



# ANNUAL REPORT

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**2021**  
EDITION



# OUR MISSION

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The WRC's mission and priorities are twofold: 1) to help Alberta workers understand their rights in the workplace, and 2) to assist clients in navigating claims, complaints and appeals if those rights are not being upheld.

## OUR WORK

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The WRC is a charitable organization that provides support in three main areas:

- 1) Casework - our caseworkers assist clients in navigating claims, complaints and appeals.
- 2) Public Legal Education - our public legal educator hosts workshops on a variety of employment-related topics.
- 3) Workplace Sexual Harassment Advisory Program - provides education on preventing sexual harassment, and supported legal referrals.



# MESSAGE FROM OUR INTERIM BOARD CHAIR

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On behalf of myself and the Board, I would like to welcome you to our Annual General Meeting.

2021 has been a year of change as the agency continued to adapt its policies and procedures to keep pace with Covid rules and restrictions. Throughout 2021, the agency continued to offer its full suite of programs and services.

In 2021, the agency:

- Welcomed a new Interim Executive Director, Carolyn Krah
- Hosted a 3 part webinar series with the Centre for Public Legal Education Alberta (CPLEA) to support individuals of workplace sexual harassment.
- Continued to offer remote casework and virtual Public Legal Education

The agency is looking forward to continuing its mission of supporting workers rights in Alberta, and will continue to seek ways to fulfill that mission. That includes continuing to make services accessible to workers through in person and remote options even as Covid restrictions ease.

Thank you for attending our 2021 AGM and we look forward to sharing our successes this year and highlighting agency accomplishments.

Sincerely,

*Karen Craik*

Karen Craik  
Interim Board Chair - WRC

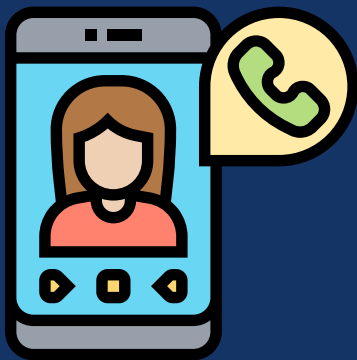
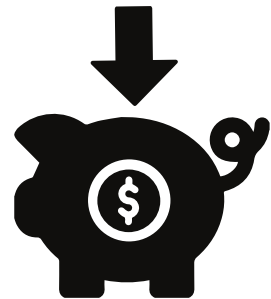
# YEAR AT A GLANCE

**Continued to offer remote workshop and casework options**



**Obtained \$3.7 million dollars in financial entitlements for casework clients**

**Obtained new grant funding from the Calgary Foundation**



**Engaged with Prospector Consulting to begin planning the updated WRC's Strategic Plan**



# WRC Team

**Carolyn Krahn**  
**Executive Director**



Carolyn joined the WRC team in 2017. She graduated in 2010 with a Master of Arts from the University of Victoria. Prior to joining the WRC, Carolyn worked in the areas of disability case management, education, and advocacy to create barrier-free inclusive environments for clients.

Carolyn took over as Interim ED in May 2021 and transitioned into the permanent role in 2022.

**Candace Martens**  
**Public Legal Educator**



Candace has been with the Workers' Resource Centre since January 2010. Candace has a Bachelor of Social Work from the University of Calgary, and she completed a practicum with the WRC prior to being offered the Public Legal Educator position.

**Megan Nicolls**  
**Caseworker**



Megan joined WRC in April of 2019. Megan assists Alberta workers in navigating the benefits and appeal systems available to them under the Government legislation. Megan brings a breadth of experience to this role including experience from various industries such as: photojournalism, magazine and newspaper media, sales, marketing, oil & gas, insurance benefits administration, revenue management and real estate.





**Quinn Blythe**  
**Sexual Harassment**  
**Legal Specialist**



Quinn joined the WRC in August 2021 as Sexual Harassment Legal Specialist. Quinn holds a Bachelor in Child and Youth Care. She has worked at various non-profits in the Calgary & Edmonton area and has previous experience in open-custody, shelters and community resource centres, where she supported those who have experienced gender based violence & domestic violence.

Taylor joined the WRC on a full-time basis as Intake Coordinator in August, 2018 before transitioning to casework. Taylor holds a Master of Arts in International Relations, and a Bachelor of Arts in Political Science. Taylor has worked in the Labour movement, and was instrumental in assisting with the passing of Bill 23 while working at the Calgary and District Labour Council.

