

Labour Community Services of Toronto

2000 Annual Report

Labour Community Services is a project of
Toronto & York Region Labour Council
in partnership with
United Way of Greater Toronto



Labour Community Services Annual Report - 2000

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Mission Statement

The objectives for which the corporation was incorporated are:

To provide services to poor and needy persons through participation in benevolent and charitable organizations engaged in community service work

- ✓ To provide educational assistance to union members and others relating to community programs of other benevolent and charitable organizations
- ✓ To provide counselling and liaison services for union members and others in social, educational, employment and other community services

To collect, maintain and disburse funds for the accomplishment of these objects

Labour Community Services Board

President:

Linda Torney, CEP

Treasurer:

Shannon Hall, CUPE

Board Members:

Cathy Cummings, OPEIU

Carol Deschamps, OPSEU

Marcel Lefebvre, CAW

Michael Seaward, USWA

Secretary:

Julius Deutsch, Acting Executive Director

Senior Labour United Way Volunteers

Executive Committee

Linda Torney, Vice Chair, Labour

President, Toronto and York Region Labour Council

Board of Trustees

Carol Deschamps, OPSEU

Marcel Lefebvre, CAW

Campaign Cabinet

Duncan Mac Donald, Labour Co-Chair OFL

Wayne Shipley, Labour Co-Chair PSAC

Allocations and Agency Services Committee

Gina Gignac, CUPE

Elizabeth Gillelan, PSAC

Labour Community Services Staff

Julius Deutsch, Acting Executive Director and

Workplace Education Co-ordinator

Sharon Clarke, United Way Services Co-ordinator

Felicia Houtman, Promotion and Workplace Education Co-ordinator

Andrew Ranachan, Executive Director (resigned September 2000)

COMMENTS

Message from the President of the Board of Labour Community Services

June 2001

Dear Brothers and Sisters:

The year 2000 was an important milestone in the history of Labour Community Services.

We continued to provide our core education programs and services to union locals and their members in this community. The link between the United Way and the labour movement was as strong as ever. Labour campaign and allocation volunteers made sure that labour's message was presented and understood at the United Way. As well, Labour Community Services provided many opportunities for labour activists to be involved in the affairs of our community through our Community Involvement Services Program.

Labour Community Services undertook a further review of its programs and services. Board and staff committed themselves to the development of a collaboration with Family Services EAP (FSEAP). In the Fall of 2000, LCS staff began working with FSEAP staff to develop possible opportunities for joint delivery of EAP/EFAP to workplaces in Toronto. Staff also started to look at other sources of grant funding to explore other ways of delivering programs to working families in our community.

In 2000, the needs of working people became more complex. All levels of governments undertook to dismantle many services that make such a difference in our community. Working families continue to deal with the uncertainty of job loss, strike and fear of recession. Our community has real issues of growing poverty and homelessness. Labour Community Services continues to be the place where working men and women can get assistance and advice.

Volunteers and staff have always been the foundation of Labour Community Services. Throughout this difficult year I am pleased to report that the LCS Board and staff rose to and met every challenge and have ensured that LCS will continue to be a key part of the labour movement in Toronto.

In solidarity,



Linda Torney
President

Labour Community Services Board

COMMENTS

Message from the Labour Co-Chairs on United Way Campaign Cabinet

June 2001

Dear Brothers and Sisters:

Once again, we shared the great privilege of co-chairing the labour division on the United Way campaign cabinet. The cabinet meets monthly to develop and implement the overall campaign strategy. We worked hard to ensure that the labour perspective was heard and understood by other members of the campaign cabinet. To accomplish this task, we developed a labour strategy in conjunction with staff members at Labour Community Services and presented it to both the cabinet and staff of United Way.

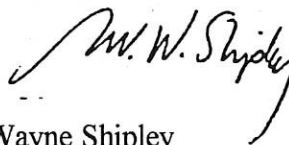
This year, our strategy included convening two meetings with labour campaigners who constitute our labour/United Way committee - we thank them for their very useful and informed suggestions and commentary. We also formed a labour speakers' bureau of which we were members - we would like to thank all the speakers and labour campaigners who utilized the bureau thus contributing to its overall success. Our strategy also included obtaining and distributing written endorsement letters from Unions and central labour offices - we would like to thank the fourteen organizations which responded to this request. Finally, our strategy included the distribution of labour materials such as our poster and thank you card - we would like to thank our labour campaigners for including these materials in their workplace campaigns.

