

# A Survival Manual for Workers On Strike or Locked Out in Toronto

This manual contains information about various community and social services in Toronto that can assist union members and their families who are on strike or locked out.

- 2004 -

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# **ASSAULTED WOMEN**

The **Assaulted Women's Helpline**

**416- 863-0511**, TTY 364-8762  
1-866-863-0511 outside 416 area

A confidential 24-hour telephone service providing crisis counselling, emotional support, as well as basic information and referrals for:

- emergency shelters
- emergency food
- counselling
- legal services
- health services
- welfare and family benefits
- cultural resources
- other community services

Family members, neighbours, professionals or anyone in contact with an assaulted woman may also call.

# BUDGETING

Before being on strike, you may have needed to prepare formal budgets for your household spending. However, now you will probably need to control where every penny is to be spent.

Start by listing all your monthly financial commitments. Put down your monthly income and divide it up according to your commitments.

If you do not have enough money to make ends meet, you may have to start cutting expenses. If you still cannot make ends meet, it's time to ask if you can make special financial arrangements in the following areas – utilities, telephone, taxes, car loans, credit cards, and any other monthly bills you might have.

The key is to talk to your creditors. The worst thing you can do is to hide, to miss payments, not to answer the phone and make promises you cannot keep.

Here are some suggestions for specific items.

**Auto and Home Insurance** – contact the insurance agents and discuss ways to spread out the premiums.

**Car Loans** – try to defer your loan payment, or discuss with the loans officer the possibility of re-financing to reduce the size of payment.

**Credit Cards** – find out what the minimum payments are to keep your account current. Avoid using your credit cards. You may owe money already and it would worsen the situation if you increase your debt load at this time.

**Department Store Accounts** – contact the businesses involved and discuss your situation.

**Home Mortgages** – contact your lender and try to work out a new payment plan, before payment is due.

**Renters** – contact your landlord before rent is due. Try to reduce or defer payment temporarily until you are back to work.

**Property Taxes** – call the taxation office in your municipality to find out if payment can be delayed and how much the penalties will be.

**Utilities** – contact the utility office (electricity, gas, oil, etc.). You may be able to pay part of the bill and spread payments out.

If you are having trouble meeting your financial commitments, seek debt counseling. You do not want to destroy your credit rating for the future.

It may be helpful to enlist the assistance of the following agencies:

<b>Coping in Tough Times</b>	<b>416-266-4596</b>
<b>Credit Counselling Service of Metro Toronto</b>	<b>416-228-3328, 1-800-267-2272</b>
<b>Etobocoke Branch</b>	<b>416-228-3328ext. 800</b>
<b>Weston Branch</b>	<b>416-228-3328ext. 806</b>
<b>Scarborough Central Branch</b>	<b>416-228-3328ext. 805</b>
<b>Scarborough East Branch</b>	<b>416-228-3328ext. 811</b>
<b>Scarborough North Branch</b>	<b>416-228-3328ext. 808</b>
<b>Bloor West Village Branch</b>	<b>416-228-3328ext. 809</b>
<b>Danforth Branch</b>	<b>416-228-3328ext. 807</b>
<b>Toronto Branch</b>	<b>416-228-3328ext. 807</b>
<b>Industry Canada. Office of the Superintendent of Bankruptcy</b>	<b>416-973-6486</b>
<b>Canadian Association of Retired Persons</b>	<b>416-363-2277</b>

If you are having trouble meeting your financial commitments, seek debt counselling. You do not want to destroy your credit rating for the future.

## **SAMPLE LETTER TO A CREDITOR**

Dear (Name of Creditor):

Due to (explain reason) I am experiencing financial difficulty and am asking you to accept a reduced payment for (give period of time). At that time, I hope to (have my other bills paid – be back at work – have found a part-time job).

I would appreciate your consideration in this matter, as I am not able to meet the regular payment of \_\_\_\_\_. I request that you accept \_\_\_\_\_ per month during this emergency.

Please do not place my account in the hands of a collection agency. I wish to deal with you directly. Would you consider withholding interest on my account? I do not wish to go further in debt. I have been a customer of your organization for \_\_\_\_\_ years and have always paid my bills on time.

