



AGM REPORT 2022



TABLE OF CONTENTS

1

Agency Welcome

2

2022 Year in Review

3

WRC Program Highlights

4

Supporters of the WRC

5

Acknowledgements

WELCOME FROM THE WRC BOARD CHAIR



*Karen Craik -
Interim Board Chair*

2022 saw a number of successes and challenges while navigating a return to pre-pandemic working conditions. As a result, the agency underwent a digital transformation to allow caseworkers to operate virtually from anywhere.

WRC resumed in person visits with some restrictions but many clients chose to continue to have appts virtually as it was more convenient.

The agency underwent a new round of strategic planning resulting in the framework to guide the WRC from 2023-2027. Some areas of focus are: rural expansion, DEI initiatives, and funding diversification.

We hope that you continue to support the WRC's work and we look forward to sharing our success with you!

Best,

Karen Craik

**Karen Craik
Interim Board Chair**

WELCOME FROM THE WRC'S EXECUTIVE DIRECTOR



Carolyn Krahn
Executive Director

I want to thank everyone for attending the WRC's 2022 AGM. 2022 marked a year of transition as we adjusted to the "new normal" and facilitated a return to the office with a hybrid work schedule. The agency saw 9,881 total calls, and assisted hundreds of clients in filing claims, complaints and appeals based on a variety of employment-related topics. The WRC acted as an important resource for many Albertans in understanding the employer rules and requirements as people returned to workplaces post-Covid.

I was fortunate to be named permanent Executive Director of this amazing agency in January 2022, and began focussing on agency growth and goal setting. I am very lucky to be surrounded by an amazing group of individuals whose passion and dedication to our clients is crucial to the success of the WRC. With an amazing team in hand, the WRC enacted targeted outreach efforts to ensure that our services and information was getting to those who need it most. This involved the inclusion of the WRC in the Federal Stakeholder's meetings with the *Federal Commissioner of Workers* to provide feedback and suggestions for proposed changes to the Employment Insurance program. The agency also began its digital transformation by undertaking a new client database, switching our telecommunications provider to offer fully remote phone and text messaging service (with the ability to track analytics), and revising policies and procedures relating to remote work to provide staff with flexibility to work from the office and home.

Looking ahead, the agency is continuing to expand by growing funders as well as identifying key partnership opportunities within the non-profit sector. I would like to personally thank our funders, Board, Staff, and Friends of the WRC for their tireless support and dedication to our agency. Your ongoing support ensures that we are able to provide more support to Alberta workers in the years to come.

Carolyn Krahn

Carolyn Krahn - Executive Director
Workers' Resource Centre

OUR STORY SO FAR

OUR MISSION

The Workers' Resource Centre (WRC) provides information, assistance, and individual representation to all workers in Alberta who need help accessing their rights and entitlements defined by provincial and federal employment legislation. Such help includes, but is not limited to, Alberta and Canadian Human Rights complaints, Alberta Employment Standards, Canada Labour Standards, Employment Insurance, AISH Alberta, Alberta Occupational Health and Safety, and Canada Pension Plan – Disability. Since its inception, this program has successfully brought \$58 million in financial entitlements to WRC Casework clients.

OUR PURPOSE

The goal of the WRC is to enhance the rights of Alberta workers through Casework support, free Public Legal Education, and our Workplace Sexual Harassment program that provides casework support and resources.

98%

SUCCESS RATE

**ON ALL CASEWORK
CLAIMS**

FILED IN 2022

OUR 2022 REVIEW

1

WRC Prepares to Launch New Website

With funding from the Federal Department of Justice, the WRC created a multi-agency partnership to address sexual harassment by providing a guided pathway leading to a referral to the correct agency, as well as information and resources. The WRC's partners on this project are AJEFA, AASAS, CPLEA, and Alberta Civil Liberties Research Centre. You can check out the site at [hereforhelp.ca](https://www.hereforhelp.ca)

2

New People joined the WRC

In 2022 the agency welcomed Kennedy Hughes as our new Public Legal Educator.

