

# Labour Community Services Annual Report 2008



## Labour's Voice in the Community



*usw 8300*

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## MISSION STATEMENT of Labour Community Services

To create a deep and lasting social solidarity between labour and community, to achieve a just and equitable society for all.

### Objectives

- Organize workers and families in their communities and organizations to improve quality of life through education, advocacy for social justice and provision of needs (social services)
- Establish healthy communities through union solidarity
- Build a bridge to improve the lives of people in communities who are also union members. In doing this we will establish an environment of community unionism
- Work toward a more just and equitable society for workers and their families

## Labour Community Services Board Members



*John Cartwright  
President*



*Mike Seaward  
Director*



*Angela Stevens  
Director*



*Winnie Ng  
Director*



*Sonia Reynolds  
Treasurer*



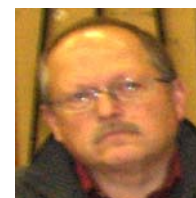
*Daniel Yau  
Director*



*Helen Kennedy  
Recording Secretary*



*John Aman  
Director*



*Mark Krakowski  
Director*

## Labour Community Services Staff



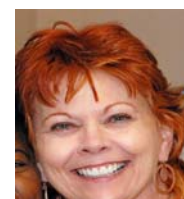
*Faduma Mohamed  
Executive Director*



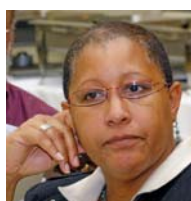
*Sharon Clarke  
Lifeline Coordinator*



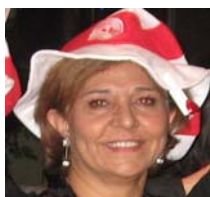
*Felicia Houtman  
Union Counsellor Coordinator*



*Sheri Patterson  
Administrative Officer*



*Marcia Lopez  
United Way Toronto Coordinator*



*Fatemeh Akdari  
United Way York Region Coordinator*



*Sharon Simpson  
Special Projects Coordinator*



## Greetings from the President of the LCS Board of Directors and Toronto & York Region Labour Council



### *Key player in war on poverty*

Poverty reduction has been identified as the Number 1 challenge for 2008. The issue has been front-page news in all the major Toronto media, and now the Ontario government has concurred. The United Way's Losing Ground report, followed by U of T's The Three Cities within Toronto, each show in the starkest terms the impact of the new economy on Toronto residents.

As Toronto's poverty rate grows, so must our political will to tackle its root causes. But to actually do that there has to be an admission that the dramatic expansion of poverty is directly related to low income and jobs that don't pay a living wage. Then we have to look at history. What elements were put in place in past years to create the framework for what one prime minister sought to describe as a "just society"?

The notion of a just society is at the heart of Canadian life. In a sense it is the Canadian dream, centering more on the collective spirit than on mere individualism. Building on this dream, we created institutions that helped extend fairness and opportunity to everyone. Universal health care, quality public schools, unemployment insurance and a strong social safety net are just some of the examples of what was undertaken in the past.

For working people, the best anti-poverty program has been collective action to improve wages and benefits. Unions have historically played this role by providing workers with a means for collective action – often across entire sectors of the economy. Manufacturing jobs were once only a source of poverty wages, until the mass unionization efforts of the 1940s. Governments in Canada and the U.S. created a legal framework to curtail the power of business and create some balance in the workplace. Today, extending the voice that unions provide to more workers across the economy is a crucial building block in the campaign against poverty.

Unions have a basic role in demanding that the rights of all workers be respected. By taking the lead in the fight for the \$10 minimum wage and advocating on behalf of vulnerable workers, Toronto's unions continue to demonstrate our commitment to those who are trapped in poverty-level jobs. But we also fight for strong public services and social programs that are a key element in our quality of life.

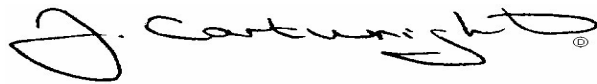
Recent protests by temporary workers excluded from the benefits of labour standards and paid holidays point to the growing need for more workers to have a voice at work. Labour laws need to reflect the changing workplace. With more than 40 per cent of workers who came to Canada between 1990 and 1999 earning less than a poverty wage, the exclusion of new Canadians from the benefits of work threatens not only the dream of a just society but the social fabric of society itself.

Without unions a balance of power in the workplace doesn't exist. Unions help to ensure that as the economy grows so do opportunities for everyone. National wealth does little good if it is being squandered by the super-rich on luxury items while those at the other end of the economic scale are struggling with two or three jobs. Our nation's wealth should allow for families to have time together, for people to have affordable places to live, for health needs to be met and for communities to thrive.

Government has a role in ensuring that the rights of workers be protected and that voices of workers be heard. The best way to protect these rights is by respecting the rights of workers to form unions so that they can have a direct say in their future. Ordinary people can then demand a living wage, good working conditions, fairness and equity at work, and advance the principles of a just society through collective action.

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The fight against poverty and for a just society requires that we strengthen our commitment to every Canadian. These efforts must start with the political will to both rebuild existing institutions and to fashion new ones. Our history shows that working together through collective action is absolutely essential if we are to start seriously tackling poverty in 2008.

A handwritten signature in black ink, reading "J. Cartwright" with a registered trademark symbol (®) at the end.

John Cartwright  
President of the LCS Board of Directors and  
Toronto and York Region Labour Council



## Good Jobs for All Summit

The Good Jobs for All Summit on November 22, 2008 was an amazing event. An article in *Now Toronto* magazine best captured the spirit of the day:

“The Convention Centre meeting hall was abuzz with a standing-room-only crowd of more than 1,000 participants of every race and nationality in the city. They came in answer to the coalition’s call to begin laying the turf for a new-style movement aiming to bridge community, environmental and labour issues.

“The day-long event, months in the planning, was the product of a collaboration between the Toronto & York Region Labour Council and a host of neighbourhood, ethnic, labour and enviro organizations across the GTA, all the way from the Toronto office of the Chinese Canadian National Council to the Toronto Environmental Alliance.