I will resume regular payments as soon as possible and will notify you immediately when I find out when this will be.

Sincerely,

Name:

Address:

Phone Number:

Credit Account Number:

## **SAMPLE LETTER TO A CREDITOR**

TO: All Creditors

From: UNION \_\_\_\_\_ LOCAL # \_\_\_\_\_

Union/Local \_\_\_\_\_ members, who are workers employed by \_\_\_\_\_ are currently on strike/lockout. As you can imagine, the strike/lockout is causing financial hardship to all of our members.

At present, our members are making every effort to contact creditors to renegotiate monthly mortgage/rent and bill payments until the strike is settled. Once a settlement is reached and our members are back to work, they will make every effort to pay any overdue payments they might have incurred.

It is the Union's hope that, as the creditor of one of our members, you will understand the current difficult situation and allow them to negotiate a payment schedule which is within their means and mutually acceptable.

We appreciate your assistance to our members at this time.

Yours sincerely,

*Suggested signature:*  
President of Local  
Staff Representative or  
Chair of Benevolent Committee.

# CHILD CARE

There are two basic forms of child care for children from birth to 9 years:

- private home child care
- child care centres, both nonprofit and commercial

For full information on child care centres, contact:

**Community Information Toronto**

**416-397-4636**

The City of Toronto provides private home child care through:

**Toronto Home Child Care**

**416-392-3326**

Information on private home child care in the community is available through:

**Home Child Care Association of Metropolitan Toronto**

**416-533-0722**

## **Subsidies:**

To be eligible for subsidy, parents must be either working or attending school and must demonstrate financial need. Some subsidies are available for special needs situations.

To be put on the waiting list, contact one of the field offices of the City of Toronto's Children's Services Division, or call **416-392-5437** for a mail-in subsidy application.

## COUNSELLING

Confidential counselling services are available for a variety of the problems of daily living. Some have no fees, however many agencies operate on a sliding fee schedule based on income and financial circumstances. Contact the agency in your area:

<b>Anishnawbe Health Toronto</b> is a cultural-based health centre, with service available in Cree, English, Mohawk, Odawa and Ojibway.	<b>416-360-0486</b>
<b>Catholic Children's Aid Society of Toronto</b>	<b>416-395-1500</b>
<b>Catholic Family Services of Toronto</b> <ul style="list-style-type: none"><li>• North Branch</li></ul>	<b>416-921-1163</b> <b>416-222-0048</b>
<b>Centre médico-social communautaire</b> <ul style="list-style-type: none"><li>• Satellite Office (North York)</li></ul>	<b>416-922-2672</b> <b>416-492-2672</b>
<b>Children's Aid Society of Toronto</b>	<b>416-924-4646</b>
<b>Chinese Family Services of Ontario</b>	<b>416-979-8299</b>
<b>Access Alliance Multicultural Community Health Centre</b> provides services for immigrants and refugees.	<b>416-324-8677</b>
<b>Family Service Association of Toronto</b> Counselling for individuals, couples and families.	<b>416-595-9618</b>
<b>Jewish Family &amp; Child Service of Toronto</b> <ul style="list-style-type: none"><li>• Downtown Branch</li></ul>	<b>416-638-7800</b> <b>416-961-9344</b>
<b>Native Child &amp; Family Services of Toronto</b>	<b>416-969-8510</b>
<b>South Asian Family Support Services</b>	<b>416-431-4847</b>
<b>York Community Services</b>	<b>416-653-5400</b>

For additional information and referral to services, contact:  
**Community Information Toronto**

## **SELF HELP**

### **Self Help Resource Centre of Greater Toronto**

**1-888-283-8806**

provides information on self-help groups and organizations in the Greater Toronto area which meet to help members overcome problems and deal with areas of concern in their lives. The Resource Centre has information on groups and organizations dealing with:

- addictions and compulsions
- bereavement
- disabilities
- health
- seniors
- substance use and abuse
- and many more

## **DISTRESS CENTRES**

Telephone hotlines for persons in need of immediate emotional support, crisis intervention or suicide prevention.