**Taylor McMullin**  
**Caseworker**



**Zoe Lambert**  
**Caseworker**



Zoe joined the WRC in July 2021 and holds a Bachelor of Arts. She is formally educated within the realms of addiction, mental health, and social issues. She has spent the last 8 years working with a variety of marginalized communities, which include immigrants, refugees, people with developmental disabilities, people with mental health issues, people in active addiction, and people who are experiencing chronic homelessness. Zoe is strong advocate regarding social policy, and has spoken on both provincial and national panels about policy reform.

Kathy joined WRC in March of 2022 as Intake Coordinator and holds a Bachelor of Social Work. She has previously worked with various vulnerable populations, including immigrants and refugees, children and youth, seniors, patients in a hospital setting, and individuals experiencing mental health concerns. Through her diverse work experience, Kathy believes in providing non-judgemental help that promotes equity and self-determination

**Kathy Chan**  
**Intake Coordinator**



# 2021 INTAKE STATS

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## OVERVIEW



**There were 968  
individual  
clients  
processed  
through Intake**

## Phone Stats (monthly)

**Avg. # of client calls to  
agency:  
998**



**Avg. # of  
outbound calls:  
645**

# 2021 CASEWORK STATISTICS

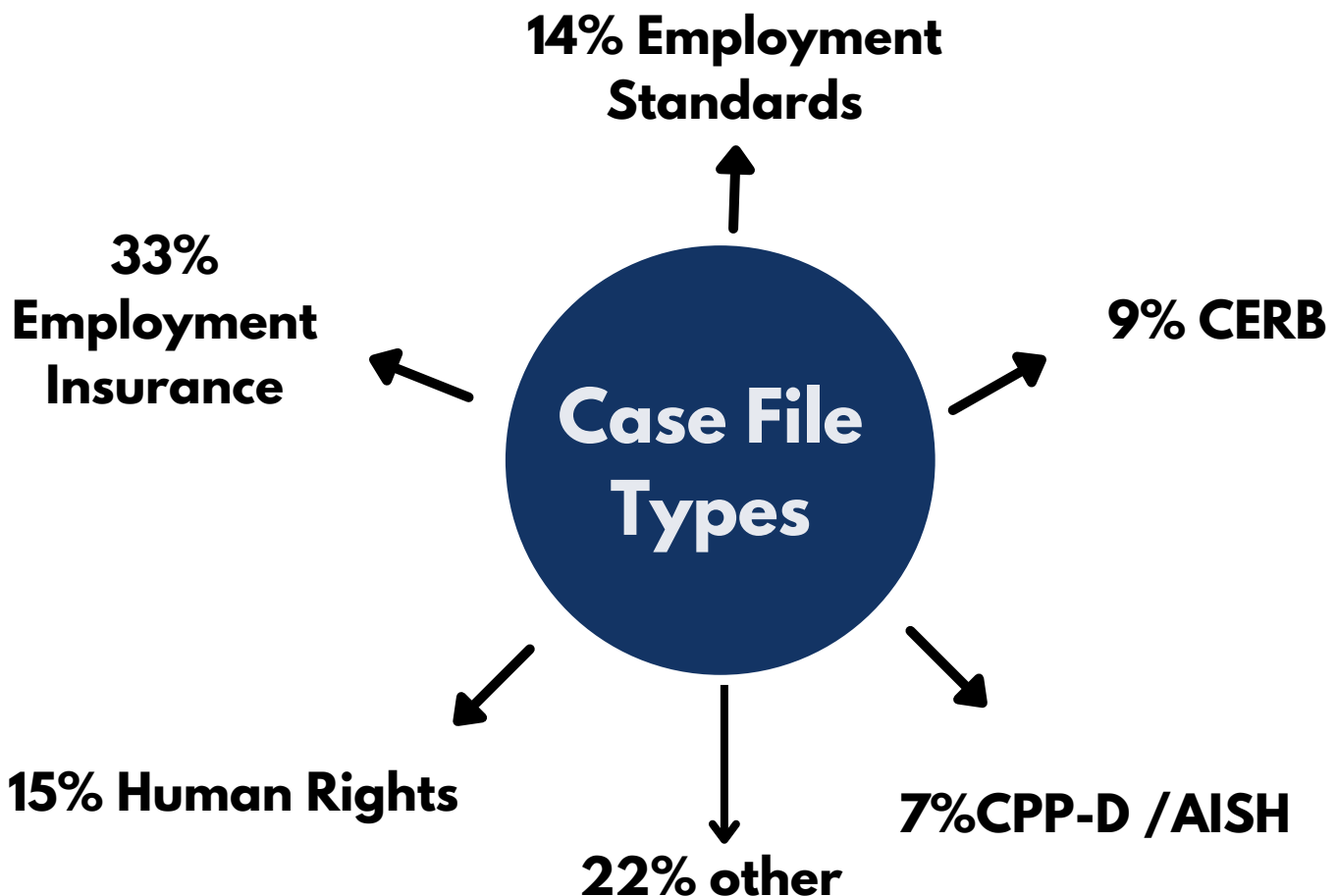
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## OVERVIEW