“There was an almost electric quality to a gathering that offered so many constituencies the chance for face time with each other.”

The preparation for the day saw some three thousand activists engage in an extensive dialogue about good jobs - and what policies are needed to ensure there are good jobs for both today and the next generation. Some of the best progressive researchers in Canada created background papers ranging from precarious employment to industrial strategies. Hugh Mackenzie and Jim Stanford produced a report on a Living Wage for Toronto – identifying \$16.60/hour as the pay rate needed for a two income family to enjoy some basic level of inclusion in society.

The Declaration on Good Jobs for All, endorsed by the one thousand participants at the Good Jobs for All Summit is meant to be a touchstone for future struggles for economic justice in Canada’s largest urban centre. The Declaration, like the Summit itself, was the product of months of planning and consultation.

The Declaration first puts our current reality in context – the dream of generations of immigrants, the fact that prosperity was never fully shared, and those investments and achievements that helped set the standards for our quality of life.

The Declaration defines the factors that are critical in providing good jobs, and states unequivocally that we reject policies which undermine or erode our right to decent work. Finally, it calls on people from all walks of life to demand an economy with good jobs for all. More importantly, it demands that we build social solidarity in our communities, workplaces, organizations and public institutions.

The three keynote speakers – Deena Ladd of the Workers Action Centre, Dave Foster of the Blue-Green Alliance, and Maria Elena Durazo of the Los Angeles County Federation of Labour, touched on crucial issues facing working people in the global economy. But it was in the workshops where the exchange of ideas by participants provided the real wisdom needed to address the challenges of this century. Their recommendations will form the basis of an action plan for the Good Jobs Coalition in coming months.

The event owes its success in no small measure to the superhuman effort of staff and volunteers who worked day and night to accommodate the extraordinary turnout. They deserve our gratitude for a job well done.

A Declaration on Good Jobs for All was adopted at the Summit on November 22nd.

# DECLARATION

## GOOD JOBS FOR ALL – FOR A GREATER TORONTO

### Toronto - A Place of Hope and Challenge

Since the First Nations gave Toronto the name “a gathering place” the city and region have been the destination of choice for generations of immigrants, who come with their skills and dreams of making a better life for themselves and their families. While many found those dreams fulfilled, opportunity and prosperity were never fully shared.

Many factors contributed to our quality of life: active government engagement; a strong industrial base with middle income union jobs; a well-funded education system; cohesive public services and social programs; the struggles of women, immigrants and racialized communities for equality; the dedication of community activists for social justice; and a deep desire for environmental sustainability. However, the growth of inequality and environmental degradation challenges us all.

### A Shared Vision

We are living in a special moment in history. The dominant economic model of recent years is leaving many behind. We know from real experience that other ways are possible, even in a period of rapid globalization. **Together we can build an economy with good jobs for all.** Working people know those factors that are critical in providing good jobs:

- The right for every worker to be treated with respect and dignity
- The ability to have full-time, stable employment
- The right for everyone to have a living wage
- The need to have work that is safe and healthy
- The enforcement of labour rights and standards in all forms of work
- The right to have a collective voice at work through unionization
- The investment in public education and life long learning
- The recognition of diverse skills, qualifications, learning and creativity
- The provision of benefits for medical, dental, vision and disability needs
- The equitable access to work, extended training and advancement
- The opportunity to participate in a greener economy
- The ability to retire with dignity

### Good Jobs for All

Decent work is central to our fulfilment and well-being. Decent work provides people with a livelihood, an identity and a sense of real belonging to the community. We must ensure there are good jobs for everyone, today and for the next generation. We reject policies which undermine and erode decent work.

### With this Declaration, We Call on People from all Walks of Life:

1. To demand an economy with good jobs for all.
2. To build social solidarity in our communities, our workplaces, our organizations and public institutions.
3. To insist on public policies from all orders of government that support the goals of a just and inclusive society.
4. To require all with power in our society to exercise that power for the common good.
5. To ensure that economic activities are sustainable, enabling future generations to meet their needs while living in harmony with our planet and with each other.



## The Economic Crisis and Job Losses in the Manufacturing Sector

The past year has been marked by the global economic recession that resulted in dramatic job losses all over the country. This has all had a devastating impact on working people and their families.

The manufacturing sector was affected the most. According to Statistics Canada, the country lost nearly 322,000 manufacturing jobs from 2004 to 2008, meaning that more than one in seven manufacturing jobs disappeared over that time. In 2004, manufacturing represented 14.4% of total employment and by 2008, it shrank to 11.5%. With an overall loss of 198,600 manufacturing jobs, Ontario has been hit the hardest.



January of 2009 did not begin on a positive track as job losses hit record highs. Canada suffered its worst monthly job loss in at least three decades in January when 129,000 more workers across the country lost their jobs.

In manufacturing, 101,000 net positions were lost in January. Ontario lost a total of 71,000 jobs, half of which were in the manufacturing sector. The public sector also lost 42,000 jobs. This was the biggest decline since Statistics Canada began keeping similar figures in 1976.

During that month, the labour force shrank by 29,000. This means that thousands of disheartened people had discontinued looking for work. 14,000 more people identified themselves as self-employed.

Through lay-offs, plant closures and downsizing, many workers have found themselves without jobs. This has had a distressing impact on all Canadians, as well as our brothers and sisters around the world.

### What are the effects?

- Working people are forced into low paying and precarious jobs. Good jobs are being replaced with temporary agency jobs, part-time, contract work and self-employment.
- Higher unemployment rates – At the beginning of 2009, Canada's unemployment rate increased to 7.2% and 8% in Ontario. Many economists expect the unemployment rate will rise above 10% by late 2009, and close to 11% sometime in 2010.
- There is a greater need for Employment Insurance - EI claims have increased by 54% between January 2008 and January 2009.
- Higher rates of stress are reported and this can lead to an increase in related physical and mental health problems.



- Job losses lead to poverty. There is an increase in the use of food banks and many families are losing their homes.
- Those who are most vulnerable are becoming further marginalized.