We believe that labour's continuing commitment to the United Way contributes immensely to the overall success of the annual campaign. We know that this is only possible because of the tireless efforts of the Toronto and York Region Labour Council, the staff of Labour Community Services, our affiliated unions, and our labour campaigners in unionized workplaces across Toronto. We are proud of our collective contribution and thank everyone for their involvement.

In solidarity,



Duncan Mac Donald
Ontario Federation of Labour



Wayne Shipley
Public Service Alliance of Canada

COMMENTS

Message from the Acting Executive Director of Labour Community Services

June 2001

Dear Brothers and Sisters:

Since 1956, Labour Community Services (and its predecessor the Labour Participation Department) has been a major part of the Toronto and York Region Labour Council and the overall labour movement in this community. Together we have made the case for improving health and social services programs for working families.

Once again, our United Way Campaign Co-Chairs Duncan Mac Donald and Wayne Shipley continued to do a superb job on the 2000 Campaign Cabinet. They actively urged local unions to support workplace campaigns. Our lead United Way Allocation volunteers Gina Gignac and Elizabeth Gillelan gave strong leadership to the other labour allocation volunteers and worked tirelessly to advance labour's agenda during the Allocations process.

Our Education Services Program continued to offer courses and services to local unions, their members and the broader public. Unions and individuals responded well to our diverse education services. From this list of courses, locals could organize education programs that met the needs of their members. Many affiliates supported our educational programs including CAW, CEP, CUPE, CUPW, OPSEU, PSAC and USWA. These unions also financially supported the introduction of our new fee schedule for courses.

LCS actively recruited union members to participate in our Community Involvement Services Program. Unions continued to identify gaps in service delivery and the need to have effective and quality public and community services. The needs of low wage workers continued to be a top priority for LCS. In the Fall, staff began to explore the possibility of collaborating with agencies in the Flemingdon Park community to respond to the many service issues confronting low wage workers. We also started to explore the feasibility of obtaining other sources of funding to undertake this community collaboration.

In 2000, we continued to work with FSEAP. Discussions commenced with the local unions at Air Canada about the possibility of FSEAP with LCS becoming the EAP/EFAP provider to members in the Toronto area. Dialogue will continue in 2001.

I want to personally thank President Linda Torney and the LCS Board for allowing me the opportunity to have this position, the LCS staff - Sharon Clarke and Felicia Houtman - for their support and hard work, and of course, our funder the United Way, Dr. Anne Golden and her staff for ensuring that LCS successfully completed a very challenging year in our organization's history.

In solidarity,



Julius Deutsch
Acting Executive Director

PROGRAMS

In 2000, Labour Community Services delivered a variety of programs and services to union locals and their members. The programs are described as 'pillars' and they fall into the following categories:

- * United Way Services
- * Education Services
- * Community Involvement Services
- * EA/EFAP Services

The pillars provide many opportunities for both locals and union members as well as the general public to participate in the affairs of their community, learn more about different programs and services and find ways to assist people with problems.

Labour Community Services and United Way Partnership

Throughout 2000 Labour Community Services and the United Way continued to work together for a better Toronto.

The Toronto and York Region Labour Council continued its involvement in the many activities of the United Way through Labour Community Services. Labour Community Services coordinated the participation of Labour Council volunteers on many committees, including the Campaign Cabinet, Agency and Allocations Services Committee and the Membership Committee. As well, Labour Community Services actively worked with United Way volunteers and staff to make sure that the Labour Council's perspective was clearly articulated.

In the face of government downloading and cutbacks, the social fabric in our community continues to be stretched. In 2000, we witnessed the further loss of real income for working families, the growth of poverty especially child poverty, the homelessness crisis worsened in combination with the shortage of affordable housing, and the deterioration of our social infrastructures made the job of speaking out against the bleak social and economic picture even greater for the labour movement.

For the labour movement in Toronto, a healthy and strong United Way is crucial to the social fabric of our community. Working families need to know that the 200 plus agencies supported by the United Way are there to assist in tough times. We also need a United Way which documents, researches and presents the information on the state of the conditions in our community. The labour movement is pleased that the United Way performs this role in our community and has continued to contribute to the growth and strengthening of our relationship and partnership.