**Distress Centre I (Central)** (24 hours) **416-408-4357**

**Distress Centre II (Uptown)** (24 hours) **416-408-4357**

**Distress Centre (Scarborough)** (24 hours) **416-408-4357**

**Gerstein Centre** (24 hours) **Crisis Line (Voice & TTY) 416-929-5200**  
24-hour non-medical crisis intervention for acute psychosocial crises, for the former cities of Toronto and York. Second party, agency or professional referrals can be made by calling **929-9897**.

**519 Church Street Community Centre** **416-392-6874**

**Telecare Distress Centre Etobicoke** (24 hours) **416-247-5426**

**Anduhyaun—Aboriginal Crisis Intervention Program** **416-531-0330**

OUTSIDE TORONTO:

**Distress Centre Oakville** **905-849-4541**

**Distress Centre of Durham Region** (24 hours) **905-433-1121**

**Distress Centre Peel** (24 hours) **905-278-7208**, TTY 278-4890

**Mobile Crisis of Peel** **905-278-9036**

Immediate and discreet telephone and mobile crisis response service for individuals, their friends, or family members who want assistance with managing current or potential mental health crises.

**Telecare Distress Centre Brampton** (24 hours) **905-459-7777**

## **EMERGENCY SERVICES**

For emergency assistance regarding food, clothing and drugs, contact:

**Toronto Community & Neighbourhood Services** **392-8600**  
(After Hours Emergency Services, Monday-Friday 6 pm-10 pm,  
weekends and holidays 10 am-10 pm) **(416) 247-5426**

**Salvation Army Family & Community Services** **321-2654**

**Scott Mission** **923-8872**

**Society of St Vincent de Paul** **364-5577**

# EMERGENCY MATERIAL AID

## FOOD AID

### FoodShare:

#### **FoodLink Hotline**

**416-392-6655**

Referral and counselling for those needing food, Mon-Fri 9-4.  
Will refer clients to nearest food bank that is nearest to their residence

#### **Field to Table**

**416-392-6441**

Bi-weekly low-cost Good Food Box of fresh fruit and vegetables,  
for individuals and families.

#### **Baby Nutrition**

**416-392-6652**

Education on homemade baby food from fresh affordable food.

#### **Daily Bread Food Bank**

**203-0050**

## CLOTHING

### **519 Church Street Community Centre**

(416) 392-6874

#### **Cecil Community Centre**

416) 392-1090

#### **Good Neighbours Club**

(416) 366-5377

**Salvation Army. Community Services** 416) 321-2654

**Women and Family Food and Clothing Bank 416-923-3916 SCOTT MISSION**

## **GOVERNMENT FINANCIAL ASSISTANCE**

The city's Community & Neighbourhood Services' Social Services Division provides financial assistance to meet the basic needs (food, shelter, utilities, medication) of families and single people. But the Ontario Works Act excludes most people who are involved in a labour dispute or on strike.

One-time emergency assistance may be issued in extreme emergencies. Those in need must phone ahead to make an appointment for an application.

In Toronto, contact the main office at 392-8623 or the local office in your area (see attached map).

# GOVERNMENT INFORMATION

Municipal government:

**Access Toronto**

**338-0338**

Information on services and programs of the amalgamated City of Toronto, such as parks and recreation, garbage pick-up, water and sewers.

Ontario government:

**Citizen Inquiry Bureau**

**326-1234**, TTY 325-3408

Information on provincial programs and services

Federal government:

**Reference Canada**

**1-800-667-3355**, TTY 1-800-465-7735

Information on federal programs and services.

Elected government representatives:

For assistance in determining the constituency you live in, your municipal representative, or your provincial or federal member of parliament, call:

**Community Information Toronto**

**397-4636**

# HEALTH CARE

## COMMUNITY HEALTH CENTRES

Community health centres provide a variety of health-related services, including medical services, counselling, nutrition and family planning. Most of the centres serve persons living in a particular area. If you are not sure whether or not you meet the residency requirement of a particular centre, call ahead and ask.

