



# 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](http://mywcss.org)

[mywcss.org/impactreport2025](http://mywcss.org/impactreport2025)



**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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WHISTLER  
**COMMUNITY SERVICES**  
 SOCIETY

# 2024/25 WCSS IMPACT REPORT



## Supporting and advocating for a healthy community

Since 1989, **Whistler Community Services Society (WCSS)** has been a cornerstone of Whistler’s social health and wellness, offering inclusive support to help community members thrive. Our programs span food security, mental and emotional health, legal and financial assistance, harm reduction, and more—meeting people where they are and helping them move toward stability and well-being. Our values of trust, respect, inclusion, advocacy, and collaboration guide everything we do to uplift our community.

The Re-Use-It Centre, Re-Build-It Centre, and bottle recycling program are key to Whistler’s circular economy, diverting over a tonne of usable items from the landfill daily. In recent years, proceeds from these social enterprises have surpassed \$2 million, all reinvested into vital community programs like the Whistler Food Bank, Outreach Services, Connect Whistler, and more than 20 other initiatives.

As a non-profit with charitable status, WCSS relies on the generosity of donors, funders, and volunteers to sustain our work. Every contribution—whether it’s a donation, volunteering an hour of your time, or a gently used item for our thrift stores—plays a role in ensuring we can continue to respond to the diverse and evolving needs of our community. With your support, we can keep offering low-barrier, people-first programs that make a real difference in people’s lives.

**Learn more about our impact at [mywcss.org](http://mywcss.org)**



WHISTLER  
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“ WCSS IS INVALUABLE IN SUPPORTING THOSE IN THE COMMUNITY WHO MAY BE OVERLOOKED. THEIR WORK IS TIRELESS AND DONE WITH LOVE AND COMPASSION. THEY PLAY AN INTEGRAL ROLE IN MAKING SURE THAT EVERYONE LIVING IN WHISTLER RECEIVES WHAT THEY NEED TO FULFIL A HEALTHY AND MEANINGFUL LIFE.”

- Jen Black Community Supporter and Donor, WCSS

All statistics reported in this impact report are for the 2024/25 fiscal year (April 1, 2024 to March 31, 2025), unless otherwise stated.

Contributing photographers Zoe Lomoro, Logan Swayze, Liam Wallace, Mark Halliday



HOW WE HELP: EMOTIONAL & MENTAL HEALTH

# OUTREACH SERVICES: 10,000+ VISITS

Outreach Services includes peer support, group programs, financial assistance, shelter, basic needs, and one-on-one mental health support. In 2024/25 33% of individuals accessing Outreach Service were making first-time connections with WCSS.



## TOP 3 REASONS FOR ACCESSING WCSS OUTREACH SERVICES:

- 1 -

Mental Health Support

- 2 -

Financial Need

- 3 -

Assistance with Shelter and  
Basic Needs (Food & Clothing)



# EXTREME WEATHER SHELTER: 241 OVERNIGHT STAYS

The Extreme Weather Shelter was activated for 26 nights between October 15th, 2024 and April 15th, 2025 and experienced a 50% increase in usage since last season. The shelter opens when the temperature is -10° celsius or colder, and for a variety of other weather conditions including during snowfall, rainfall and winter storm warnings issued by Environment Canada.

# LEADERSHIP REPORT

As I reflect on this past year, I am filled with a deep sense of gratitude and admiration for the resilience of our community, the dedication of our staff and volunteers, and the unwavering support of our partners and funders. Whistler Community Services Society continues to be a vital lifeline for many, and the strength of our organization comes from the people we serve and those who stand beside us in service.

In 2024/25, our work has been guided by a commitment to ensuring that everyone in our community has access to the resources, support, and care they need to thrive. From food security to housing navigation, mental health support to thrift operations, our programs have expanded in both scope and depth to meet the growing and evolving needs.

### A Year of Responsive Leadership and Collaboration

This year, we responded to unprecedented pressures related to affordability, housing insecurity, and mental health crises. The Emergency Weather Shelter Program, the Food Bank, and our Outreach Services have experienced record demand. In response, we strengthened cross-sector partnerships, expanded service hours, and launched new pilot initiatives designed to reach those most at risk.

### Empowering Staff & Supporting Organizational Health

Our team is the heart of WCSS. This year, we invested in staff wellness, training, and capacity-building to foster a culture of care, equity, and professional growth. Recognizing the emotional labour carried by front-line and outreach workers, we implemented additional mental health supports and renewed our focus on psychological safety in the workplace.

We also began an internal visioning process to co-create a new Purpose Statement—an expression of what drives us. This work is helping to anchor our programs in shared values and deepen a collective sense of meaning and belonging.

### Looking Ahead

As we move forward, we are embracing an ambitious and hopeful vision: to be a model for community well-being in rural resort communities where no one is left behind.

We are proud to be part of a community that cares, shows up, and builds together. Whether through a donation, a volunteer shift, or a kind word shared in our food bank line, every action matters.

On behalf of our entire team and Board of Directors, thank you. Thank you for standing with us. Thank you for believing in the power of community. And thank you for helping to shape a Whistler where everyone belongs.