Kathy Chan joined the WRC as Intake Coordinator.

With support from the Alberta Law Foundation and the Calgary Foundation, the WRC added an Outreach caseworker to the team bringing the total number of full time staff to six. Zoe Lambert, our former Intake Coordinator, stepped into the role in January 2022.

3

WRC Presents at National Legal Conference PLEAC

The WRC's Executive Director presented a panel at the annual conference for the *Public Legal Education Association of Canada (PLEAC)* in Toronto on exploring non-profit and for-profit partnerships in the sector.

4

Federal government consults the WRC regarding proposed changes to the Employment Insurance Act

The WRC was contacted by the Federal Commissioner of Workers to provide input into the proposed changes to the EI program. This led to the WRC being named as one of the five agencies in Canada having access to a dedicated EI regional inquiries unit designed to immediately address issues related to client claims.

2022 WRC TEAM

The WRC would like thank all staff and the Board of Directors for their ongoing dedication to the WRC.

Staff

Kathy Chan - Intake
Coordinator

Megan Niccolls - Caseworker

Zoe Lambert - Outreach
Caseworker

Kennedy Hughes - Public
Legal Educator

Ope Fletcher - Caseworker

Quinn Blythe - Sexual
Harassment Specialist

Banafsheh Ashradi - Social
Supports Coordinator

Carolyn Krahn - Executive
Director

Board of Directors

Karen Craik - Interim Board
Chair

Alex Shevalier - Treasurer

Karen Kuprys - Director

Emily Grier - Director

Lisa Constantini - Director

Nour Boussekraine -
Director

OUR 2022 IMPACT

The WRC would like to share a number of initiatives undertaken in 2022.

Client Success Stories

I HAD A CLIENT WHO IS A MOM TO A YOUNG TODDLER AND HER HUSBAND WORKED PART-TIME. SHE HAS A HEART CONDITION AND UNDERWENT SEVERAL HEART SURGERIES AS A CHILD THAT LEFT HER WITH LIMITED MOBILITY. SHE APPLIED FOR AISH ON HER OWN AND WAS DENIED, SO SHE CONTACTED THE WRC FOR HELP. I ASSISTED HER IN GETTING SUPPORTING DOCUMENTS FROM HER CARDIOLOGIST. AFTER SUBMITTING THE INFORMATION TO AISH, SHE WAS APPROVED. SHE GOT JUST OVER \$6800 IN BACKPAY AND WILL RECEIVE AISH FOR 34.5 YEARS BRINGING HER TOTAL FINANCIAL ENTITLEMENTS TO \$739,818 BY THE TIME SHE TURNS 65 . SHE AND HER HUSBAND WERE SUPER HAPPY TO RECEIVE A STABLE INCOME AND AISH BENEFITS TO ASSIST HER FAMILY.



