

MGEU Resource Centre Celebrates the Big Two-0!

April 2022 marks the MGEU Resource Centre's 20th Anniversary. As we celebrate two decades of answering MGEU members' questions, here are some interesting facts and figures about the "RC."

863,133

total calls/emails answered
by the Resource Centre over
the past 20 years



over

330,000

calls taken all-time by the
current six RC staff



over

54,000

minutes that Resource Centre reps spent
helping members on the phone last year



22,295

calls answered by the
Resource Centre in 2021

4,295



emails answered in 2021

1,655



questions from members
answered about Health &
Safety issues in 2020 – that's
more than 10 times the
average from the previous
five years!

Did you know?

When the MGEU Resource Centre first picked up the phone on April 2, 2002, it was the first union call centre created to answer members' questions in North America!

Replicated by other unions, the MGEU's Resource Centre has also been featured in Harvard University's Trade Union Program!

