clear on what you want and creating a feasible plan to get it. Our program slogan: "We'll help you get from where you are to where you want to be."

We want participants to take personal care of themselves and by providing them the opportunity to do yoga, hope that they can integrate healthier practices into their lives.

Now participants who have been through the program once, will not be eligible to participate again, we look to offer this program to a whole new set of participants.

We will be looking for repeats of the grants from AFOW of \$5,000 and the CFOW \$1000 for the Yoga Component. These would make the program self-funding.

Thanks to our Sponsors AFOW for \$4,000, CFOW \$1,000 for yoga.





COORDINATED BY YOUTH OUTREACH

INCLUDED IN WELCOME WEEK ACTIVITIES

Budget \$0

The Adopt-A-Yad program experienced some set-backs with the provision that individuals wishing to develop a relationship with a Whistler family should be able to provide a RCMP check. This program will be readdressed at this year's Welcome Week, in encouraging locals participating to develop their own friendships with newcomers. As well, a number of the employees coming to work in Whistler are already required to provide police checks before they can be employed, so we will attempt to do a better job of determining who these individuals are and matching them with Whistler locals.



SMALL GRANTS PROGRAM



ADMINISTERED BY WCSS OFFICE

Budget \$5,500

Actual \$825.00

Budget 0

The recipient approved for this program did not complete, therefore were only granted the first portion approved. We have placed this program on hold to address CRA requirements that we may only donate funds to approved charitable organizations.

Therefore, at this time, the program is not budgeted to provide any funding locally. However, we do intend to decide if there are local charitable organizations that we can develop an approved relationship with the intention of a long-term funding relationship.



RE-BUILD-IT CENTRE: PROGRAM



COORDINATOR LORNA VAN STRAATEN

Budget \$0

08-09 Budget \$60,151 Revised

A business proposal under discussion with the RMOW would allow the addition of the Re-Build-It Centre on the same site as the Re-Use-It Centre. The RMOW and WCSS would continue their eco-partnership to add a store that sells used building materials to customers in the sea-to-sky corridor.

A partnership with the Canadian Home Builders Association-Sea to Sky would allow us to try and pre-sell kitchens and bathrooms slated for renovation or demolition, and avoid their addition to the landfill. We have a sales section on the website now.

The Re-Build-It Centre would sell reclaimed and salvaged lumber, flooring, baseboards, mantelpieces, interior and exterior doors, cabinets, granite counters, tiles, light switches, bathtubs, toilets, glass block, plumbing supplies, windows, paint, facets, blinds, brick, light fixtures, windows, entire kitchens, entire bathrooms and working appliances. As well the store would accept donations of overstock and lightly damaged new building materials.

At present, WCSS continues the process of planning with the RMOW.





SPARSCHWEIN

Budget \$ 3,245

Actual \$0

Budget \$0

The monies budgeted for exploration of the feasibility of starting a program like Sparschwein in the Whistler area were not used as a program analysis was done in-house. The Sparschwein program in Europe allows individuals to sell used goods through on-line and store fronts. The funds were then invested in high interest paying funds to help individuals save money for their future. With the current presence of eBay and Craig's List, it was decided that a program like this would be too labour intensive for a small organization like WCSS to take on. As well, local banks were not able to offer attractive investments for this program.

As a part of our Youth Outreach program, we are now offering short life-skill programs that include a financial component, aimed at helping youth manage money and invest more effectively.



SOCIAL SUSTAINABILITY SPEAKERS SERIES



IN CONJUNCTION WITH THE WHISTLER DRUG AND ALCOHOL COMMITTEE

Budget \$2,818

08-09 Budget 0

As a part of the Social Sustainability Speakers Series, WCSS helped bring in a number of high profile speakers including Stephen Lewis and helped raise over \$18,991 towards his foundation. As well, we offered Indigenous corporate training, a meth forum, among others. This program is not being offered this year.





Greenhouse Project THE COMMERCIAL GREENHOUSE PROJECT

We have hired a consultant who will liaise with municipal hall to try and see this project receive the attention it deserves. Thanks to Dr. Stephen Milstein who tirelessly champions this unique opportunity.

Coordinator Dr. Stephen Milstein

The Commercial Greenhouse project is a concept for the times. This project would build a large commercial style greenhouse that would grow organic vegetables year around for sale to local restaurants and/or residents. This innovative program would use heat from another source like from another building and would be a "green" project in every way. The final contribution to sustainability comes in that all proceeds are fed back into WCSS social services funding!