In 2021, the WRC  
filed 366 claims  
totalling \$3.75  
million in client  
financial  
entitlements



Since 2006, the  
WRC has helped  
clients receive over  
\$55 million





# 2021 PUBLIC LEGAL EDUCATION

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## EDUCATIONAL PHILOSOPHY

The PLE Program is based on the philosophy that knowledge leads to empowerment. The more an individual knows about their rights in the workplace, the better they will be able to identify violations of these rights.

The PLE offers workshops on a variety of topics including: Employment Insurance, Employment Standards, WCB, Occupational Health and Safety, Changes to Legislation, and others.

The WRC believes that knowledge leads to the power to self-advocate, and understand individual ability to do so.

## PLE Workshop Statistics

**81 Workshops  
Facilitated**

.....

**200 Workshop  
Hours**

.....

**2,105 attendees**

**98%**  
of

Participants state that the WRC workshop they attended increased their knowledge about the work-related benefits to which they are entitled.

# SEXUAL HARASSMENT ADVISORY PROGRAM

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## BACKGROUND

The WRC was awarded a five-year funding guarantee to offer this program in early 2020.

The program provides free education and casework support to victims of workplace sexual harassment.

## Program Highlights:



**Offered a 3 part webinar series on sexual harassment with CPLEA with 89% of participants reporting an increase in knowledge of workplace rights**

**Assisted a client in getting \$10,000 in settlement from human rights in relation to workplace sexual harassment**



**What our clients are saying**

“

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# WRC Board Members

## **Karen Craik** Board Chair

Karen Craik is a Registered Nurse and has had the pleasure of representing her members as Secretary Treasurer of United Nurses of Alberta since 1996. Karen was the founding Chair of the Calgary Workers' Resource Centre and served on the Board for many years. She has also served on the Board of Ovarian Cancer Canada and was a founding co-chair of the Ovarian Cancer Walk of Hope in Calgary. Rejoining the Board of the Workers' Resource Centre is like coming home. It is so important to support and educate workers' on their rights of Employment.

Alex is President of the Calgary and District Labour Council. In that role, he represents the interests of affiliated unions before the City of Calgary, the school boards and the community. He is a member of UFCW 401. Alex serves as a Director at Public Interest Alberta and as a Director at Friends of Medicare. He sat as a Worker Representative on the Employment Insurance Board of Referees until it was dissolved in 2013. He served as a Vice-President of United Food and Commercial Workers Local 401; he also served as the Chair of the pride and solidarity committee at the Alberta Federation of Labour. Alex has taken numerous labour education courses.

## **Alexander Shevalier** Treasurer

## **Abena Edugyan** Secretary

Abena Edugyan has been working in health and fitness for the past 10 years, with the last six years dedicated to employee wellness. She has held roles as both a corporate wellness consultant working in Occupational Health and Safety and most recently as a wellness supervisor in Human Resources. Abena is also an Advisory Board member of the Alberta Centre for Active Living, providing guidance on the developments and issues related to influencing the adoption and maintenance of physical activity behaviour in communities and workplaces.



# WRC Board Members

**Noureddine  
Bouissoukrane**  
Director

Noureddine joined the WRC's Board in 2019. Nour is the Manager of the Cultural Brokerage Program at the Calgary Catholic Immigration Society and brings expertise and insight into program planning and agency development.

Emily is a lawyer with a primarily litigation/advocacy practice and has appeared as legal counsel at the trial and appellate level in Alberta, Saskatchewan, British Columbia, and Federal Courts, and at numerous administrative tribunals in both Alberta and British Columbia. Currently her main areas of practice are in employment, construction and administrative law, as well as a variety of work with First Nations and as general counsel for several local companies specializing in construction, real estate development and engineering. Early in her career, Emily completed an internship for a legal NGO in Durban, South Africa, assisting with constitutional human rights litigation relating to access to education, governmental services, and housing, and assisted in developing a court monitoring program and educational aids for child witnesses.

