

FACILITATOR'S GUIDE



WORKING IN ALBERTA

A GUIDE FOR TEMPORARY FOREIGN WORKERS


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HOW TO USE THE FACILITATOR'S GUIDE AND THE TOOLS FOR TEMPORARY FOREIGN WORKERS

1. This Facilitator's Guide has been developed as part of a group of tools made up of the video, this Facilitator's Guide and the Student Guide. Ideally, they should be used together, as part of one session, but this is not essential – they can be read/watched independently of one another, with or without a facilitator present.

To order additional Student Guides please contact:

E-MAIL  tfwadvisory.office@gov.ab.ca

Or they can be downloaded at:

WEB  www.hirestandards.alberta.ca/TFWDVD

2. The tools for temporary foreign workers were developed to help them understand their employment rights in Alberta. Temporary foreign workers are protected by the same employment standards as other Albertans. The goal is to build awareness so that they can advocate for themselves if they are caught in situations where employers or employment agencies are not treating them in accordance with the law.
3. This Facilitator's Guide has been developed so that someone who has seen the video, read and understands the booklet, and has a basic understanding of workplace practices and employment standards in Alberta, can facilitate the watching of the video.
4. Depending on the participant(s) and the number of questions, the instructor should always watch their participant(s) reactions and adjust each section in accordance with participant's understanding, including reviewing additional sections of the Student Guide if that would be helpful.

ADDITIONAL TOOLS FOR THE SESSION





It is useful to have a board or flipchart and pens for demonstrating concepts, but it is not essential.

LEARNING OBJECTIVES

The major learning objective is to help temporary foreign worker participants understand that they can get **information** and **support** with any job-related problems from departments within the Alberta government.

Useful resources for temporary foreign workers include this video and the Student Guide (which contains helpful phone numbers and website addresses). The facilitator should recommend that the participants get a copy for future reference if they do not have it available for handing it out.

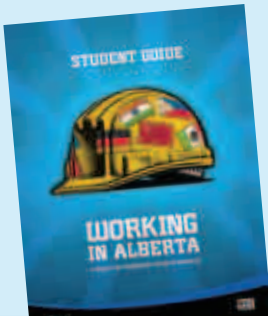
This Facilitator's Guide uses the following icons. They serve as visual cues to help you identify key actions to perform during the training.

TALK 	Indicates an interactive presentation – what you should explain, discuss and say to the group.
VIDEO 	Indicates you should stop the video at this point and proceed with the explanation for that section.
QUESTION 	Indicates a question for the participants that they need to respond or that there is discussion around.
NOTE 	Indicates key learning points in the section that the participants should write something down, like a phone number or website.

TEMPORARY FOREIGN WORKERS VIDEO

GREETING AND INTRODUCTION

Distribute **Student Guide**, if available



TALK 

Say: Welcome to...

This video gives you information about working in Canada. It's about 10 minutes but we'll pause it for questions and answers and to give you some additional points.

Please turn off your cellphones during this session.

 **PLAY VIDEO**

“Watching this video is the first step on your road to success in beautiful and friendly Alberta”

VIDEO 

 **PAUSE VIDEO**

QUESTION 

Ask: Does everyone here have a SIN or Social Insurance Number?

If not, explain everyone must have it to work in Alberta and that their employer will need to know the number before they can begin employment. If they don't have a SIN, direct them to page 4 in the **Student Guide**.

 **PLAY VIDEO**

WAGES

“Her boss repays her after Mary shows her the receipt”

VIDEO 

⏸ PAUSE VIDEO

QUESTION ?

Note: For this portion, you must know the current minimum wage in Alberta.

TALK 

Ask: Does everyone know what minimum wage is in Alberta?

Say : Minimum wage is ____.

You must get paid more than ____ per hour and your wage should be set out in your contract. If you don't have a contract the **Employment Standards Code** will apply.

Ask: Does anyone have any questions?