Challenges include a lack of available municipal land, and the large crunch of time-sensitive programs the municipality has to complete before the Olympics take place

Whistler Community Services Society proposes to build an 80,000 square foot **ORGANIC** greenhouse in order to grow and supply vegetables to both the Whistler restaurants and to consumers. This greenhouse will use the most advanced technology available, to year round grow, organic lettuce, cucumbers, tomatoes, peppers and herbs while impacting in a positive way on the environment. This greenhouse will assist Whistler in meeting the goals of Whistler 2020, its sustainable living plan that follows the Natural Step Environmental Sustainability Program

This greenhouse, in addition to moving Whistler toward food security, will demonstrate the advantage of non-governmental agencies entering into business ventures that are socially responsible and profitable. This project will increase Whistler Community Services Society's ability to deliver needed social services independent of government financing.

HISTORY OF WHISTLER COMMUNITY SERVICES SOCIETY

The history of Whistler Community Services Society:

Certification of Incorporation # S-25152
Date of Incorporation: July 7, 1989

Whistler Community Services Society is a registered, non-profit society formed in 1989.

WCSS has traditionally been recognized for its "care" programs such as the Food Bank, Santa's Helpers and Coats for Kids. These programs were set up in 1986, 1987 and 1990 respectively, assisting Whistler residents as well as neighbouring communities. The Society was also instrumental in establishing the After School Care and Summer Youth Camp programs.

With the formation of the Municipality's Recreation Department and the building of the Whistler Children's Centre, we felt it a natural progression to hand the programs over to these well-equipped organizations.

As a result of this process, the Society was able to rework its mandate to focus on the possible gaps in services around health and welfare issues in our community. Our purpose is to promote social responsibility and enhance the quality of life for Whistler residents through a network of opportunities: economic, emotional and informational.

WHISTLER COMMITTEES WCSS CONTRIBUTES TO:

Our executive and staff sit on a number of committees in the Whistler area, some that we contribute time and energy to include:

Whistler 2020 Food Task Force representing the Food Bank and the Community Greenhouses

Whistler 2020 Health and Social Task Force

Whistler 2020 Affordability Task Force

Whistler 2020 Resident Housing Task Force

Healthy Communities
Zero Ceiling
Kely Patrick Dennehy Foundation
Whistler Alcohol and Drug
Whistler for Youth
Mountain Youth Society
Women's Safety Network

SPONSORSHIP PROGRAM

Whistler Community Services Society developed a sponsorship program in 2008. We would like to thank all our sponsors for all the support they provide us year 'round on all our programs! In total in grants we received just over \$108,000!

GOLD SPONSORS: \$10,000 plus

Totaled \$88,920

Resort Municipality of Whistler (RMOW), Whistler Blackcomb Foundation (WB Foundation), Province of British Columbia (Gaming Grant), Community Foundation of Whistler (CFOW)

SILVER SPONSORS: \$5,000 plus

Totaled \$12,500

Kely Patrick Dennehy Foundation, American Friends of Whistler (AFOW)

BRONZE SPONSORS: \$500 plus

Totaled \$4,796

Nesters Marketplace, Lululemon Athletica, Coast Mountain Photography, Ziptrek Ecotours, RDC fine homes, Griff Building Supplies, Race & Co, Vanoc.

COMMUNITY PARTNERS: \$200 plus

Totaled \$2,000 ++

Rotary, The Fairmont Hotel, Cupe 779, The Whistler Question, The Pique, Blackcomb Plumbing, The Howe Sound Teacher's Association, Avello Spa, Whistler Snowboard Tours, 5 Star Plumbing, Whistler Personnel Solutions, and countless individuals who donated to our Christmas Hamper program, the food bank, The Re-Use-It Centre and our other programs.

VOLUNTEER PROGRAM



Volunteers worked with us this year on building the 4th Community Greenhouse at Alfa Lake, in the Food Bank, at the Re-Use-It Centre, at Whistler Welcome Week and in our Peer Educator Program.

In 2008 the volunteer program at the WCSS Re-Use-It Centre was revamped to address issues such as liability and volunteer roles in the store. Volunteers now must sign a liability waiver and receive safety training prior to their joining the store program. As well, volunteers who have not been with the organization for over a year now must provide a RCMP criminal check (free for volunteers).

There are now specific jobs for volunteers that do not conflict with our paid staff roles in the store. Volunteers now receive a \$5 credit for store merchandise every hour they volunteer and must redeem that at the end of every shift. (They are not carried over).

Volunteers will have to follow this protocol in all WCSS programs as we roll these procedures out over the next 6 months of 2008.

Volunteers make the following contributions to our organization:

Donated in-kind values estimated at \$10 general labour, and \$25 skilled labour.

Peer Educators: Donated a minimum of **6,101** hours (\$61,010) to the program including training. *(less the 59 hrs listed below)*

The Healthy Dollar: Guest Speakers 3 hours (\$75)

Trivial Pursuit Night: House advisors 20 hours, (\$200) presenters 6 hours (\$150) peer educators 33 hours (\$330) = **59** hours volunteer time. (\$680)

Welcome Week : Pancake breakfast=25 hrs (\$250) Movie premier 6 hours (\$60), Scavenger Hunt BBQ=50 hours (\$500), Welcome dinner 300 guest hosts x 2 hours =600 hrs (\$6,000), volunteer chefs 25 hours (\$625), set up and take down crew 30 hours (\$300) = **655 hours!** (\$7,735.00)

Re-Use-It Centre: last year volunteers donated approximately **365** hours (\$3,650) to the store.