<b>Access Alliance Multicultural Community Health Centre</b>	<b>324-8677</b>
<b>Anishnawbe Health Toronto</b>	<b>360-0486</b>
<b>Anne Johnston Health Station</b>	<b>486-8666</b>
<b>Black Creek Community Health Centre</b>	<b>249-8000</b>
<b>Broadview Community Health Clinic (St Michael's Hospital)</b>	<b>864-5029</b>
<b>Central Toronto Community Health Centres</b>	<b>703-8482</b>
<b>Centre Medico Social Communautaire</b>	<b>922-2672</b>
• <b>Satellite Clinic (North York)</b>	<b>492-2672</b>
<b>Davenport Perth Neighbourhood Centre</b>	<b>656-8025</b>
<b>East End Community Health Centre</b>	<b>778-5858</b>
• <b>Satellite Office (Kingston Road)</b>	<b>694-5622</b>
<b>Flemingdon Health Centre</b>	<b>429-4991</b>
<b>Four Villages Community Health Centre</b>	<b>604-3361</b>
<b>Lakeshore Area Multiservice Project Health Service</b>	<b>252-6475</b>
<b>Lawrence Heights Community Health Centre</b>	<b>787-1661</b>
<b>Parkdale Community Health Centre</b>	<b>537-2455</b>
<b>Regent Park Community Health Centre</b>	<b>364-2261</b>
<b>Rexdale Community Health Centre</b>	<b>744-0066</b>
<b>St George Health Centre (Toronto Hospital)</b>	<b>962-1270</b>
<b>St James Town Health Centre (St Michael's Hospital)</b>	<b>926-7056</b>
<b>St Lawrence Health Services (St Michael's Hospital)</b>	<b>864-6000</b>
<b>South Riverdale Community Health Centre</b>	<b>461-2493</b>
<b>Stonegate Community Health Centre</b>	<b>231-7070</b>
<b>Wellesley Health Centre (St Michael's Hospital)</b>	<b>926-7041</b>
<b>West Hill Community Health Centre</b>	<b>284-6439</b>
<b>Women's Health in Women's Hands</b>	<b>593-1815</b>
<b>York Community Services</b>	<b>653-5400</b>

## DENTAL

Free or low-cost dental care is offered through:

<b>Central Toronto Community Health Centres</b>	<b>703-8482</b>
<b>George Brown College, Dental Hygiene &amp; Denture Clinic</b>	<b>415-4547</b>
<b>Regent Park Community Health Centre</b>	<b>364-2261</b>
<b>Toronto Public Health, Etobicoke Office (marginal income families)</b>	<b>394-8256</b>
<b>University of Toronto, Dental Clinic</b>	<b>979-4927</b>

For other dental services available to children and seniors, call:

<b>Community Information Toronto</b>	<b>397-4636</b>
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If you need assisting locating a dentist or emergency dental care, call:

<b>Dental Emergency Service</b>	<b>485-7121</b>
<b>Toronto Academy of Dentistry</b>	<b>967-5649</b>

Hospitals offering dental clinics include:

<b>Mount Sinai Hospital</b>	<b>586-5147</b>
<b>St Joseph's Health Centre</b>	<b>530-6043</b>
<b>Toronto East General &amp; Orthopaedic Hospital</b>	<b>461-8272</b>
<b>Toronto Hospital, General Division</b>	<b>340-3649</b>

## DOCTORS

If you need help locating a family doctor, contact:

<b>College of Physicians &amp; Surgeons of Ontario</b>	<b>967-2626</b>
<b>Ontario College of Family Physicians</b>	<b>867-9646</b>

## **PUBLIC HEALTH**

The City of Toronto's public health department provides health promotion and disease prevention programs and services through its several offices. Services can include family counselling, mental and emotional health counselling, nutrition counselling and many other services.

Public health nurses are sometimes available to visit families and individuals at home, for assessment, information and referral.