▶ PLAY VIDEO

DEDUCTIONS

“...Ahmed's boss cannot penalize him for it because more than one person uses it.”

VIDEO 

⏸ PAUSE VIDEO

TALK 

Ask: Does everyone understand what a deduction is?

QUESTION ?

Explain: There are other deductions your boss may take – for company pension plan, extended medical, coffee fund, or for food, but you have to give permission for them to take these kinds of deductions from your pay. The normal deductions – taxes, employment insurance, pension plan and union dues if you belong to the union – are automatic. They do not require your permission.

Ask: Does anyone have any questions?

▶ PLAY VIDEO



EMPLOYMENT AGENCY

“...questions about the behaviour of your Employment Agency or your employer”

VIDEO 

⏸ PAUSE VIDEO

TALK 

Explain: If they have questions about the behaviour of their employer, agency or any other problems they should call the **TFW Helpline** at **1-877-944-9955**.

NOTE 

Suggest they write down the phone number or circle it in their booklets.

▶ PLAY VIDEO

PAY DAY

VIDEO 

⏸ PAUSE VIDEO

TALK 

Explain: That they may get paid in cash, cheque or direct deposit into their bank accounts and explain what this is if they don't know.

QUESTION ?

Example: Direct deposit means that your employer transfers money for your wages straight into your bank account. You must give him your bank account details first for him to be able to make a direct deposit. The employer cannot take money out of your bank account.

Ask: Does anyone have any questions about pay stubs or pay periods?

▶ PLAY VIDEO

OVERTIME

“She will get 2 hours of overtime pay at one and a half times her regular pay”

EXAMPLE

8 hours x \$10.00 = \$80.00
2 hours x \$15.00 = \$30.00

8 hours x \$10.00 = \$80.00
3 hours x \$15.00 = \$45.00

8 hours x \$10.00 = \$80.00

\$315.00

VIDEO 

II PAUSE VIDEO

TALK 

Explain and ask: Go through another example of overtime (see left). Do the math on a board or flip chart and ask if they understand or have questions.

QUESTION ?

Explain: Sometimes employers ask you to “bank” your overtime in which case you get paid in days off instead of money. It’s called an Overtime Agreement and you must sign it in writing.

▶ PLAY VIDEO

WORKPLACE HEALTH AND SAFETY

“You can refuse to work in an unsafe workplace”



VIDEO 

II PAUSE VIDEO

TALK 

Say: If you have any questions about Health and Safety on the job or at work in Alberta, you can call the **Temporary Foreign Worker Helpline** or visit www.worksafely.org. Suggest they make a note of it.

NOTE 

TALK 

Say: The 10 questions to ask your employer from the Booklet.

1. What are the dangers of my job?
2. Are there any other hazards or dangers that I should know about?
3. Will I receive job training?
4. Do you have health and safety meetings?
5. Is there protective equipment I'll be expected to wear and will I receive training in how to use it?

(continued on next page)

(continued from last page)

6. Will I be trained in emergency procedures (like fire or chemical spills)?
7. Where are the fire extinguishers, first aid kits and other emergency equipment located?
8. What do I do if I get hurt? Who is the first aid person?
9. What are my health and safety responsibilities?
10. Who do I ask if I have a health or safety question?



EXTENDING YOUR STAY

“...Enjoy your stay in Alberta”

VIDEO

⏸ PAUSE VIDEO

TALK

Explain: It's very important that you apply for a renewal of your documents **before** your current documents expire.

NOTE

If they do not have the booklet:

Say: You can review or download the booklet online at

www.hirestandards.alberta.ca/TFWDVD and be sure to make a note of it.

Ask: Are there any other questions?

Say: Thank you for watching this video. I hope it helped you to understand what you need to know to work in Alberta.

You may want to get more information or help from the Government of Alberta. The Student Guide has contact information and websites for the different offices that you might want to contact. Please take it with you.

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