WCSS Food Bank: between 2 and 5 volunteers weekly averages about **312** hours (\$3,120) yearly to this program.

Alfa Lake Greenhouse Project: Jim Cook 120 hours min (\$3,000), in-kind labour donated (\$480), additional volunteer hours 40 (\$400)

This is a total of 7,652 volunteer hours donated at a dollar value of \$80,830!

Space was donated by Rotary, the fire hall, Telus Whistler Conference Centre (\$8,800), My Lady of the Mountains (land for Food Bank \$10,000 yr) MYplace (\$600) and 18 Below (\$300) to help run these programs. Retail value of these spaces totaled approximately \$19,700+.

THANK YOU to executive Chefs Scott Dolbee and his team from the Four Seasons, Vincent Stufano and his team from the Fairmont Chateau Whistler, Neal Harkins and his team from the Telus Whistler Convention Centre, Grant Cousar and Whistler Cooks, Hans Sterli and his team from the Westin Resort and Spa in Whistler, James Walt and his team from Araxi!

SAFETY PROGRAM: WORKSAFE

In 2008 we designed and implemented a comprehensive WorkSafe safety plan for the Re-Use-It centre, including ongoing monthly safety training and new employee/young worker specific training. This plan has also been modified to suit our Food Bank, Outreach Worker and W.E.R.C. program spaces. Ongoing training and safety inspections will continue.

PRESS ATTENTION / PR

WCSS received good press and a large amount of it in the last year. We wrote a monthly column in the Question on a variety of topics relevant to WCSS and received TV attention on BCTV with a piece on the Re-Use-It Centre and its role in Whistler funding social program sustainability, and local cable pieces on both the Re-Use-It Centre and the Community Greenhouse programs.

We also issued press releases for grants received and purchased some advertising to thank our sponsors publicly.

We put up a display at the CFOW Volunteer reception in May for the Community Greenhouse and Re-Use-It programs, both partly funded by the CFOW, and then at the Enviro Show.

Upcoming is press coverage on our involvement in the Beijing Olympics Canada House, as we send our executive director to discuss recycling and the WCSS unique business model of the Re-Use-It Centre.

See press scrapbook on display...

COMMUNITY SUPPORT / GIFT CERTIFICATE PROGRAM

Who Do We Support?

We have ongoing relationships and make donations of merchandise to the following Community Groups:

Emergency Preparedness for Lower Lakes Communities and Whistler
Whistler Emergency Social Services
Victim Services
Mount Currie Band
The Easter Seals Camp

Lillooet Community Group
 Whistler Children's Centre's
 Pemberton Catholic Church
 Howe Sound Women's Centre Society
 Pearl's Safe Home Program
 Zero Ceiling Society
 Britannia Beach Community Group
 Pemberton Community Centre
 Clinton Church Store
 Mission Outreach Vancouver
 Squamish St. Joseph's Thrift Store
 Whistler Art's council
 Whistler Church Groups
 And many other community groups and world-wide relief efforts over the years

4 to 7 low-income families and individuals have credit accounts at the store. Individuals in need receive store gift certificates to allow them to purchase the goods they need at no cost.

A homeless population of about 6 – 10 individuals identified by WCSS are given access to gift certificates, food and warm clothing on a regular basis.

We regularly assist families and individuals who have been victims of a house fire, flood or any other natural disasters and are a participant in the provincial emergency response plan.

Gift Certificate Program:

As of November 2007 the WCSS Re-Use-It Centre has distributed Gift Certificates in \$5 and \$10 denominations to the following organizations and programs for distribution in the community. This commits us to potentially *giving away over \$34,400* worth of donated merchandise to seasonal workers and the needy/low income residents of Whistler:

Whistler Blackcomb Seasonal Workers:	2,000 \$10 Certificates =	\$20,000
WCSS Whistler Welcome Week Dinner:	1,000 \$10 Certificates =	\$7,000
Chamber of Commerce new Worker package:	1,000 \$5 Certificates=	\$ 5,000
WCSS Food Bank Certificates		\$800*
WCSS Youth Outreach		\$800*
WCSS Emergency Assistance		\$800*
* <i>WCSS Programs receive unlimited funding from the store!</i>		

The actual amount of Gift Certificates redeemed this last year was **\$12,195.10**

Whistler Community Services Society thanks the community of Whistler for its generous heart and for helping our organization deliver these programs to those in Whistler who need it!