



**WORKERS'
RESOURCE CENTRE**

ANNUAL REPORT

2023





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The Workers' Resource Centre is a registered charity with the Canada Revenue Agency.
Charitable registration no.: 857269708 RR 0001

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MESSAGE FROM THE EXECUTIVE DIRECTOR

I'd like to thank everyone attending the Workers' Resource Centre's Annual General Meeting. 2023 marked a year of unprecedented growth as we brought in over a million dollars in funding for the first time in our 20-year history. This allowed us to create new roles, increase our staff by 40%, and find new ways to assist Alberta workers.

In 2023, the Workers' Resource Centre enacted its new five year strategic plan focusing on the following strategic priorities:

- 1) Develop a more sustainable funding model
- 2) Establish a broader regional presence
- 3) Provide more equitable and inclusive access to our services
- 4) Model best practices and values.

In 2023, we also launched a public education campaign on workplace sexual harassment with partners in the nonprofit sector and created the [hereforhelp.ca](https://www.hereforhelp.ca) platform for Albertans impacted by workplace sexual harassment.

This report showcases the progress we have made on our goals, the impact our programs have made, and provides a preview of where we are going next year as we head into our 20th year of serving workers in our province.

Thank you for taking this journey with us so far as none of this would be possible without your enduring support.

With Gratitude,

Carolyn Krahn

Carolyn Krahn
Executive Director
Workers' Resource Centre



ABOUT US

The Workers' Resource Centre is a charitable organization that helps Alberta workers understand their rights, access their benefits, and file complaints and appeals with employment-related legislative bodies such as Employment Standards and the Alberta Human Rights Commission. Our services are free to Albertans.

The Workers' Resource Centre is grateful for the support of funders and donors who make our work possible.

Alberta **LAW**
FOUNDATION



United Way
Calgary and Area



Department of Justice
Canada

Ministère de la Justice
Canada





OUR MISSION

The Workers' Resource Centre works to restore worker equity by assisting clients in navigating the employment-based legislative process, providing free public legal education, and supporting clients by connecting them to income and social supports.

OUR PURPOSE

We believe that workers have the right to safe and fair workplaces regardless of race, economic class, country of origin, sexual orientation, gender expression, physical or mental disability, religious beliefs, and other protected grounds. This belief is ingrained in our three core programs.

Casework

Our caseworkers provide individualised support to Albertans, helping them understand their options for various employment-related issues.

Public Legal Education

The WRC provides free workshops that translate complex legal concepts into accessible information that helps Alberta workers understand their rights

Social Supports

We connect workers facing financial difficulties to social and income support programs available in Alberta.

OUR TEAM

In 2023, our team grew to include 10 full-time unionized workers, dedicated to assisting and educating Albertans.



Carolyn Krahn
Executive Director

Megan Niccolls
Team Lead

Zoe Lambert
Outreach Caseworker

Quinn Blythe
Medical Benefits
Caseworker

Kennedy Hughes
Public Legal Educator

Ope Fletcher
Caseworker

Rubina Abid
Outreach Caseworker

Banafsheh Ashrafi
Social Supports
Coordinator

Fiona Buchanan
Communications/
Admin Professional

Damipe Aladesemipe
Intake Coordinator

2023 YEAR IN REVIEW

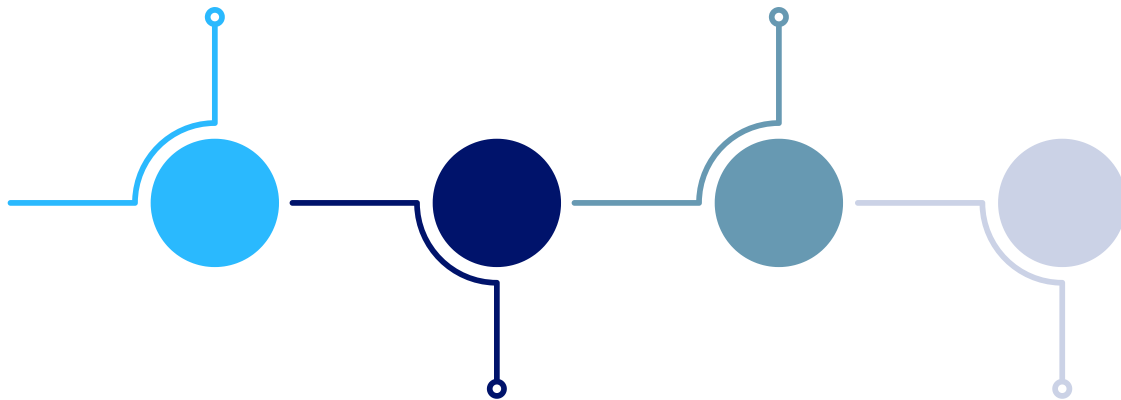
71% increase in client financial entitlements

Through targeted outreach efforts, as well as the inclusion of our full-time Communications/Admin staff member, the agency increased client financial entitlements by 71% from 2022, for a total of \$6,420,000.