<b>East York Office</b>	<b>461-8136</b>
<b>Etobicoke Office</b>	<b>394-8300</b>
<b>North York Office</b>	<b>395-7700</b>
• <b>Public Health Nursing</b>	<b>395-7600</b>
• <b>East Office</b>	<b>395-7758</b>
• <b>West Office</b>	<b>395-7780</b>
<b>Scarborough Office</b>	<b>396-7454</b>
• <b>Town Centre Court Office</b>	<b>396-7454</b>
<b>Toronto Office</b>	<b>392-7401</b>
• <b>Downtown Health Area Office (277 Victoria)</b>	<b>392-7415</b>
• <b>Northeastern Health Area Office (235 Danforth)</b>	<b>392-0930</b>
• <b>Northeastern Health Area Office (2181 Queen E)</b>	<b>392-6958</b>
• <b>Northeastern Health Area Office (40 St Clair E)</b>	<b>392-0953</b>
• <b>Western Health Area Office (1884 Davenport)</b>	<b>392-0898</b>
• <b>Western Health Area Office (2340 Dundas W)</b>	<b>392-0978</b>
• <b>Western Health Area Office (1115 Queen W)</b>	<b>392-0888</b>
<b>York Office</b>	<b>392-2436</b>

# HOUSING ALTERNATIVES

**Toronto Social Housing Connections** **392-6111**, TTY 969-6045  
is the one-stop information and access system for people wanting to apply for affordable rental housing in the amalgamated City of Toronto, including MTHA, Toronto Housing Company/Cityhome, private nonprofit and cooperatives. Applications and help with applications is also available at many community locations, including the following:

## Housing Help Centres:

These centres provide housing registries, homesharing programs, assistance applying for subsidized housing and other services.

**East York/Flemingdon Park Housing Help Centre** **424-2008**  
(Flemingdon Neighbourhood Services)

**Etobicoke Housing Help Centre** **741-1553**  
**Etobicoke Housing Help Centre – Satellite** **255-5186**  
(Albion Neighbourhood Services)

**North York Housing Help Centre** **244-0724**  
(COSTI North York Centre)

**Scarborough Housing Help Centre** **285-8070**

**York Housing Help Centre** **653-5400**  
(York Community Services)

For the former City of Toronto, housing information is available from the **City of Toronto's Housing Information Service, 392-0566.**

You can also get information on applying for housing cooperatives through:  
**Cooperative Housing Federation of Toronto** **465-1309**

# HUMAN RIGHTS

The **Ontario Human Rights Commission** **314-4500**, TTY 314-6526  
administers the Human Rights Code of Ontario, which provides everyone with  
certain rights and freedoms from discrimination on certain grounds.

The **Canadian Human Rights Commission** **973-5527**, TTY 973-8912  
administers and enforces the Canadian Human Rights Act relating to federally  
regulated areas.

The **Canadian Civil Liberties Association** **363-0321**  
deals with such matters as the relationship of the individual and the state, and  
the civil rights of accused persons, but does not provide legal advice.

# RENTING

Rent is probably the largest single monthly payment you make. While on strike, landlords will usually not defer or reduce your rent. Careful financial planning is essential for you to keep up with your rent.

If you cannot pay your rent, your landlord could:

- sue you for back rent,
- give you notice to move,
- apply to the courts for an eviction.

Explain your situation to your landlady/landlord *before* problems occur.

## **Ontario Rental Housing Tribunal**

**1-888-332-3234**

Deals with landlord and tenant matters under the Tenant Protection Act, including protecting tenants from arbitrary evictions.

Assistance may also be obtained from:

**Federation of Metropolitan Toronto Tenants Associations**

**921-9494**

Eviction Hotline: **921-8331**

## LEGAL ASSISTANCE

Never ignore an official-looking paper – seek advice from a community legal clinic or a lawyer, so that you can take the right measures.

If you need a lawyer for specific advice, the following service will provide you with the name of a lawyer who will give you one half-hour of free legal advice:

**Lawyer Referral Service** **947-3330, 1-800-268-8326**

If you need a lawyer and are unable to afford the cost, you may apply for financial help through:

### Legal Aid Ontario

<b>Etobicoke Area Office</b>	<b>237-1216</b>
<b>North York Area Office</b>	<b>730-1588</b>
<b>Scarborough Area Office</b>	<b>750-7172</b>
<b>Toronto Area Office</b>	<b>598-0200, TTY 598-8867</b>

## COMMUNITY LEGAL CLINICS

If you have any legal concerns or questions, there are community legal clinics available to provide you with information. Services are offered in several languages. For additional legal services, contact **Community Information Toronto** at **397-4636**.

