

## Connect for support :

### Calgary Catholic Immigration Society (CCIS) Temporary Foreign Workers Program

Brooks - tfwbrooks@ccisab.ca  
Calgary - tfwcalgary@ccisab.ca  
Banff – tfw@banff.ca  
Airport reception - tfwairportreception@ccisab.ca  
Prairie Partners/outsideers – contact@tfwhub.ca

### Confidentially report work-related abuse to:

#### Alberta Employment Standards - Government of Alberta

780-427-3731  
Website: <https://www.alberta.ca/contact-employment-standards.aspx>

#### Temporary Foreign Workers Advisory Office (TFW-AO) -Government of Alberta)

Email: [br.tfwao@gov.ab.ca](mailto:br.tfwao@gov.ab.ca)  
Phone: 403-476-4540 (Calgary)  
780-644-2584 (Edmonton)

#### Workers Resource Centre (<http://www.helpwrc.org/>)

Phone: 4032648100  
Email: [info@helpwrc.org](mailto:info@helpwrc.org)

#### Service Canada confidential tip line : 1-866-602-9448.

### Seek support on human trafficking:

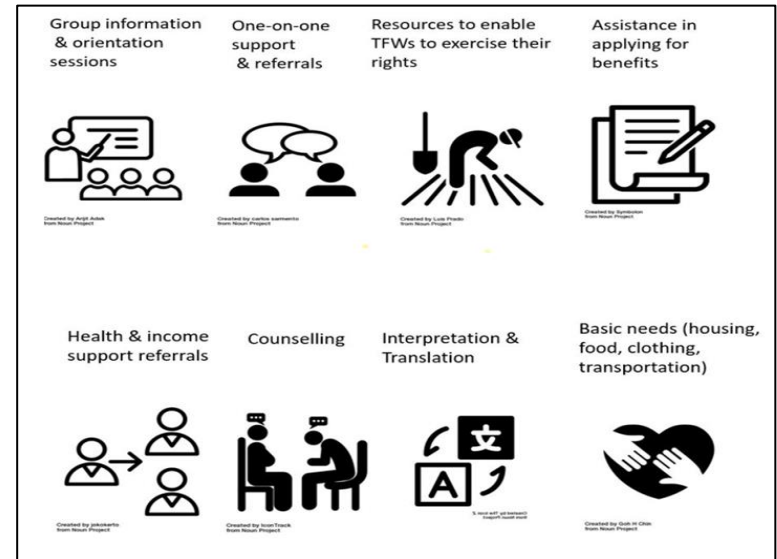
#### ACT – Alberta ( Action Coalition Against Human Trafficking)

Phone: 587.585.5236  
Email: [VRCSouth@actalberta.org](mailto:VRCSouth@actalberta.org)

# Welcome to Canada!



## Support for Temporary Foreign Workers CCIS TFW Program



Call our toll free number **1-888-331-1110** for support

Visit our website **TFW Hub** for more information about your rights and responsibilities and updates on TFW Program

[www.tfwhub.ca](http://www.tfwhub.ca)

**ALL SERVICES ARE FREE!**

CALGARY CATHOLIC IMMIGRATION SOCIETY

[www.ccisab.ca](http://www.ccisab.ca)  
CHARITY REGISTRATION #118823244RR0001

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T 403.262.2006 F 403-262-2033 E [contact@ccis.ab.ca](mailto:contact@ccis.ab.ca)



Prairie Community Services  
For Temporary Foreign Workers

This project is funded by the  
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Temporary Foreign Worker Program



# YOUR RIGHTS ARE PROTECTED

In Canada, the rights of all workers, including **temporary foreign workers**, are protected by law. If you are a temporary foreign worker, you have the same rights and protections as Canadians and permanent residents.

## Your employer must:

- give you information about your rights
- give you a signed copy of your employment agreement on or before the first day of work
- pay you for your work as stated in your employment agreement. This includes overtime work if it is included as part of your agreement
- provide you with a workplace free of abuse, including reprisals
- follow the employment and recruitment standards of the province or territory where you work
- get and pay for private health insurance that covers your emergency medical care until you are eligible for provincial or territorial health insurance coverage
- make reasonable efforts to give you access to health care services if you are injured or become ill at the workplace

## Your employer cannot:

- force you to perform unsafe work or work that your employment agreement does not authorize you to do
- force you to work if you are sick or injured
- pressure or force you to work overtime not included in your employment agreement
- punish you for reporting mistreatment, unsafe work, inadequate housing or for cooperating with an inspection by a government employee
- take your passport or work permit away from you
- deport you from Canada or change your immigration status
- make you reimburse recruitment-related fees they may have paid to hire you

## Health and safety at work

Your employer cannot force you to do work that you think is dangerous. They cannot fire you or refuse to pay you. Your employer must look into any danger that is reported in the workplace. You have the right to refuse to do the work until you and your employer agree that:

- the danger is removed
- you have received the proper equipment and training
- the problem no longer exists

## Your employer must:

- follow the employment laws
- train you to do your job safely, including how to safely operate any equipment or machinery
- give you protective equipment and appropriate training if your job requires you to use pesticides/ chemical products. Your employer must not deduct any money from your pay for this equipment or training. You must learn to properly use this equipment

## Workplace free of abuse

Employers must make reasonable efforts to provide a workplace that is free of abuse. Your employer or anyone acting on behalf of your employer can not abuse you, physically, sexually, psychologically or financially.

Abuse includes reprisals such as actions or threats of demotion, disciplinary measures or dismissal due to reporting your employer for non-compliance. Any behaviour that scares, controls or isolates you could be abuse.

Some examples of abuse:

- physical harm
- threats, insults
- forcing you to work in a way that's unsafe or risky to your health
- unwanted sexual touching
- controlling where you can go or who you can see
- stealing from you
- taking any or all of the money you are owed
- taking and refusing to return your passport, work permit, or other identification
- forcing you to commit fraud
- firing, threatening or disciplining you for complaining about your working conditions or abuse, or for participating in an inspection by a government employee

To report an abusive situation, contact the Service Canada confidential tip line at **1-866-602-9448**. **If you need help right away, call 9-1-1 or your local police.**

## Changing employers

You are allowed to change employers. However, your work permit may only allow you to work for your current employer, so you may need to apply for a new work permit before you can start working for a different employer.

If you are a seasonal agricultural worker, you may be able to change employers without getting a new work permit.

You can use the Government of Canada [Job Bank](#) to search for jobs with Canadian employers who want to hire temporary foreign workers.

## How to get help confidentially

If your employer is breaking the rules of the Temporary Foreign Worker Program, or is abusing you or someone you know, you should report it. Call Service Canada's tip line: 1-866-602-9448

## Changing jobs due to abuse or risk of abuse

If you think you are being abused or at risk of being abused, you may be eligible to apply for an **open work permit for vulnerable workers**. An open work permit lets you change jobs by giving you permission to work for almost any employer in Canada.

Source: *Employment and Social Development Canada (ESDC)*  
<https://www.canada.ca/en/employment-social-development/services/foreign-workers/protected-rights.html>, November 15, 2022