### What can we do?

- **Join the Good Jobs for All Coalition** – An alliance of community, labour, social justice, youth and environmental organizations in the Toronto region. It was formed in 2008 to start a focused dialogue on how to improve living and working conditions in Canada's largest urban centre.



- **Advocate to Fix Employment Insurance** – EI is failing because many of those who have paid into the program are not able to access it due to the eligibility requirements. In Ontario less than 30% of unemployed workers receive EI.
- **Support Green Jobs** – Governments are supporting their economies with green stimulus plans. They have committed approximately \$200 billion worldwide to technology that will decrease dependence on fossil fuels. There are several types of work that a green collar worker can do. Experts are saying that developing renewable sources of energy could create millions of jobs and help the economy recover from the economic crisis. The future is green!



*Let's work together to get through this crisis and  
make positive economic and social change!*

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*By: Alisha Nanji (Social Work Placement Student at Labour Community Services)*

*Sources: Toronto Star, Statistics Canada, Labour Community Services,  
Labour Council of Toronto and York Region, Ontario Federation of Labour, Canadian Labour Congress*



## Message from Frances Lankin, President and CEO, United Way Toronto

The Honourable Frances Lankin, P.C.  
President & Chief Executive Officer

May 14, 2009

It's my sincere pleasure to congratulate Labour Community Services (LCS) on another year of outstanding commitment and leadership in the community.

In a time of so much uncertainty, when thousands of people are out of work or fighting to keep their job, we know that LCS's role is more important than ever.

Last year, as an unprecedented economic storm hit our community, we saw many of our fellow citizens - friends and neighbours - in need of help. Labour campaigns in support of United Way are helping to ensure that frontline agencies across the city are able to continue providing help to workers who have lost their jobs, and services to families who are struggling in tough times.

Key also to our efforts to support people at a time of growing need is our strong community partnerships with agencies like LCS to address the underlying root causes of social problems. Together, we are working to get at issues before they become problems in the first place, building strong, vibrant neighbourhoods where everyone has the opportunity to build a better life for themselves and their families.

United Way is proud of its partnership with LCS and the labour movement. We share the same desire to improve the lives of ordinary people. Together, we are making a difference every single day.

Without you, there would *be* no way.

Yours sincerely

Frances Lankin  
President & Chief Executive Officer  
United Way Toronto



## Message from Daniele Zanotti CEO of United Way of York Region



Friends,

Congratulations on a remarkable and historic year – our shared remarkable and historic year.

I say *ours* because, after years of support, collaboration and dialogue, 2008 marked the official signing of a formal partnership between United Way of York Region and the labour movement through Labour Community Services (LCS).

And what a year to formalize and strengthen our partnership, as families and neighbourhoods struggled to balance the seismic economic shifts underfoot. Now, more than ever, our collaboration – labour, community, business and services – can and does make a difference.

United, we can and are giving stronger and louder voice to the critical issues in neighbourhoods across a growing, changing and sprawling York Region. United, we can and are providing timely supports to the dad grappling with job loss, the teenager in the darkness of depression, the mom fleeing abuse, kids in tow, for safety, the newcomer seeking housing, language training and employment. United, we can and are building a stronger York Region for all.

On behalf of United Way of York Region and the one in three we serve, thank you.

Without you, there would be no way.

Daniele Zanotti  
Chief Executive Officer  
United Way of York Region



## Message from Faduma Mohamed LCS Executive Director

The end of 2008 marked many historic events. In Canada we saw attempts at forming a coalition government to address the needs of a slumping economy. In the United States, history was made when that country elected a Black president to lead them out of an economic melt-down that rivals the depression years. On the world stage we saw countries falter as their financial sector failed. Yet, in the midst of all this, Labour Community Services continued to rise to meet the needs of many through a number of coalition building and partnership activities. We completed our 2009-2012 Strategic Plan and produced the findings of the equity survey.

Equally, Labour Community Services' work with the United Way of Toronto and the United Way of York Region made tremendous strides. In York Region, Labour Community Services (LCS) established a formal partnership with the United Way. As a result the agency expanded in staffing and service provision. With the new partnership LCS welcomed aboard Fatemeh Akdari as the Labour Staff Representative in York Region. We look forward to a long and mutually rewarding relationship as we grow labour's participation in the United Way York Region Fundraising Campaign. In the Toronto area we have worked diligently to keep campaign contributions up during this time of job loss and economic uncertainty.

Of significance, Special Projects undertook working with the Good Jobs for All Coalition, a group that brought together the assets of labour, community agencies, grassroots community groups, academics, media and individuals to put forward a collective vision of what it takes and what it means for all Torontonians to have a good job. The summit, held on November 22<sup>nd</sup> 2008 met expectations when over 1000 people from all sectors of the city came together to endorse the Good Jobs for All Declaration.

On the Union Counseling front, we have seen requests for the program grow as individual unions seek to train their members on how to access social services. It is no mystery that during difficult times the need for social services grows as these services are vitally important in addressing complex social and emotional needs of many people.

Labour Community Services' relationship with the United Steelworkers remains strong in the hosting of Lifeline. The program continues to provide services not only to the membership of the United Steelworkers but to several other unions as well.

As a labour based organization, we continue to work and meet the challenges that many will face in an unpredictable economy, all the time keeping our gaze fixed on providing the best service possible.

*Faduma Awow Mohamed*

In Solidarity  
Faduma Mohamed  
Executive Director  
Labour Community Services



Sometimes referred to as the third sector, community social services offer employment to many and play a crucial role in ensuring that our social infrastructure needs are met so we and our fellow citizens do not fall into despair. In 2007 Labour Community Services initiated the current Community Social Service campaign in partnership with organized labour and social service agencies. Since its inception the campaign has attracted a host of supporters, met with government officials, celebrated those working in the sector, the work they do and published a report entitled *Heads Up Ontario*. The report has gained traction and is often cited in reference to the importance of sustainable funding for the sector. Below is a copy of the first page of the *Heads Up Ontario* Executive Summary.