<b>Aboriginal Legal Services of Toronto</b>	<b>408-3967</b>
<b>African Canadian Legal Clinic</b>	<b>214-4747</b>
<b>Centre for Spanish Speaking Peoples</b>	<b>533-0680</b>
<b>Community &amp; Legal Services Programme (CLASP)</b>	<b>736-5029</b>
<b>Downsview Community Legal Services</b>	<b>635-8388</b>
<b>Downtown Legal Services</b>	<b>934-4535</b>
<b>East Toronto Community Legal Services</b>	<b>461-8102</b>
<b>Flemingdon Community Legal Services</b>	<b>441-0969, TTY 441-9156</b>
<b>Jane/Finch Community Legal Services</b>	<b>398-0677</b>
<b>Kensington-Bellwoods Community Legal Services</b>	<b>924-4244</b>
<b>Metro Toronto Chinese &amp; Southeast Asian Legal Clinic</b>	<b>971-9674</b>
<b>Neighbourhood Legal Services</b>	<b>861-0677</b>
<b>Parkdale Community Legal Services</b>	<b>531-2411</b>

<b>Rexdale Community Legal Clinic</b>	<b>741-5201</b>
<b>Scarborough Community Legal Services</b>	<b>438-7182</b>
<b>South Etobicoke Community Legal Services</b>	<b>252-7218</b>
<b>West Scarborough Community Legal Services</b>	<b>285-4460</b>
<b>West Toronto Community Legal Services</b>	<b>531-7376</b>
<b>Willowdale Community Legal Services</b>	<b>492-2437</b>
<b>York Community Services</b>	<b>653-5400</b>

## **SUBSTANCE USE & ABUSE**

There are many treatment and detox centres, halfway houses and support groups offering assistance in this field. Find out what your union has available – a trained Union Counsellor, Substance Abuse Representatives, Lifeline Program, etc. Many people also choose to speak with their family doctor.

Services for a variety of issues dealing with substance use and abuse are available in the following categories:

- Alcohol & Drug Information
- Alcoholism – Aftercare
- Alcoholism – Day Programs
- Alcoholism – Detoxification Units
- Alcoholism – Ethnocultural and Racial Committee
- Alcoholism – Family Support
- Alcoholism – Native Peoples
- Alcoholism – Residential Treatment
- Alcoholism – Seniors
- Alcoholism – Youth

**Metro Addiction Assessment & Referral Service (MAARS)** **599-1448**  
assists people in finding the community resources they need to deal with their substance use problems. They provide information about treatment options and do assessments by phone and in person. They also refer people to the appropriate treatment.

For other information, contact **Community Information Toronto** **397-4636**

# COMMUNITY INFORMATION CENTRES

The following centres provide free and confidential information and referral on a wide range of community and social services in the voluntary sector and all levels of government.

## TORONTO

<b>Albion Neighbourhood Services</b>	<b>741-1553</b>
<b>Bloor Information &amp; Life Skills Centre</b>	<b>531-4613</b>
<b>Community Information Centre for the City of York</b>	<b>652-2273</b>
<b>Community Information Fairview</b>	<b>493-0752</b>
<b>Community Information Toronto</b>	<b>397-4636, TTY 392-3778</b>
<b>Connect Information Post</b>	<b>654-0299</b>
<b>Information Scarborough</b>	<b>321-6912</b>
<b>LINK Community Information &amp; Referral Service</b>	<b>395-5591, TTY 395-5596</b>
<b>Neighbourhood Centre</b>	<b>Voice &amp; TTY 698-1626</b>
<b>Neighbourhood Information Post</b>	<b>924-2543</b>
<b>Parkdale Community Information Centre</b>	<b>393-7689</b>
<b>POINT (People &amp; Organizations in North Toronto)</b>	<b>487-2427</b>
<b>YMCA Ask! Community Information Centre</b>	<b>255-5322</b>

