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June 12, 2020

Dear Mayor Crompton and Council,

Resiliency is built through joint responsibility. Because of the municipality's support and our fundraising efforts during COVID; we are well positioned to serve our community and embrace the opportunities it has presented. During this time *everyone* has learned how integral our services are. Through the emergency response and our fundraising campaigns, the community's awareness of how we can help has skyrocketed. Whistler Community Services Society has evolved our mental and emotional health programming, with your help, have upscaled the foodbank and most recently, successfully captured 18 metric tonnes of ReUselt donations from the landfill.

Since Covid-19 closures on March 16, we have served 3000 emergency food bags from the foodbank. Our yearly statistic for 2019 was 3003. Outreach workers have had 875 meaningful connections with community members since the pandemic started. Not surprisingly, 15% of our clients who accessed our services in Feb were in crisis, 42% in March and an astounding 57% in April. Housing needs for clients have dropped and financial concerns have increased. During this time, we have adapted our community programming to meet these needs. We have added remote workshops for parents experiencing anxiety and challenges at this time for toddler, school and teen ages. We host a Quaranteen drop in remotely and a monthly LGTBQ workshop. Recognizing new moms, we have doubled our capacity to support them and now are also offering a prenatal group. We have also supported people with subsidized Clinical Counselling to further boost their support options. Throughout the pandemic, our team fostered many inquiries about government initiatives and we supported our locals with national assistance. Our food security program is able to carry on support for our schools during their restart, with emergency food for all attending. In the next week, we will reopen our stores safely and appropriately and look forward to the impact they will have in our ability to continue to adapt our programming to our community's post Covid needs.

We will build on these strengths and look forward to our participation around the community table while we rebuild and restore our vibrant community. It is crucial that all sectors are working together, at this time, in order there be a balanced and robust approach to our recovery.

As leaders in our resort mountain town, it is important that we work alongside government, businesses, foundations and our beloved locals, to continue to build resilience and understanding in our community.

I personally would like to extend my deepest gratitude to Cathy Jewitt and Jen Ford for their contributions on our Board and for their voices at the municipal table. To Andy Chalk for his logistic expertise, the EOC team for their insight and Heather Berrisford for providing a conduit for social service concerns during the pandemic. The continued redeployment of RMOW staff and use of the Conference Center during this volatile time has proved to be fundamental in the success of our delivery of essential service.

With courage, compassion and connection, we sincerely thank you.

Lori Pyne  
Interim Executive Director

Jessica Averiss  
Chair of the Board of Directors