## Heads Up Ontario!

### Current Conditions and Promising Reforms to Strengthen Ontario's Nonprofit Community Services Sector

#### Executive Summary

This report is a summary and analysis of current research on the status of Ontario's nonprofit community services organizations.

For people working in or with these organizations, the data and trends identified in this report will not be a surprise. Practitioners and researchers close to the sector have, for almost ten years now, been steadily sounding the alarm of a sector under stress. To these we add our own "heads up" to the government and people of Ontario on worsening conditions in the nonprofit community services sector across the province.

The "perfect storm" facing community service organizations results from the confluence of three trends: an increased reliance by governments upon the sector as a deliverer of services, persistent under-funding of the sector's program and administrative infrastructure, and the pressing requirement for increased service and community-building initiatives to address the impact of growing inequality, poverty and discrimination in our communities.

Despite the significant creativity and determination of organizations and workers juggling these complex challenges day-to-day, the cumulative impact has been disheartening.

- The sector is now one of the most dependent areas of our economy on part-time precarious work arrangements.
- Wage rates are consistently below those of other public and private sector comparators. Wages and benefits have been essentially stagnant for the last decade, as inflation climbed by more than 23%. Many workers have seen absolute reductions in pension and other benefits; some workers have no benefits or pension at all.



- The administrative infrastructure of organizations has been hollowed out to stretch resources to shore up programs underfunded by government.
- Large amounts of staff time that agencies used to be able to commit to community-building and service delivery are being siphoned off to attend to ever-increasing fundraising and administrative requirements.

All of this is forcing existing organizations to tread water, while struggling to continue to deliver services in their communities. While project funding has increased in some program areas over the years, most recently in the area of settlement services, there has been minimal new investment to expand community service infrastructure that is most needed to support thousands of new immigrants each year, plan for an aging population, and find creative solutions to address growing social and economic inequality.

Yet, the precarious state of our community services infrastructure in Ontario is not at present a well profiled story or broadly felt public concern. In part this is because the sector's success in maintaining community services in difficult times has come at the cost of limited public outcry.

There are solutions at hand that can stabilize and enhance the sector's ability to play a lead role in re-invigorating communities, re-imagining social policy, and reinventing the ways in which people can work effectively together.

In our opinion, what is most needed as a point of departure at this time is for the Ontario government to create a forum to explore and discuss these challenges, and to work in partnership with the sector to forge new commitments and practices that would create and sustain conditions of equity and well-being in all communities.

## **LCS Strategic Planning Summary Report**

In May 2005 Labour Community Services (LCS), under the direction of the Executive Director Faduma Mohamed, undertook a process of planning that resulted in a three year strategic plan for the agency. The 2005 plan had the following goals: strengthening the bridge between labour and newcomer communities; strengthening the impact in York Region communities; and influencing the funding frameworks for community social justice work. In the three years since the development of the plan, LCS has successfully signed a partnership agreement with United Way of York Region, secured a small amount of funds from the City of Toronto to do a survey on change and diversity in unions, and has done significant coalition work with agencies and organizations working with newcomers.

Towards the end of 2008 the 2005-2008 strategic directions were reviewed and plans made to embark on a strategic planning process that would chart the direction of the organization for the coming three years, 2009-2011. Jojo Geronimo, Executive Director of the Labour Education Centre facilitated a planning process, which began with an external environmental scan in the form of a questionnaire. The questionnaire was distributed to organizations, unions and individuals with whom LCS worked. An internal questionnaire was also developed for completion by staff.

In November 2008, LCS engaged in a strategic planning process that included our partners: the labour council, the board of directors, United Way of Canada - Centraide, United Ways of Toronto and York Region.

Two key strategic directions emerged from the planning process:

1. LCS Continue to be the voice of labour in United Ways and communities
2. Outreach to young people in priority neighbourhoods

LCS will continue its role as labour's voice in United Ways and communities by:

- Continuing to build relationships with United Ways and unions
- Strengthening partnerships with communities / agencies
- Continuing involvement in coalitions e.g. Good Jobs for All Coalition
- Building common ground with the United Way of Toronto and York Region

LCS will work toward the goal of reaching out to youth from priority neighbourhoods by:

- Building youth activists
- Introducing labour to youth in priority neighbourhoods
- Building youth capacity

The strategic planning process reaffirmed that the work of Labour Community Services is conducted within a social/justice and anti-oppression framework.



## Highlights of 2008

### *Marcia Lopez, United Way Toronto Coordinator*

Congratulations to all the unions that facilitated the raising of over \$106.8 million in workplaces across Toronto. The goal of \$110 million set by United Way was not achieved, but the generosity of union members in helping to attain this goal is what maintains and reinforces the long-standing partnership between Labour and United Way. Their effort on behalf of United Way was especially outstanding since some workers were losing their jobs and plants were closing all over the city.

Division 15 (Union Offices) received first-time donations from IBEW and OPSEU. These gifts help to offset decreases in contributions from other accounts, so that there was no decrease over last year. The work of contributing to the workplace fundraising was also carried out by supporting joint labour/management campaigns that were run in unionized workplaces. At the Annual Celebration Dinner unions received special recognition for the work that was done by union members. The Amalgamated Transit Union received the Spirit Award for Joint Labour/Management Campaign.

United Way also obtained Endorsement Letters from eighteen unions for the 2008 campaign, and these Endorsement Letters were widely distributed to and displayed in unionized workplaces. Over 40,000 Labour Calendar Thank You Cards were distributed throughout unionized workplaces participating in the campaign.

Labour Community Services' presence at the 2008 United Way Rally and Campaign Kickoff took the form of a display table. On hand were LCS brochures and tee-shirts, OFL mugs and backpacks, TYLC books and DVDs. Some of these materials were sold and registration for 2 to a CLC Weekend School was raffled off. All proceeds from the sale of promotional materials and the raffle were donated to United Way. A special LCS banner was displayed at the rally.