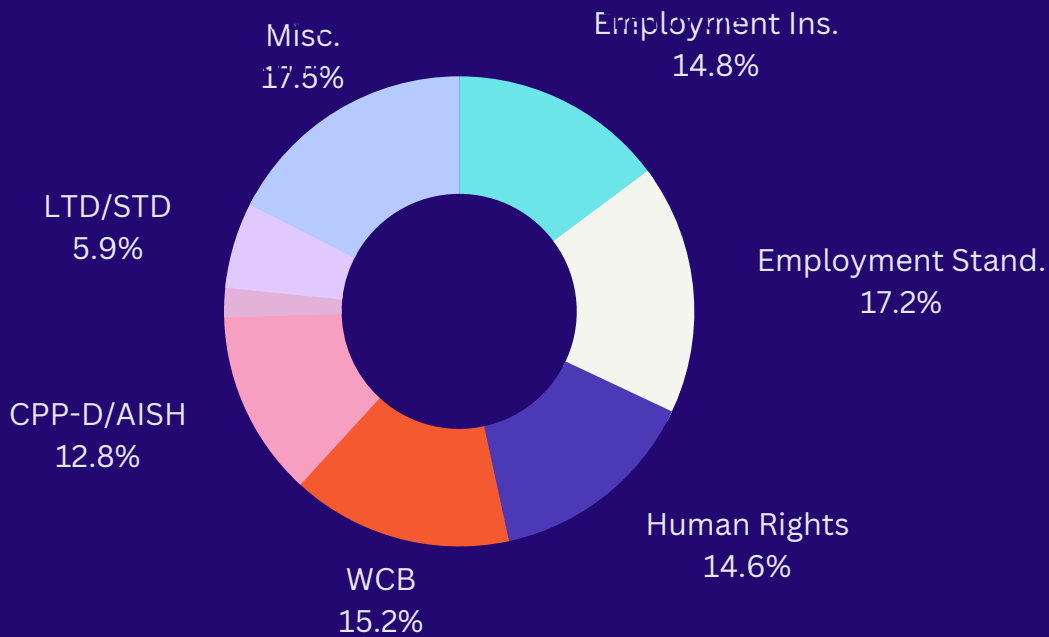
**1,095 clients
through intake**



**6,314 INBOUND
CALLS**

2022 WRC CASEWORK RESULTS

TYPE OF CLAIMS FILED



392 CLIENTS

SERVED

98% SUCCESS

RATE

\$2.6 MILLION

In client financial entitlements

Listed below is some qualitative feedback regarding the Casework program that is received via online anonymous survey:

- *I cant stress enough how comforting and helpful it is to know that there is somebody in my corner during this. I have and will continue to recommend fellow working people experiencing the same issues. Just be very proud of what you do!*
- *Thank you very much for being my strength this time. If you are proficient in English, it is fine, but I think that the environment for foreign workers with low English skills like me is very bad.I think that the WRC is a ray of hope that will change the environment for those who are placed in such a poor environment.Please continue to be a source of strength for employees who tend to be weak in their position.*