With gratitude and solidarity,

**Jackie Dickinson**  
WCSS Executive Director



# WCSS DEILVERS OVER 30 PROGRAMS & SERVICES

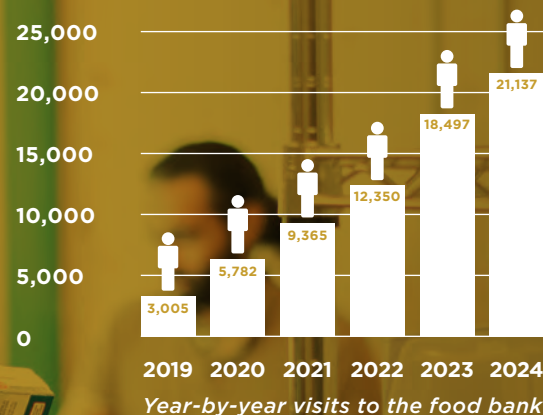
WCSS programs and services support all members of the community. Over the year, WCSS offered 66 opportunities to connect with peers in a supportive group setting, facilitated 18 mental health and wellness training opportunities that reached approximately 300 community members and provided financial assistance to more than 1,000 clients through its subsidy programs.



HOW WE HELP: HUNGER

# THE FOOD BANK: 21,865 VISITS

Of these 21,865 total visits, 2,659 were individuals under 19 years old—up 45% from 2023/24—and 1,402 were seniors.



94% of food bank clients in the rental market pay unaffordable rent (>30% of their total income).

## FOOD BANK VISITS ARE UP 23% OVER LAST YEAR

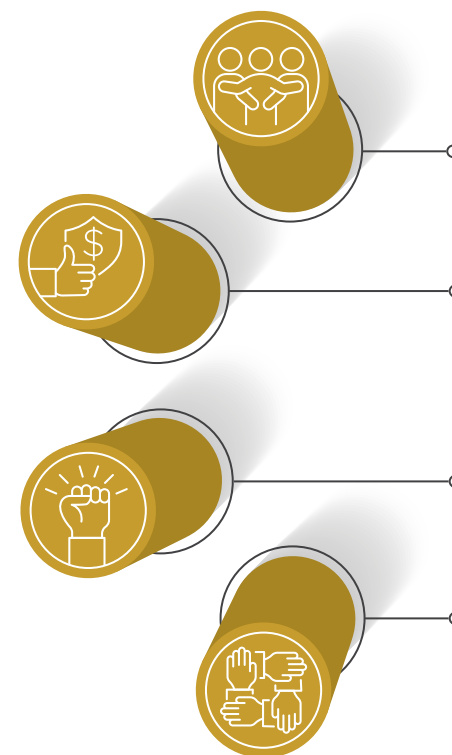
### Where does food come from?



\* Visitation statistics above reflect total number of food bank visits within each calendar year

# THE FOUR PILLARS OF WCSS

At WCSS, our four pillars represent the key areas that guide our focus, shape our strategic planning, and drive our day-to-day efforts. They serve as a foundation for aligning our people, programs, and community resources toward shared goals and meaningful impact.



**SOCIAL PROGRAMS** These programs provide support to community members beyond what is already on offer in the region. They help maximize our positive social impact and offer a sense of purpose for both our staff and the community members who rely on them.

**FINANCIAL SECURITY** This gives us confidence that our organization and the community's needs are met. We achieve this through strategic fund development, revenue diversification, and building trust with partners, donors, and customers.

**ADVOCACY + COMMUNITY ENGAGEMENT** WCSS is clear on our purpose. Through peer advocacy, systems advocacy, and a commitment to “doing the right thing,” we organize and mobilize using best practices in community care. We act as allies, offering support and guidance across all levels of the community.

**TEAM CULTIVATION** We invest in relationships. As community leaders and ambassadors, we foster collaboration and help people build strong networks—both in the workplace and at home—so they can contribute meaningfully to the culture of our mountain town.



# SCHOOL FOOD PROGRAM: 81,142 SERVINGS

81,142 healthy snacks were delivered to self-serve fridges at five Whistler schools throughout the year. Schools include Whistler Secondary School, Myrtle Philip Community School, Spring Creek Community School, École La Passerelle, and Whistler Waldorf School.

SOCIAL ENTERPRISES



432,281 KG  
WASTE  
DIVERTED

Through its Social Enterprises  
WCSS was able to keep 432,281kg  
of waste out of the landfill.



# CIRCULAR ECONOMY

At WCSS, our social enterprises form the backbone of a dynamic circular economy—one that prioritizes environmental responsibility while directly supporting community well-being.

Whether you're donating to or shopping at the Re-Use-It Centre and Re-Build-It Centre, borrowing tools from the Tool Library, or returning refundable containers through our recycling service, you're helping extend the life of materials and reduce landfill waste.

But the impact doesn't stop there. The revenue generated through these initiatives funds critical programs like Food Security and Outreach Services, ensuring that every contribution—whether a donated item, a reused tool, or a recycled container—plays a role in building a healthier, more resilient community. It's a model where sustainability and social good go hand in hand!