This year we welcomed three new Allocations Panel Labour Volunteers for a total of 16 Labour volunteers that were supported in their work at United Way. In addition to the Panel Volunteers, labour was also represented on the Board of Trustees, Campaign Cabinet and various United Way committees. Enough can't be said about the dedication and commitment of our Labour Volunteers – they are the face of labour at the United Way and we thank them for proudly representing labour.

This year proved to be a difficult one, but one in which we saw union members rise to meet the challenge of maintaining core funding to community agencies that provide vital services to families, through their donations to the Community Fund of United Way. Thank you.

<b>Events</b>	<b>Units of Service</b>	<b>Numbers of Participants</b>
Speaking Engagements	18	10 - 50
Campaign Kick-offs and Wrap-ups	8	Group size varied
Steering Committee Meetings for GCWCC and Canada Post	15	10-15
Allocations and Agency Services Committee Meetings and Community Impact Committee Meetings	15	15 - 20
Facilitated the Equity Modules for Union Counselling Training (Toronto and York Region)	2	10 - 15
United Way Presentations including CUPW week-long training	3	Group size varied
GCWCC Training for ECCs and Canvassers	6	Group size varied

For more information about United Way Services please contact Marcia Lopez at 416-445-5819 ext. 22 or [mlopez@labourcommunityservices.ca](mailto:mlopez@labourcommunityservices.ca)



## Highlights of 2008

*Fatemeh Akdari, United Way York Region Coordinator*

Toronto & York Region Labour Council and the United Way of York Region signed a new partnership agreement in August 2008 to assist both parties to work together to build a stronger alliance to improve the quality of life for workers, their families, and the community in York Region. As a result, Labour Community Services hired a new staff to implement the deliverables of this new partnership project.

The following is an outline of activities of this project in 2008.

### ***United Way Services:***

- Presented at the campaign kick-off session at Enbridge Gas company
- Provided union endorsement letters to campaign managers
- Attended regular campaign cabinet meetings
- Attended regular Community Involvement Team as well as the staff meetings

### ***Unions and Organized Labour:***

- Supported, organized, and attended York Region Union Steering Committee meetings
- Organized and presented a joint UW/LCS presentation to the Carpenters Union Local 27 where 50 workers participated
- Attended T-YR Labour Council's regular monthly meetings
- Provided support for the Good Jobs for All Summit forum and outreached to the Iranian workers / community
- Outreached to the York Region Union Counselors to recruit volunteers to serve on the United Way's Community Review Panel committee
- Provided support to the Labour Council to organize a joint United Way and Labour Council forum on "Jobs, Poverty, and Social Justice in York Region"

### ***Special Projects/ Community Involvement:***

- Provided support in the development of the Social Planning Council of York Region (SPC-YR)
- Continued the role of advisory committee member for the York University research project on "Immigrants and Affordable Housing in York Region". Organized 3 focus groups for this project
- Continued representing immigrant older adults on an advisory committee for the Ontario Seniors Secretariat - Information for Immigrant Seniors in York Region

### ***Training and Professional Development:***

- Labour History course
- Poverty Reduction Strategies Forum, 25-in-5
- Solidarity Divided workshop

<b>Events</b>	<b>Units of Service</b>	<b>Number of Participants</b>
Speaking engagements	2	90
Steering Committee meetings	1	10
Jobs, Poverty, and Social Justice Community Forum	1	65
Social Planning Council of York Region Meetings	5	13
Immigrant and Affordable Housing Research Project meetings	6	35
Multicultural Immigrants Advisory Committee meetings	4	20
25-in-5 Poverty Reduction Strategies meeting	2	40





## Highlights of 2008

*Felicia Houtman, Union Counsellor Program Coordinator*

I'm happy to report that 2008 was another busy, productive year. Union members continued to receive training to become Union Counsellors in the workplace, providing information, referral and offering support to their sisters and brothers.

A successful Pilot of the Level Two program was delivered, which gave participants the opportunity to expand and deepen their knowledge. Based on the feedback from participants we now offer a session on Government Pensions in Level Two.

The year brought exciting opportunities to the program, such as delivering a pilot in the community – Accessing & Understanding Community Services to front line staff at Toronto Community Housing. We also coordinated and delivered a two day training session – Knowing Your Community Services, for participants in a newly created front line position at Toronto Community Housing.

I would like to thank my co-workers and all the outstanding Resource People from the community and labour movement who generously and enthusiastically gave of their time and knowledge to the Union Counselling Program.

**The following is an outline of 2008 activities:**

### ***Delivery and Coordination of all Union Counselling Training***

- Delivered the Spring and Fall courses in Toronto
- Piloted the new Level Two Program of the Union Counselling Program
- Encouraged participants to become active in the community and the United Way

### ***Promotion of the Union Counselling Program***

- Addressed CUPE Local 905, OPSEU District 5, OPSEU/ GTAC, and coordinated promotion to all Union Counsellor Graduates, plus promoted training to Labour Council delegates

### ***In the Community***

- Attended United Way Kick-Off Rally
- Worked with Toronto Community Housing and Resource Persons from the Community

### ***Canadian Labour Congress Curriculum Committee***

- Continued to work with CLC Curriculum Committee
- Piloted Level Two and provided feedback

### ***Working with Other Unions***

- To assist in meeting the needs of unemployed workers, the Union Counsellor Program has been delivered to the staff at the Steelworkers Toronto Area Council Job Action Centre, to assist them in accessing services for their unemployed sisters and brothers
- Delivered two successful schools:
  - Steelworkers Toronto Area Council, weeklong school
  - Canadian Union of Postal Workers Toronto Local, weeklong school

Event	Number of Participants	Units of Training Delivered
<b>Promotion</b>		
CUPE Local 905	20	
OPSEU/ GTAC	20	
OPSEU/ Dist. 5 Display Table	100	
<b>Toronto Community Housing</b>		
Piloted Workshop – Accessing & Understanding Community Services	62	372
Delivered Workshop - Knowing Your Community Services	9	36
<b>Union Counsellor Course</b>		
CUPW – Toronto Local	20	200
S.T.A.C.	13	130
Level One	21	231
Pilot Level Two	22	176
Level Two	13	117
<b>Summer Student</b>	1	

For more information about the Union Counsellor Program please contact Felicia Houtman at 416-445-5819 ext. 26 or by e-mail at [fhoutman@labourcommunityservices.ca](mailto:fhoutman@labourcommunityservices.ca).



