



WHISTLER
COMMUNITY SERVICES
— SOCIETY —

COVID-19 Impact Report

SEPTEMBER 2020



COVID-19

IMPACT AT A GLANCE



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Thank you for your support!

Your donations, grants and funds allowed Whistler Community Services Society to deliver **uninterrupted essential Food Security, Outreach, and Counselling Support Services** during the onset of the COVID-19 pandemic.

FOOD SECURITY IMPACT April - June 2020

2,329 PEOPLE

Served at the Food Bank



Food Bank Services were moved to Whistler Conference Centre to serve a **333% increase** in demand over the same period in 2019

OUTREACH SERVICES IMPACT April - June 2020

Outreach services **meetings increased 125%** over same period last year, providing low-barrier assistance with Mental Health, Emotional, and Financial Support.



1,225 Visits

With Outreach Services Clients

57%

Of outreach clients self identified as **Being In Crisis**

COUNSELLING SUPPORT SERVICES IMPACT



72 Client Visits to **clinical counselling** services. Fees were subsidized through our Counselling Assistance Program

69% DECLINE

In store revenues (April - June)



Your donations & community support allowed us to continue to operate our programs despite this decline in revenue brought on by store closures.

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INTERIM EXECUTIVE DIRECTOR'S MESSAGE

As I reflect on the last 6 months, I am reminded of the wonderful place our home is. A place that has always displayed resiliency, overcome adversity, and thought critically; all the while maintaining a special connection among its residents. I would like to share a few of these reflections I feel grateful for, as they reflect our organizations' **CORE VALUES**, and were clearly on display by so many in the community as we navigated the uncharted waters at the onset of a global pandemic.

Whistler Community Services Society (WCSS) has always had great **TRUST** in our community. We firmly believe in the reliability and strength that our mountain town possesses. Our organization has been supported by donations, advice, direction and support from so many in the valley all which came from a common interest of the health and well-being of our residents in the forefront of our collective minds. Your donations and support would prove instrumental in our ability to bravely endure the onset of COVID-19.

I have great admiration and **RESPECT** for our staff, volunteers and Board of Directors. Their ability to provide quality services, meaningful programming, and urgent direction in a volatile time is an amazing achievement and testament to our ability as an organization to evolve quickly when necessary. In the spring, we welcomed and supported an all-time high number of community members who relied on our low barrier programs for the very first time.

The **INCLUSION** of this diverse new volume of clients included long time local families, seasonal workers, and multi-cultural residents. We continue to work with many individuals and families with a compassionate response that best supports their needs. Community support for WCSS in the last 6 months has skyrocketed; not only have we been recognized for *what* we do, but *why* we do it. We are grateful for this.

ADVOCACY of our donors and the confidence they instill in us with donations of food, money and household goods is heartwarming and so, so necessary through this time. When our beloved Re-Use-It and Re-Build-it Centres were closed and unable to provide the funding for our programming your donations, grants, and funds allowed us to continue essential program delivery uninterrupted throughout the onset of the pandemic.

The **COLLABORATION** of WCSS with the Resort Municipality of Whistler, Whistler Chamber of Commerce, Tourism Whistler, Whistler Cooks, Welcome Centre Whistler, Whistler Community Foundation, Whistler Blackcomb Foundation, and Vail Resorts early in the crisis really laid the ground work for our purpose driven solutions throughout the summer and our ability to deliver uninterrupted services. Together we've created robust partnerships that will continue to help thrive in the adversity that may lie ahead.

With much gratitude,

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CLIENT TESTIMONIALS

"WCSS has always been there for me. When I was going through grief, **my interactions at WCSS**, even participating in the Food Skills and nutrition program, have all been **part of my healing**. Over the years I told so many people about WCSS that needed support with food and mental health. For anyone going through trauma, grief or brain concussion. **The concussion support group was amazing for me.**"

- Donor, Volunteer, Client

"Thank you so much. I have never had to do this before (access the food bank). Done lots of donations personally and with work, but this was a humbling experience, and **I can not thank WCSS enough their help.** 12 years in Whistler, trying to start a family. This helps more than you could ever know."

- Food Bank Client

"I was a participant in the **Birth, Baby and Beyond** class just before we went into lockdown. We had one class in person, and it was such a welcoming environment. As soon as I entered the room, the outreach worker asked if she could hold my baby as I got settled in. He fell asleep in her arms and she facilitated the whole class while he napped on her. She kept checking in with me, making sure I was happy with this, and I was!

The outreach worker was **warm, honest, knowledgeable, passionate** and down to earth. She was a wonderful facilitator during the switch to online format for the remainder of our classes. She remained warm, and calm in the midst of a crisis. She also remained honest. This was important and seemed to allow all of us to be so honest. It was a scary time and it was something I looked forward to, this connection with other Moms.

Thank you for these classes! Birth, Baby and Beyond is a lifesaver. **They have meant the world to me as I navigate motherhood, and a pandemic.**"

-Birth, Baby, and Beyond Group Member

"Thank you to all of the staff! Because of everyone there I managed to slowly **get through my devastating grief** upon my return from Toronto. On the days I didn't want to rally I would get up and go over to WCSS even if it was just for a quick hello. I always got **so much comfort** seeing everyone plus individual chats with all of you! I am REALLY looking forward to getting back to volunteering this season!

Please pass on my thanks and gratitude to all!"

-Volunteer