2022 PUBLIC LEGAL EDUCATION RESULTS

WORKSHOP STATS

89 WORKSHOPS
CONDUCTED

62% of
workshop
attendees
are
newcomers

12% of
workshops
delivered in
person vs.
88% virtual

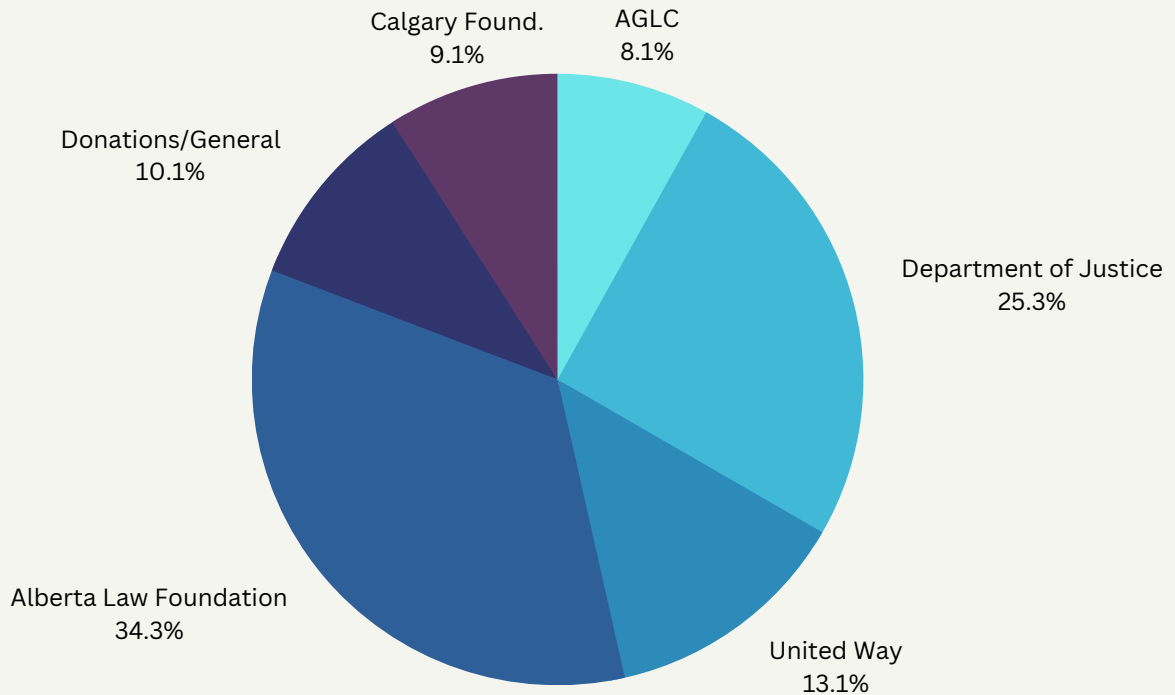
Participant Feedback

Knowing the resources that I can look to if I have questions about worker's rights.

It will help me in all aspects of my work environment, as well proper adequate behavior. I also appreciate the knowledge given on EI.

Everything was clear and interesting.

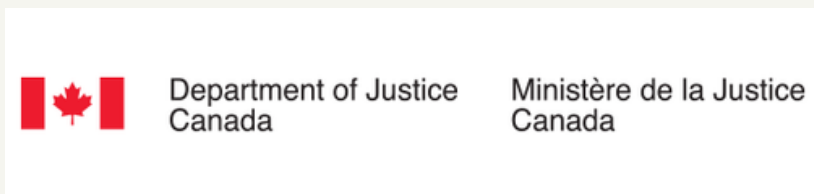
2022 AGENCY FUNDING



	<u>2022</u>	<u>2021</u>
Revenues		
Program and project funding (note 8)	\$ 571,650	\$ 570,687
Donations	97,457	43,518
Casino	41,563	65,366
Interest	525	372
	<u>711,195</u>	<u>679,943</u>
Expenses		
Advertising and promotion	525	2,508
Amortization	4,933	5,309
Insurance	6,180	5,693
Meetings	1,032	-
Office	9,132	35,211
Postage	1,552	1,449
Printing	3,250	2,440
Professional fees	49,104	16,973
Rent	67,285	69,912
Repairs and maintenance	4,320	3,225
Salaries and wages	534,990	537,105
Staff development	2,447	3,514
Travel	5,302	581
Telephone	3,606	4,886
	<u>693,658</u>	<u>688,806</u>
Excess (deficiency) of revenues over expenses	<u>\$ 17,537</u>	<u>\$ (8,863)</u>

WRC Funders

Alberta **LAW**
FOUNDATION



**THANK YOU TO ALL INDIVIDUALS WHO
DONATED TO THE WRC!**

HOW YOU CAN HELP

Donations can be made via Canada Helps
(canadahelps.org) or cheque to:

**#440, 999 - 8 ST. SW
CALGARY, ALBERTA
T2R 1J5**

**THE WRC IS A REGISTERED CHARITY WITH
THE CANADA REVENUE AGENCY
CHARITABLE REGISTRATION NUMBER:**

857269708RR001

\$2.6

Million dollars returned
to clients

\$711, 195

2022 Agency's Total Funding



From left (front row): Megan, Prakriti, Quinn, Kathy, Kennedy, Carolyn
Back row: Ope, Dakshima, Zoe



ACKNOWLEDGEMENTS

The WRC would like to thank everyone who has contributed the agency over the past year either financially, or as an agency partner:

- *Centre for Public Legal Education Alberta (CPLEA)*
- *Alberta Association of Sexual Assault Services (AASAS)*
- *AJEFA (French legal services)*
- *Diversecities*
- *Lethbridge Legal Guidance*
- *Central Community Legal Clinic*
- *Calgary Catholic Immigration Society*
- *Action Dignity*
- *Edmonton Community Legal Centre*
- *Alberta Civil Liberties Research Centre*

Workers' Resource Centre

999 - 8 St. SW

Calgary, Alberta

T2R 1J5

www.helpwrc.org

WE THANK YOU
FOR YOUR CONTINUED SUPPORT IN
OUR PROGRAMS