## Highlights of 2008

*Sharon Clarke, Lifeline Coordinator*

This past year marked another successful and productive year for me as Lifeline Coordinator.

Lifeline is a program offered by the United Steelworker Toronto Area Council for use by its members and their families. In recent years other unions have joined Lifeline. Last year, the United Food and Commercial Workers Union, locals 175 and 633 were supporters as were UNITE HERE in the Toronto area. As well, last year, the board of Lifeline welcomed the Canadian Union of Postal Workers, Scarborough local into the program. We look forward to working with all of our partners in the years to come.

Services offered by Lifeline included both one-on-one service and the delivery of workplace seminars. This was our best year yet, particularly for seminar services.

Our third annual fundraising Dinner Dance was held. It was a great success. I am pleased to report that Michael Seaward, President of USW local 8412, Labour Council Vice-President, and a board member of Labour Community Services was the recipient of the second annual Lifeline Champion Award. Congratulations Michael and thanks for your on-going support of Lifeline.

I was also pleased to have acted as a field instructor to Ricky Podolsky on behalf of York University, School of Social Work. This was a new partnership for Labour Community Services. I look forward to working with their students again in the future.

It's been a honour for me to serve as Lifeline Coordinator. I look forward to our continuing our positive relationship with the United Steelworkers Toronto Area Council again this year.

For more information about joining Lifeline, please contact Sharon Clarke at 416-445-5819 ext. 25 or by email at [sclarke@labourcommunityservices.ca](mailto:sclarke@labourcommunityservices.ca)

Statistics – CAW Women's Advocate Training  
2008 Activity Report:

Activity	Accomplishments/ number of people served
March 03-08 - Refresher	9
April 14-18 - Basic	25
June 24-26 – Update	54



## Highlights of 2008

*Sharon Simpson, Special Projects Coordinator*

### ***Labour and Community Collaborations***

#### Community Social Services Campaign

- Provided support to the Community Social Services Campaign. The Campaign successfully met with a number of Members of Provincial Parliament and City of Toronto Councilors to highlight the importance of establishing an agreement with the provincial government for sustainable funding support to community social services. The campaign released a report on the sector entitled *Heads Up Ontario*.
- Coordinated the logistics relating to the Community Social Service Strategy Forum hosted by the city and held in the Ontario Federation of Labour building.

#### Urban Alliance on Race Relations

- Continued to provide a labour presence as an executive member on the board of the Urban Alliance on Race Relations (UARR). Assistance was given to major fundraising efforts. Support was also given in hosting a forum on school safety following the Falconer report.
- Over 70 parents, community groups, educators, school trustees and labour activists attended the event.

### ***Community Involvement***

#### Summer Student

- Worked with Tropicana Community Services in employing a summer student to work at Labour Community Services

#### Flemingdon Interagency Network

- Attended meetings as part of the Flemingdon Interagency Network – the Network offers an opportunity for information sharing and gathering related to local community needs

#### Women and Employment

- Women and Employment Information Series – worked as part of a coalition of agencies and MPP Wynne's office to deliver a series of workshops on women's employment opportunities in the Thorncliffe area

#### BCWCCBP

- Worked with the Black Creek West Community Capacity Building Project in developing relationship between them and the Painters Union to support a back-to-school drive as well as a scholarship program funded by the Painters Union. They provided five \$1000 scholarships and \$500 to the women's group
- Worked in collaboration with York University and local community-based organizations to explore the feasibility of developing a community loan fund (a micro lending program) for residents in the area
- The group successfully established a youth entrepreneur program in partnership with the Jane / Finch mall
- Made presentation about labour to 10 members of the BCWCCBP coordinating group

#### International Human Rights Day

- International Human Rights Day was recognized by UARR in partnership with the Chinese Canadian National Council and its Toronto Chapter, National Anti-racism Council of Canada, Urban Alliance on Race Relations and Labour Community Services. As well, the National Anti-racism Council of Canada launched its "No To Hate" website

### Work on Poverty Issues

- Worked with the Centre for the Study of Education and Work (OISE) on developing a proposal to do research in the area of poverty. Should the proposal receive funding, LCS would act as the community partner co-chair with Special Projects taking a lead role
- Attended a number of forums and meetings relating to poverty reduction. This included: Scarborough anti poverty round table, community presentation on the color of poverty, Toronto City Hall consultation on poverty, David Hulchansk's presentation on his research "Three Cities"

### George Brown College

- Represented a labour perspective at the inaugural meeting of George Brown College School of Social Work Advisory Council

## ***Labour Involvement***

### Equity Committee

- Continued to provide staffing support to the Equity Committee of the Labour Council. Work was done on completing the Equity and Diversity report, working closely with the two researchers who were contracted to do the research
- Worked with the Labour Education Centre planning then acting as a facilitator for the Aboriginal Worker / Worker of Color Conference, that saw over 250 people in attendance

### Good Jobs for All Coalition

- In response to the campaign launched by Labour Council in partnership with organized labour, not for profit community groups and organizations, work was done to support the Good Jobs for All campaign. Significant effort was put into outreach. Presentations were made in the Jane / Finch area at the Jane / Finch On the Move Community Forum, and to staff at the Jane Finch Community and Family Center. Assisted the LCS Executive Director in making presentations to members of the Somali community. As part of the outreach committee, staff developed the first draft of a Power Point presentation for use as an outreach tool. Staff also acted as facilitator at the summit, November 22, 2008

### Women Advocate Training Program

- Assisted in delivering a 5 day update course and the week-long program to female workers of the Canadian Auto Workers Union and facilitated the 3 day training program for CAW