## REGIONAL MUNICIPALITY OF DURHAM

<b>Ajax Pickering Information Service</b>	<b>905-686-2661</b>
<b>Brock Information Centre</b>	<b>705-432-2636</b>
<b>Information Oshawa</b>	<b>905-434-4636</b>
<b>Information Scugog</b>	<b>905-985-8461</b>
<b>Information Uxbridge</b>	<b>905-852-7445</b>
<b>Whitby Information Centre</b>	<b>905-668-0552</b>

## REGIONAL MUNICIPALITY OF HALTON

<b>Halton Hills Community Support &amp; Information</b>	<b>519-853-3310</b>
<b>Information Burlington</b>	<b>905-639-4212</b>
<b>Information Oakville</b>	<b>905-815-2046</b>
<b>Milton Community Resource Centre</b>	<b>905-875-4636</b>

## REGIONAL MUNICIPALITY OF PEEL

<b>Caledon Community Services</b>	<b>905-951-2300</b>
<b>Malton Community Information Service</b>	<b>905-677-6585</b>

# WORKERS HELPING WORKERS

Working men and women need to stick together in these tough times. We share a common vision for a fair and equal society. Strike action is an example of how working people are prepared to fight for their rights and dignity.

The following list of organizations are there to help unions, locals and their members in this important struggle.

## **The Toronto & York Region Labour Council** **441-3663**

is the central labour organization representing working people across Toronto and York Region. The Labour Council works closely with all municipal governments across our communities. There are a number of services provided to affiliates including:

- organizing strike and campaign support for local unions;
- communicating information and labour news to unions and the news media;
- serving as a liaison with coalition partners;
- making deputations to municipal councils, boards of education and relevant committees;
- providing labour representatives for various municipal boards, agencies, commissions, and non-governmental organizations;
- organizing annual events such as the Labour Day parade, Internal Women's Day Lunch, etc.

General meetings of the Labour Council are held on the first Thursday of each month at 8 pm in the auditorium of the Ontario Federation of Labour Building, 15 Gervais Drive, Don Mills. All general meetings are open to observers.

## **Labour Community Services** **445-5819**

is a special project of the Toronto & York Region Labour Council, in partnership with the United Way of Greater Toronto. One of the functions of Labour Community Services is to link the labour movement with the United Way and to assist the United Way in fundraising in organized workplaces.

In addition, Labour Community Services offers a 12-week Workplace Referral Agent & Community Services Program, which trains union members to offer guidance, referral and information to their co-workers and families about problems not addressed by their collective agreements. This project also offers "Special Educationals" such as:

- Substance Use & Abuse
- Violence in the Home, Workplace & Community
- The Golden Handshake

We will package training sessions to meet the needs of your members in areas ranging from “Stress of the Strike” to “Social Justice Issues”.

The **Metro Labour Education Centre** **537-6532**  
 is another project of the Toronto & York Region Labour Council. The Centre is involved in various areas of education, including:

- Skills Training/Labour Adjustment
- Community Development
- English at the Workplace
- Adult Basic Education
- Equality Program
- Labour Studies
- Research

The **Workers’ Information & Action Centre** **392-1203**  
 provides workers with a walk-in and telephone counselling service to answer questions and provide referrals on a variety of work-related issues.

Other key numbers for working men and women:

<b>Canadian Labour Congress (Ontario)</b>	<b>441-3710</b> , 1-800-387-3500
<b>Ontario Federation of Labour</b>	<b>441-2731</b> , 1-800-668-9138, TTY 443-6305
<b>Workers Health &amp; Safety Centre</b>	<b>441-1939</b>
<b>Occupational Health Clinic for Ontario Workers (Toronto)</b>	<b>449-0009</b>
<b>Toronto Workers Health &amp; Safety Legal Clinic</b>	<b>971-8832</b>
<b>LAMP Occupational Health Program</b>	<b>252-6471</b>