**Emily  
Grier**  
Director

**Karen  
Kuprys**  
Director

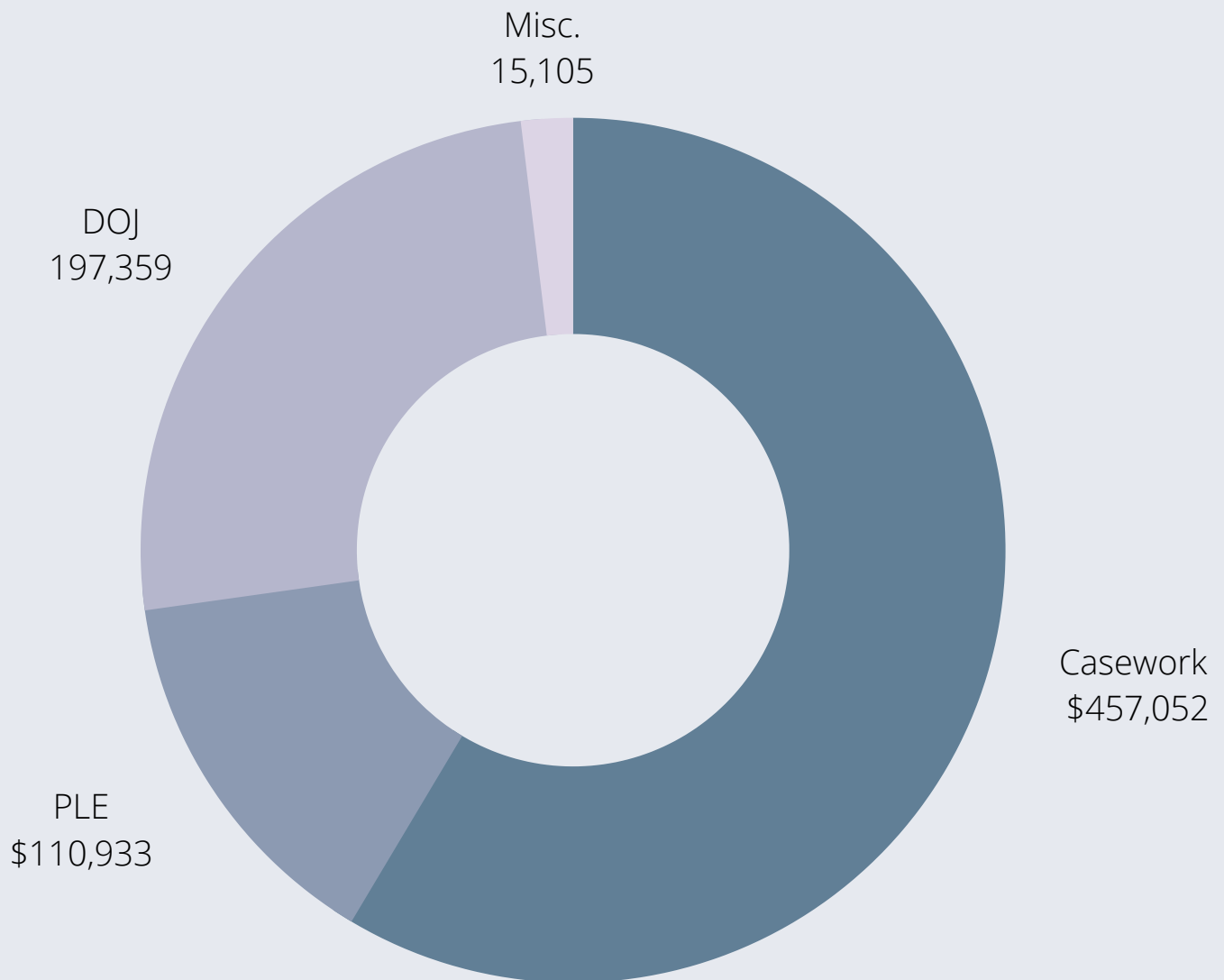
Karen brings a wealth of labour knowledge to the WRC Board through her position as Secretary Treasurer of the Alberta Federation of Labour.

Laurel joined the WRC's Board in 2019 and has been a proud member of HSAA for a number of years.