(Financial entitlements in 2022 = \$2,600,000).

Opening of a new satellite clinic

Thanks to new funding, we placed an Outreach Caseworker at the Genesis Centre's community wing in NE Calgary to offer in-person appointments once a month. The clinic has been so popular, we have increased the clinic to two days a month and we are looking to increase our caseworker's presence at the centre even more.



New translation & interpretation services

Through a grant from an anonymous donor, the WRC began offering free translation and interpretation for our clients. Through a partnership with Calgary Catholic Immigration Society (CCIS) we provide employment training for their interpreters and our clients receive service in their preferred language.

40% increase in staff members

The Workers' Resource Centre was fortunate to receive new funding, allowing the agency to create a number of new staffing positions.

2023 CASEWORK RESULTS

The increase in staff members in 2023 enabled the Workers' Resource Centre to increase our caseload and filed a total of 528 claims for our clients, up 35% from the previous year (392 claims in 2022).

We maintained a high success rate, even with the substantial

increase in claims filed.

The program also increased financial entitlements to workers by nearly 247% from the previous year, securing \$9.02 million in entitlements for Alberta workers in 2023, up from \$2.6 million in 2022.

528
claims
filed

96%
success
rate

\$9.02 million

returned to clients in
financial entitlements

“

The caseworker listened to me, made me feel heard and valued. I really appreciate her time, professionalism, and kindness.

”

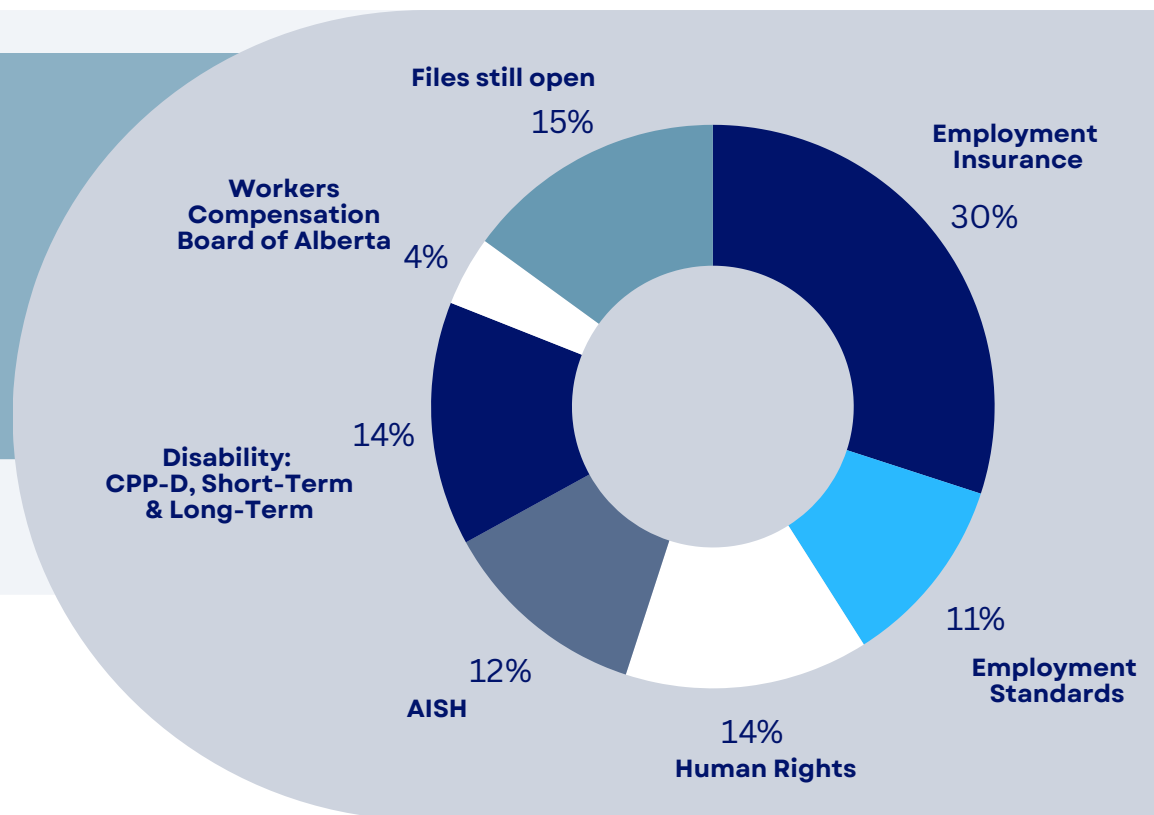


“

My caseworker was exceptional; both empathic and kind. She is very knowledgeable and skilled at explaining complex systems. I am so grateful for the support and guidance she provided.