**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 & RE-BUILD-IT CENTRES

The Re-Use-It and Re-Build-It Centres are more than just thrift stores—they're the economic backbone of WCSS. Purchases made at these social enterprises contribute to 57% of the monetary donations we receive. For years, this revenue was enough to sustain our entire organization. However, as demand for our programs and services continues to grow, these funds alone can no longer meet the rising need. While they remain an essential part of our funding structure, to ensure we can keep supporting our community with the same level of care and impact, we must now diversify our funding streams and invite broader support.

### How does WCSS raise its funds?



## RECYCLING PROGRAM & TOOL LIBRARY

Our Recycling Program and Tool Library are powerful examples of community-driven sustainability and innovation in action.

The Recycling Program helps divert countless refundable bottles and containers from the landfill each year while generating vital revenue to fund WCSS programs and services.

The Tool Library breaks down financial and accessibility barriers by offering residents affordable access to a wide range of tools and DIY equipment—all included with the annual membership. This initiative reduces overconsumption and waste but also promotes self-sufficiency, skill-building, and a culture of sharing.





# NIGHTWALK

For Hope

## NIGHTWALK FOR HOPE

On a cold night at the end of January, the community gathered for the 3rd annual WCSS NIGHTWALK for Hope. We would like to extend our deepest gratitude for your incredible support of this event and for making it the most successful one yet!



# \$66,750 RAISED!

Whether you braved the cold to walk with us, made a generous donation, or helped spread the word, you played a vital role in creating a night filled with warmth, connection, and hope.

We gathered to increase awareness and knowledge of mental health challenges that the Whistler community faces, and TOGETHER, we raised over \$66,000 for Outreach Services programming at WCSS.

Thank you to our presenting partner **Moguls Coffee House** for your ongoing support, along with: Sundial Hotel, Whistler Blackcomb Foundation, Back in Action Physiotherapy & Massage, Whistler Health Care Foundation, Quattro Restaurant, Smartwool Whistler, Jack Murray Personal Training, Mountain FM Radio, ScandinaVe Spa, Vail Epic Promise, and Fairmont Chateau Whistler.



Who are you walking for?

[mywcss.org/nightwalk-for-hope](https://mywcss.org/nightwalk-for-hope)



## DONOR IMPACT

**THANK YOU** for supporting Whistler Community Services Society! Your generosity fuels everything we do, and we're truly honoured that you choose to support us. Whether you volunteered, gave to a fundraising campaign, attended our birthday party or Nightwalk, donated monthly, or held the **BIG CHEQUE**, we can't celebrate you enough.

In 2024/25, our community came together in so many meaningful ways to support our mission of building a healthy, resilient Whistler. Financial gifts—large and small—came through individuals, events, our stores, stock donations, and bequests. Funds also come to us through generous grants from various levels of government, corporate foundations, private family foundations, and other provincial and national social service organizations. Every dollar makes a difference, and we are committed to being exceptional stewards of your donation.

No matter where funds come from, every dollar collected is put towards the good work we do in the community, ensuring everyone has access to low-barrier supports, from food security to mental and emotional health care. We are deeply grateful.



\*Includes the Food Bank, Outreach Services & Holiday Helper Campaign

“NO MATTER WHAT CAUSE IS CLOSEST TO YOUR HEART—MENTAL HEALTH, THE FOOD BANK, SCHOOL FOOD ACCESS, SUPPORT FOR BABIES, TEENS, PARENTS, OR SENIORS—THANK YOU FROM THE BOTTOM OF OURS FOR MAKING A DIFFERENCE.”

- Imogen Osborne Grants, Sponsorship, and Fundraising, WCSS



# WCSS TURNS 35!

In July 2024, 450 of our friends came out to spend a sunny summer afternoon celebrating our milestone birthday with a parking lot party at 8000 Nesters Road. Thank you for being part of our community and celebrating with us! Your smiling faces made the event truly special and memorable.



## OUR BOARD OF DIRECTORS

The WCSS board is known for hard work, dedicated support, and tireless enthusiasm for making our community a better place. We are so very grateful for their commitment, today and every day. They have established strong policies and guidelines for governance, fiscal responsibility and transparency, and they actively provide guidance to our team.

**Chair** Emily Dicken

**Vice Chair** Diana Chan

**Treasurer** Alistair Cray

**Secretary** Karen Wanger

**Board Members**

Samuel Robertson, Moira Ann Handford, Chris Wrightson, and Helena Cox

**RMOW Council Representatives**

Cathy Jewett, Jessie Morden

**Executive Director** Jackie Dickinson

## VOLUNTEERS

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

For more information on volunteering with WCSS visit [mywcsc.org/volunteer](https://mywcsc.org/volunteer).



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.



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donate online!  
↙

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for a healthy community

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



**Food Bank & Outreach Services**  
8000 Nesters Road (Third Floor)

**Re-Use-It Centre**  
8000 Nesters Road (First Floor)

**Re-Build-It Centre & Tool Library**  
1003 Lynham Road, Function Junction