



Background

Formed in 1952, CLAC (Christian Labour Association of Canada) is a national union representing over 60,000 workers in almost every sector of the economy. Based on values of respect, dignity, and fairness, CLAC is committed to building better workplaces, better communities, and better lives. CLAC strongly believes that education and training are critical for members across a broad range of sectors that cover construction, mining, education, emergency services, entertainment, hospitality, healthcare and social services, manufacturing, retail, security, transportation and warehousing.

Challenges

CLAC members seek employment in many different industries that require proper training in health and safety policies to be eligible for work. The union required a provider of “expert content” for their online training portal that covered Alcohol and Drug Awareness and CSRW (Creating a Safe and Respectful Workplace) topics. To ensure the success of CLAC members in their workplaces, it was critical for this training to be current regarding legislative changes, legal precedents and industry best practices. In addition, CLAC required training that could be customized to reflect their unique values and branded with their look to fit seamlessly into their portal.

Members Feedback on Drug & Alcohol Training

“This course creates awareness of drugs and alcohol it’s important for the safety of everyone in the workplace.”

“I learned a lot of things that I didn’t know and it showed me fact vs myth. Now I understand the true facts and I feel ready and confident to lead my team.”

“The training helped me understand workplace safety and what the correct way to enforce a policy. (It also) created awareness on how to observe drug and alcohol abuse in employees.”

“I believe any training is valuable, even if you think you understand and know the subject material. Often, something comes up during training that the trainee may not have considered and provides a new way to view a potential problem.”

“Safety is everyone’s responsibility, and this course gives you the knowledge on what kind of signs and symptoms to look for in potential (alcohol and drug) abuse. Knowledge is power!”

“I really liked the scenarios throughout. It allows you to think through the different situations. The time frame for testing was not clear to me until I took this training — now I have a clear answer and know my responsibilities.”

“I would recommend this course to others because it gives the knowledge to supervisors on how to recognize problems at work and how to properly handle certain situations at work involving declining productivity, and drugs and alcohol.”

“Education is the best tool that we can give our members. At CLAC we want to make workplaces a better place so members can be safe, improve their skills, and obtain the knowledge required to succeed in the workplace. Corridor provides us with a library of online training applications that our members are able to access online, 24/7. Given the geographic scope and different shifts of our members the ability for easy access and just in time training was essential.”

 **Brad Bent**
Director of Training

Solution

In their search to find a provider of high-quality training that was authored by Subject Matter Experts (SMEs), CLAC chose Corridor. The Corridor SMEs are recognised industry leaders in their respective areas and are active in shaping policy and practice in strategic areas of — including Drugs & Alcohol, and Creating a Safe and Respectful Workplace, that includes Workplace Bullying & Harassment, and Diversity & Inclusion. CLAC was confident in the quality of the content to ensure the safety of members and help them to be successful and highly employable.

Corridor also provides regular “Evergreen” content updates to CLAC for their online courses. This feature ensures that the training always stays relevant and reflects the evolutionary nature of different workplace subject areas. The Corridor services team facilitates these content upgrades with CLAC to make it simple for rollout. The team also created the branded and customized initial version of the courses and have deep expertise working with Corridor’s solutions.

Members Feedback on CSRW Training

“Everyone in the workplace needs a better understanding of the impacts workplace violence has on the society at large. The knowledge on how both employers and employees handle these situations will create a better and safer workplace across our communities.”

“(The course) helps us understand different aspects to the term bullying as a way we address our crews could in fact be misinterpreted for that as being forceful instead of directing. The way we conduct daily interaction is key to leading successful crews. Domestic violence also playing a roll on our work front.”

“The course gives a comprehensive overview of the issue and associated responsibilities. It also provides relevant resources as part of the course and suggests a course of action to prevent violence in the workplace.”

“I found the scenario questions and practice quiz’s very effective as a learning tool.”

“So much harassment happens in the workplace and I feel that many people don’t consider it part of violence in the workplace. The course really opens your eyes.”