### Progressive Moulded Products (PMP) Action Centre

- Provided support to laid-off workers at the PMP Action Centre in the form of intake assessment

## ***Presentations and Training***

- Made presentation on labour to students in the Child and Youth Worker Program at George Brown College during the college's labour fair

<b>Event</b>	<b>Number of Participants</b>
<b>Community Social Services Campaign</b> Community Social Services Strategy Forum (OFL building)	Over 250
Black Creek West Community Capacity Building Project Back-to-school drive – distribution of school supplies to local residents	717
<b>Urban Alliance on Race Relations</b> forum on school safety International Human Rights Day Recognition	260
<b>Equity Survey</b> <b>Change and Diversity: Canadian Unions in the 21st Century</b>	34 unions Representing over 112,361 workers
<b>Equity Committee</b> Aboriginal Worker / Worker of Color Conference	Over 250
<b>Post Secondary School Presentation</b> Presentation to students at George Brown College	40
<b>Summer Students</b>	1
<b>Good Jobs for All Coalition</b> November 22 Summit	1000
<b>Canadian Auto Workers</b> Women Advocate Training Program	71
<b>Women and Employment</b> Information Series in collaboration with local community agencies	250
<b>Progressive Moulded Products Action Centre</b> Intake and Assessment	50



## *2008/2009 UNION COUNSELLOR GRADUATES*

### *Level One*

Alisha Nanji	Andrew Kicks CEIU 638	Anna Liu IFPTE	Bruce Flannigan CEIU 638
Cleopatra Ried CEIU 638	Deborah Chambers OPSEU 548	Elieen Lessey PSAC-UNDE 625	Elifa Chan TCHC
Elsa Lobo PSAC	Fatemeh Akdari USW 8300	Ibrahim Bozai OPSEU 526	Jesus Lagrimas OPSEU 5105
Joe Popadynetz SMWIA 30	JoAnne Warner OPSEU 511	Leisin Chan TCHC	Mary Pederson USW 8300
Richard Gutman PSAC/CIU 024	Sarah Caribou NHU (PSAC) 00009	Teresa Ho OPSEU 502	

## *2008/2009 UNION COUNSELLOR GRADUATES*

### *Level Two*

Anastasia Luz Adora CAW 414	Annunzio De Angelis IBEW 353	Anton Smith IBEW 353	Barbara Trigiani OPSEU 5107
Basil Harricharan CUPW Toronto	Bernadine Thompson OPSEU 552	Brian P. McKenzie CUPW Toronto	Carmen Lint ATU 113
Cherill Hiebert CUPE 4400	Diep Vuu OPSEU 526	Elizabeth Le Carpentier OPSEU 542	Frans de Jong IBEW 353
Gary Barnes ATU 113	Haimraj Das CUPE 416	I. Jeyarathnarajah (Jay) CUPW Toronto	Ina Patel CUPW Toronto
Jacqueline Trieu OPSEU 530	John Harte CAW 252	Laverne Richards CUPW Toronto	Linda Bowen USW 8300
Linda Csonka CUPE 416	Lise Michaud ATU 113	Lydia Abichandani CAW 414	Marcia Wilson CUPE 416
Nanci Vaughan CUPE 4400	Paula Charepe OPSEU 512	Rocco Fratia CUPE 416	Rusell Caracciolo USW 8300
Satnam Minhas OPSEU 512	Victor Saliba OPSEU 526	Victoria Williams OPSEU 542	Vijey Senathirajah OPSEU 558
Yvonne Joseph USW 8300			

## *2008/2009 UNION COUNSELLOR GRADUATES*

### *USW one week program*

Alberto Perez USW 8300	Allan Flemming Job Action Centre	Catarina Luis USW 3950	Jake Dirisio Job Action Centre
Lynn Phillips USW 8300	Maju Mathew USW 13571	Meaza Woldemichael USW 8300	Neil Farrell USW 4820
Nelson Ferreira USW 8328	Paul Fowlkes USW 3	Paul Tsang USW 1998	Peter Vander Ploeg USW 4820
Rochella Paris Job Action Centre			

### *CUPW – Toronto Local one week program*

Basil Harricharan	Bonnie Pollard	Brian P. McKenzie	Carolyn Pollard
Dante Di Principe	Derrick McEwan	Donna MacDonald	Ina Patel
Jaime Irtiz	Laverne Richards	Louis Alcia	I. Jeyarathanajrah (Jay)
M. Bhalla	Mandeep Singh Kalra	Manny Ferreira	Mario DeSouza
Qaiser Maroof	Rosan Rampersad	Terry Ruggles	Xavier Noble

## ***2008/2009 UNITED WAY LABOUR VOLUNTEERS***

**Agatha McPhee  
OPSEU**

**Jo-Ann Hannah  
CAW**

**Ian Thompson  
CUPE Staff Union**

**Fred Stevens  
CEP 25**

**Fiona Rivard-Chapman  
ATU 113**

**Patrick Ramcharitar  
IFPTE Local 160**

**Mary Anne Kuntz  
OPSEU**

**Gerry Harrison  
OSSTF District 16**

**Victoria Bowman  
Workers United Union**

**Robert Taylor  
OPSEU 534 (retired)**

**Courtney Doldron  
OECTA**

**Cherill Hiebert  
CUPE 4400**

**Vijey Senathirajah  
OPSEU**

**San Yip  
USW 1998**

**James Marshall  
CUPW**

## 2008 Union Honour Roll

**Labour Community Services proudly recognizes the following unions who actively supported United Way fundraising campaigns in 2008.**