**Laurel  
Jackson**  
Director

# 2021 WRC Program Funding Allocation

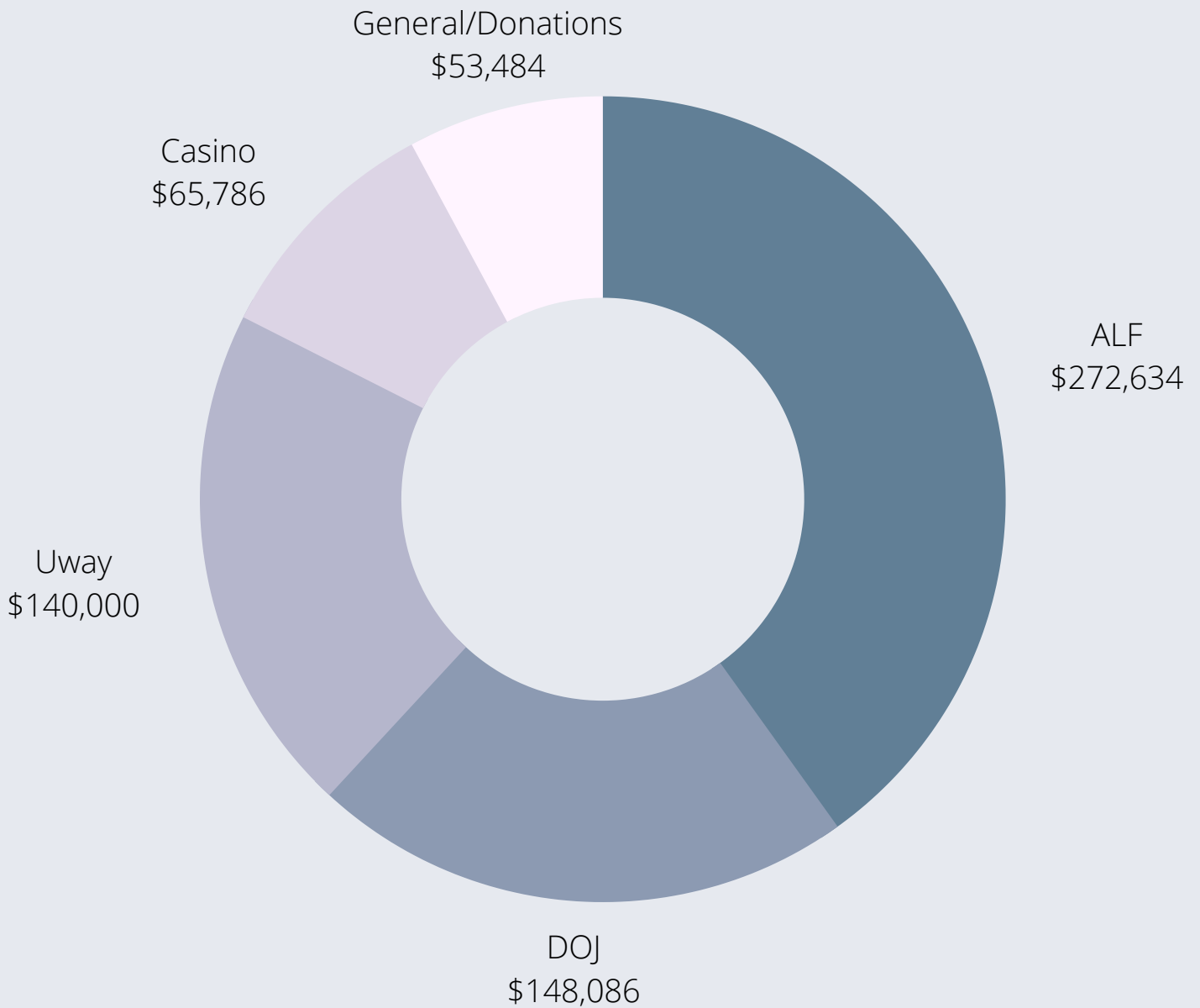
Total Budget:  
\$780,449





# 2021 WRC Sources of Funding

Total Revenue  
\$679,941



# Our Funders

**The WRC greatly acknowledges the support  
from our Funders:**



**United Way**  
Calgary and Area

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**Improving lives** through the **power** of **communities**



Department of Justice  
Canada

Ministère de la Justice  
Canada

Alberta **LAW**  
**FOUNDATION**

# Our Donors

A heartfelt thank you from the WRC for those individuals who gave to us in 2020:



United Nurses of Alberta  
Health Sciences Association of Alberta  
United Utility Workers of Alberta  
AB Regional Council Carpenters and Allied Workers  
Calgary and District Labour Council  
Amalgamated Transit Union 583  
Building Trades of Alberta  
Alexander Shevalier  
CUPE 4731 and 1169

**Thank you to our many  
anonymous donors through  
[www.canadahelps.org](http://www.canadahelps.org)**



**Thank you for  
attending!**

Workers' Resource Centre  
440, 999 - 8 Street SW  
Calgary, AB T2R 1J5

Ph: 403.264.8100  
[www.helpwrc.org](http://www.helpwrc.org)