Education Programs

In 2000, Labour Community Services continued to offer a comprehensive set of education programs and services. These programs are a core part of our mandate - to provide mutual support, personal empowerment and self help.

The education programs are organized into three groupings:

- * Workplace Referral Agent Training Program and the Women's Advocate Program
- * Community Services Training and Workplace Crisis Training
- * Community of Interest Program

These education programs are in keeping with the national Union Counsellor program developed by the Canadian Labour Congress in conjunction with United Way of Canada/Centraide.

In 2000, staff delivered education programs to over 1500 trade unionists and the general public. Some of the unions who received training included CAW, CEP, CUPE, CUPW, OPSEU, and USWA.

Workplace Referral Agent Training Program

Workplace Referral Agent Training is designed for local unions who either want to set up a joint union-management Employee Assistance Program/Employee Family Assistance Program (EA/EFAP) or already have an existing EA/EFAP and want to strengthen it.

Labour Community Services staff delivered the 10-part training to two unions:

CUPE Local 4400 representing 14,000 members at the Toronto District School Board and
CUPW-Toronto Local representing 10,000 members at Canada Post

Women's Advocate Program

In 2000, staff continued the delivery of the CAW Women's Advocate Program.

This program is designed to train women advocates to listen to and assist CAW members with personal problems including violence against women in intimate relationships, substance abuse, and family issues such as child or elder care and to serve as a link to a variety of workplace, community and social services in the community.

We thank the CAW for allowing us to work with them in this program.

Community Services Training

In 2000, staff continued to provide the innovative Community Services Training to union locals across Toronto.

This 10-part workshop program focuses on issues of importance to workers in this community. Some of the workshops include Stress: Home, Workplace and Community, Substance Dependency and Women's Health. Workshops are designed to meet the needs of local unions and their members.

Some of the innovations introduced by staff included contracting to deliver multiple workshops over a specific time period. This enabled locals to provide a condensed version of Workplace Referral Agent Training to union activists and members without having to make the longer time and financial commitment. Further, many locals wanted training to meet the demands of changing workplaces. Many of the features of Workplace Crisis Training Program (see next section) were reflected in Community Services Training.

Another key change in delivering Community Services Training was the introduction of a fee schedule. In discussions with the United Way, Labour Community Services moved away from an informal model of payment for Community Services Training to a more structured and formalized fee for service model. This approach was reflected in other areas of Education Programs.

In 2000, staff delivered training to almost 900 participants. This number was a slight decline from 1999. The introduction of fees contributed to this change. As well, the increased demand of Workplace Crisis Training provided a re-focusing of the attention of staff.

Workplace Crisis Training

Labour Community Services offers support to individuals and locals experiencing crisis situations.

The number of individuals with personal problems calling Labour Community Services continued throughout 2000. While statistics are not compiled in our office, many non-unionized workers with workplace issues contact our office for help. While general information is provided, we refer all enquires to the community based Workplace Information Centre.

Throughout 2000, local unions continued to request support in dealing with lockouts, strikes and stress management. Staff were required to shift emphasis to meet the demands for assistance. In particular, CUPE called on Labour Community Services to assist members with personal and financial problems as a result of protracted labour disputes. Staff also found that many locals requesting stress training from our Community Services Training Program were looking for education programs to help their local deal with the impact of workplace dislocation and downsizing. In 2001, staff will be looking at ways to meet this need by collaborating with our sister project at the Labour Council, Metro Labour Education Centre who specialize in workplace re-adjustment services.

Community of Interest

Staff continued to receive calls to participate in seminars and programs offered by the Canadian Labour Congress, the Ontario Federation of Labour and various affiliates.

In 2000 Labour Community Services staff responded to union requests and interacted with over 200 individuals in workshops and seminars.

Community Involvement Services

Labour Community Services Board, volunteers and staff continued to be engaged in the activities of our community.

In 2000, Labour Community Services participated in a number of key community initiatives, including the City of Toronto budget process. At the city level, labour volunteers continued to speak out for the need to fund essential housing and recreational programs and provide community support to relieve the increasing pressure on working families. Local unions were very interested in participating in this process because of the impact of the City budget on their members. Throughout 2000, a series of meetings were organized for unions and locals to deal with the decline of services and programs and how best to respond to this downward spiral.