*Air Line Pilots International Association*

*Alliance of Canadian Cinema, Television and Radio Artists*

*Amalgamated Transit Union*

*American Federation of Musicians of the United States and Canada*

*Association of Postal Officials of Canada*

*Bakery, Confectionery, Tobacco Workers' and Grain Millers' International Union*

*Canadian Auto Workers Union*

*Canadian Airline Dispatchers Association*

*Canadian Labour Congress*

*Canadian Media Guild*

*Canadian National Railways Police Association*

*Canadian Office and Professional Employees Union*

*Canadian Pacific Police Association*

*Canadian Telephone Employees' Association*

*Canadian Union of Brewery and General Workers*

*Canadian Union of Postal Workers*

*Canadian Union of Public Employees*

*Communications, Energy and Paperworkers Union of Canada*

*Directors Guild of Canada (Ontario)*

*Elementary Teachers' Federation of Ontario*

*International Alliance of Theatrical Stage Employees & Moving Picture Machine Operators of the United States and Canada*

*International Association of Fire Fighters*

*International Association of Machinists and Aerospace Workers*

*International Brotherhood of Electrical Workers*

*International Union of Operating Engineers*

*Labourers' International Union of North America*

*National Union of Public and General Employees*

*Ontario Federation of Labour*

*OPSEU Liquor Board Employees Division*

*Ontario Nurses' Association*

*Ontario Public Service Employees Union*

*Ontario Secondary School Teachers' Federation*

*Ontario Teachers Federation*

*Power Workers' Union*

*Practical Nurses Federation of Ontario*

*Public Service Alliance of Canada*

*Plumbers and Steamfitters Union*

*Professional Institute of the Public Service of Canada*

*Service Employees' International Union Canada*

*Society of Energy Professionals*

*Teamsters Canada*

*Toronto Police Association*

*United Food and Commercial Workers Canada*

*UNITE HERE*

*United Brotherhood of Carpenters and Joiners of America*

*United Steelworkers*

*United Transportation Union*

*York University Faculty Association*

*York University Staff Association*

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*From left to right: Mr. Aden; Christina Politis (Resource Development Director, United Way Toronto); Ms. Faduma Mohamed (Executive Director, Labour Community Services) and Marcia Lopez (Labour Community Services United Way Coordinator)*



*Faduma Mohamed, Executive Director, represented Labour Community Services at the event when Daniele Zanolli (CEO of United Way York Region) released a report entitled "...if addressed"*

York Region's Community Engagement and Research committee initiated a review of existing research and data from a range of community partners. On September 29, 2008, in the centre of an open field at the intersection of Yonge Street and Highway 7, a gathering of residents, volunteers and community leaders joined the United Way of York Region as it released a report that will engage the community to work together to address the single largest issue facing the region – the pace, face and place of growth.





## Union Counsellors Make a Difference

**The Union Counsellor training provides you with:**

- Information and referral skills
- Good listening, confidentiality and communication skills
- Information about union and community services

**The Union Counsellor offers the following services:**

- Helps members over and above what is provided in the Collective Agreement
- Links members when they face personal and family problems with appropriate resources
- The Union Counsellor Program will equip you with the tools you need to get your members the help they need.

**Topics covered:**

Session I	-	Unions & Communities Working Together
Session II	-	Your Community Services
Session III	-	Interviewing & Referral Skills
Session IV	-	Principles of Communication
Session V	-	Stress
Session VI	-	Substance Use and Abuse
Session VII	-	Understanding Violence
Session VIII	-	Family Law
Session 1X	-	Tenant Issues
Session X	-	Union Counselling & Equity
Session XI	-	Implementing/Strengthening a Union Counsellor Program

**For more information contact Felicia Houtman**  
**Phone: 416.445.5819 Ext. 26**  
**E-mail: [fhoutman@labourcommunityservices.ca](mailto:fhoutman@labourcommunityservices.ca)**

*usw-8300*



Lifeline provides confidential information and referral services to union members and their families. Its purpose is to assist workers and their families deal with difficult issues in their personal and working lives.

## Do Your Members Need Help?

Marital or Family Concerns  
Alcohol or Drug Use  
Depression, Stress, Anxiety  
Financial Problems  
Legal Issues  
Problem Gambling  
Violence Issues  
Other Concerns

## Your Union Can Join Lifeline

Lifeline is a union-based member assistance program. It is operated by Labour Community Services, a project of the Toronto and York Region Labour Council, in collaboration with the United Steelworkers Union, Toronto Area Council.

For more information on how to join, contact:  
Sharon Clarke, Lifeline Coordinator  
416-445-5819 ext. 25

## Lifeline is a Confidential Service

Either by phone or in person

## Offered at 2 Locations

United Steelworkers Toronto Area Office  
25 Cecil Street  
College & Spadina  
or  
Ontario Federation of Labour Building  
Suite 603 – 15 Gervais Drive  
North-east corner Don Mills Road & Eglinton Avenue East

The Lifeline Foundation was established in 1974 as a charitable not-for-profit organization. It started as a joint-union management program funded by the companies and union locals of the United Steelworkers. Since 2005, it has been operated in collaboration with Labour Community Services of Toronto.



**POLITICIZE**

**ENERGIZE**

**MOBILIZE**

Unions everywhere have felt the impact of corporate globalization.

Labour is fighting back as global capital tries to re-structure the economy, destroy our jobs, undermine our community, and erode our movement.



***Labour Education Centre can help!***

A strong labour movement depends on education and training that go beyond the core functions of unions.

We can design & facilitate programs to search for alternatives, make connections, and deepen our critical understanding of our world, our communities, and our unions.

**Highlander Center is Coming!**  
This pioneering civil and workers' rights organization will be part of our 3<sup>rd</sup> Annual Cross-Border Event.

Save the Dates:  
**June 8 – 10, 2009**



**Our focus is:**

- Equity in unions
- Workers in a global economy
- Labour and community relations

**We offer:**

- |                     |                        |
|---------------------|------------------------|
| • Program Planning  | • Research             |
| • Workshop Design   | • Resource Development |
| • Facilitation      | • Network Building     |
| • Consultation      | • Event Planning       |
| • Train the Trainer |                        |

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**Let's Start Working Together!**

Call the Labour Education Centre to find out more about our services. Speak to our Labour Educator, Patricia Chong:  
**416-537-6532 ext. 2215**

15 Gervais Drive (OFL Building – near corner of Don Mills and Eglinton)

[www.laboureducation.org](http://www.laboureducation.org)

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