



For more information about the
Labour Community Advocate training program, or
Labour Programs and Services, go to
www.uwhh.ca/Labour – Our Partners
www.canadianlabour – About the CLC

LABOUR

Community Advocates

Union members who provide a link between
the workplace and the community.





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Community Advocates

These are union members who have volunteered or are selected by their union to provide a link between the workplace and the community.

Labour Community Advocates have three roles:

- ▶ to link workers facing workplace, personal or family challenges with resources in the community;
- ▶ to identify community issues where the union can play a role, through collective bargaining or social action; and
- ▶ to support community activism among union members, unions and labour organizations.

This **Canadian Labour Congress** training program is delivered by Labour Programs and Services staff and funded through the United Way Centraide.

What do they do?

Labour Community Advocates are trained to act as a resource to union members and to the local union itself. They can:

- ▶ *Provide information to the union local and its members about community services.*
- ▶ *Listen and provide a resource where union members can safely and confidentially discuss a problem they are facing and identify how to proceed.*
- ▶ *Make referrals to appropriate community services and act as a link or bridge for union members.*
- ▶ *Follow up and ensure that referrals are appropriate, services meet the member's needs, and support systems are in place once the member returns to his or her job.*
- ▶ *Act as a liaison to the community on behalf of the local and support member and union involvement in the community.*
- ▶ *Engage in prevention and union action by identifying issues that are having an impact on members and the community, and to identify ways the local union can respond.*

What do Labour Community Advocates learn?

This program provides participants with information about the social issues faced by working people and the resources available in their community. Participants are trained in communication skills, and interviewing and referral techniques so they can assist union members find the appropriate resources. The program also allows participants to explore the ways in which unions and other labour bodies can help build resilient and respectful communities.

The program provides an opportunity for Labour Community Advocates from different unions affiliated to the Canadian Labour Congress to discuss their experiences and share ideas. It also provides training on community involvement, including the way community boards work and how to become an effective advocate on social issues.

Some of the subjects covered in this program are:

- ▶ *Unions and Communities Working Together*
- ▶ *Community Services*
- ▶ *Principles of Communication*
- ▶ *Interviewing and Referral Skills*
- ▶ *Equity Considerations*
- ▶ *Linking Labour and Community*
- ▶ *Stress*
- ▶ *Understanding Violence*
- ▶ *Addiction and Dependency*
- ▶ *Mental Health*
- ▶ *Financial and Credit Counselling*
- ▶ *Harassment and Bullying*
- ▶ *Loss and Grief*
- ▶ *Work-Life Balance*
- ▶ *Caring for Ourselves as Activists*
- ▶ *Time Management for Activists*
- ▶ *Community Boards and Committees*
- ▶ *Problem-solving on Boards*
- ▶ *Critical Incidents*
- ▶ *Conflict Resolution*
- ▶ *Workers' Rights*