As well, Labour Community Services continued to offer community volunteer leadership and development training to local unions. This program was requested by CUPE to help their members become more effective participants in the affairs of the community.

In the Fall, the Board gave staff the approval to explore the feasibility of collaborating with other agencies to deliver programs, similar to Community Services Training in order to connect with low wage younger workers in their local communities. As well, staff were encouraged to seek out funding from other sources (non United Way) to accomplish this goal.

In 2000, the greatest challenge for Labour Community Services was to deliver Community Involvement Services with reduced staff levels. We were able to accomplish many goals, however in 2001 we need to ensure that we have a full compliment of staff to adequately respond to this key pillar in our overall program area.

EA/EFAP Services

In 2000, staff continued to work with FSEAP in developing a new program for unions in this community. Labour Community Services Board was interested in seeing how both parties could develop a model of joint collaboration.

In the Fall, Labour Community Services and FSEAP staff started discussions with the unions at Air Canada - CAW, CUPE and IAM to see how we could deliver an EA/EFAP service to the employees of the newly merged corporation. The merger of Air Canada and Canadian prompted this unique opportunity for all parties concerned.

Negotiations were still underway at the end of 2000.

VOLUNTEERS

United Way Volunteer Recognition

In 2000, Labour Community Services continued to co-ordinate labour's voluntary activities at United Way. The energy, commitment and hard work are all key elements of the overall success of the United Way of Greater Toronto.

The following labour campaign and allocation volunteers are to be thanked for all their time and support of the United Way effort in this community.

Yvonne Jarvis-Bynoe
PSAC

Gerry Chaykowsky
OLBEU

Cathy Cummings
OPEIU

Bill Demets
ATU

Carol Deschamps
OPSEU

Gina Gignac
CUPE

Elizabeth Gillelan
PSAC

Lyle Kersey
CUPE

Edmond Kwan
PSAC

Chris Lam
OPSEU

Marcel Lefebvre
CAW

Michele Lupa
OPSSU

Paul Lynch
CUPE

Duncan Mac Donald
OFL

Paul Orpin
ATU

Irene Phillips
OPSEU

Fiona Rivard
ATU

Wayne Shipley
PSAC

Ken Signoretti
USWA and OFL Retiree

Sharon Simpson
CUPE

Ron Smith
CUPE

Lily Stanners
CUPW

Angela Stevens
CUPW

Robert Taylor
OPSEU

VOLUNTEERS

Union Members Volunteer Recognition

In 2000, the success in delivering the overall education programs to local unions and individuals was made possible because of the support and commitment of the following individuals.

We also want to thank the individuals who assisted in the education programs as resource and experts.

Special thanks to:

CAW

Marg Clare, Irene Friend, Debby Robert - National Employment Equity Representatives

CEP

Barb Dolan, National Representative - Education

CEP Local 72

Marj Crumb - President, Ellie Joliat - Steward

CEP Local 91-0

Jim Kilpatrick - President

CEP Local 1701

Rob Gardiner - President, Judy Hareguy - Chief Steward, Doreen McKay - Staff Secretary

CUPE Local 79

Robert Ross, Heide Trumpus, Co- Chairs Union Counselling Task Force

CUPE Local 4400

Terri Preston - Chair, Education Committee, Jim Alston, Linda Beatty, Estelle Bigue, Sheila Dove, Michelle Horvath, Wendy Terry, Marie Clark-Walker - Education Committee Members

CUPW-Toronto

Bob Borch - National Director, Toronto Region, Peter Bailey - President, Toronto Local, Raylene Pileggi - National Education Director, Pat Taylor - Toronto Local

OPSEU

James Cushing - Staff Rep. Downsview Office, Carol Deschamps - Staff Rep. - Queen's Park Office

OPSEU Retirees

Pamela Lee - President

OPSEU Queen's Park Area Council

Joe Healy - President

USWA - District 6

Michael Lewis - Staff Representative

USWA Toronto Area Council

Michael Seaward - President, Carolyn Egan - Vice-President

And a special thanks to all the class participants who made each educational session a great learning experience for LCS staff!

Labour Community Services of Toronto

15 Gervais Drive
Suite 406
Toronto M3C 1Y8

Tele: 416-445-5819
Fax: 416-445-8405