”

Types of claims filed



2023 PUBLIC LEGAL EDUCATION RESULTS

Our public legal education program expanded steadily, with 25% more workshops provided to Alberta workers this year (up 22 presentations from 2022). The program continues to be in high demand from community partners seeking education for their clients.



I found the workshop engaging. The expertise of the presenter and her passion for the subject were evident throughout the session, and it truly made the content come alive.



111
workshops
held

64%

of workshop attendees were newcomers to Canada

99%

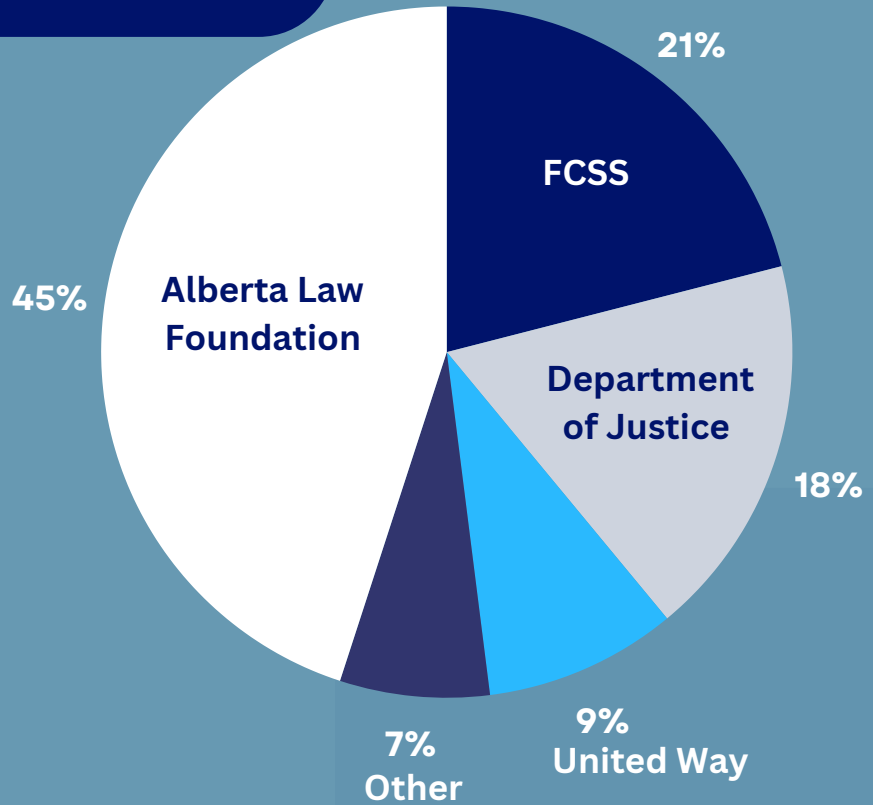
of survey respondents stated that participants increased their knowledge about work benefits and entitlements

PROGRAM FUNDING

2023 program and project funding

	2023	2022
Alberta Law Foundation	\$ 498,656	\$ 272,400
City of Calgary - FCSS	204,750	-
Department of Justice, Canada	179,455	145,039
United Way of Calgary	56,663	102,000
Calgary Foundation	17,789	52,211
Other	1,455	-
	\$ 958,768	\$ 571,650

2023 Total Agency funding
\$1,115,380



HOW TO HELP

When workers are mistreated, it can feel incredibly isolating and frightening. The Workers' Resource Centre serves as a vital lifeline to help Alberta workers get back on their feet - all at no cost. Your support makes this possible.

We maximize the impact of all donations to our agency. **For every \$1 spent by the Workers' Resource Centre, we return \$7 to Alberta workers** in financial entitlements through successful claims, complaints, and appeals.



Give today

Donations can be made online at canadahelps.org or cheques can be made to our office (address on p. 14).

CONTACT US

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Thank you for reading!



