

Foreign Workers' Guide to
**Employment
in Yukon:**

{ Rights and Responsibilities }



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Introduction

Yukon welcomes many new workers to the territory every year from all over the world. This booklet provides basic information about employment, occupational health and safety, related laws and contact information and is intended for workers who are here under the Yukon Nominee Program, temporary foreign workers, and other new immigrants. The booklet was prepared with the assistance of Labour Services of the Government of Yukon. Special thanks go to Bill Wilcox and Lee Ann Thompson.

The Yukon Nominee Program is an employer-driven program jointly administered by the Advanced Education Branch, Department of Yukon Education and Government of Canada’s Citizenship and Immigration Canada. Yukon nominees are foreign workers who come to Yukon to work on employment contracts with the eventual goal of obtaining permanent residence in Canada. Foreign workers are workers who come to work in Canada for a specific period of time in a specific occupation on a temporary work permit. This program is currently administered by Citizenship and Immigration Canada, Human Resources and Skills Development Canada, and Canada Border Services Agency.

The table of contents at the beginning and the index at the end will help you find specific information in this book. This booklet is intended as a guide only. For specific information please contact the departments noted below:

Labour Services, Department of Community Services

Labour Services helps administer the *Employment Standards Act*. This *Act* governs such matters as pay periods, overtime pay, and many other issues relating to work regulations.

Location: Berska Building
307 Black Street
Mailing Address: Box 2703 (C-7)
Whitehorse, Yukon Y1A 2C6

Phone: (867) 667-5944
Toll free (in Yukon): 1-800-661-0408 local 5944
Fax: (867) 393-6317
Email: labourservices@gov.yk.ca



Yukon Nominee Program, Advanced Education Branch, Department of Yukon Education

Advanced Education administers the Yukon Nominee Program, an employer-driven program that nominates foreign workers for permanent residency to Canada.

Location: 1000 Lewes Boulevard
Mailing Address: Box 2703 (E-1)
Whitehorse, Yukon Y1A 2C6
Phone: (867) 667-5131
Toll free (in Yukon): 1-800-661-0408 local 5131
Fax: (867) 667-8555
Email: yukon.nominee@gov.yk.ca

Yukon Workers’ Compensation Health and Safety Board (YYWCHSB)

Yukon Workers’ Compensation Health and Safety Board has two primary functions:

1. Occupational Health and Safety (OH&S) aids in the prevention of workplace injuries and enforces safety regulations.
2. The compensation system provides medical and financial assistance for workers injured on the job.

YYWCHSB also offers employers and foreign workers free over-the-phone interpretive services on issues related to employer assessment payments, injury claims or occupational health and safety requirements. This service includes access to 170 different languages.

Location and mailing address: 401 Strickland Street
Whitehorse, Yukon Y1A 5N8
Phone: (867) 667-5645
Toll Free (in Canada): 1-800-661-0443
Fax: (867) 393-6279
Email: worksafe@gov.yk.ca

Supports for Foreign Workers

Settlement Services

Settlement services in Yukon are provided through the Multicultural Centre of the Yukon (MCY) and L’Association Franco-Yukonaise (L’AFY). Through funding from Citizen and Immigration Canada (CIC), services are available to permanent residents, refugees, Yukon nominees, Canadian citizens and individuals with work permits. Services are available to assist in the settlement and integration of newcomers into the social, economic, cultural, and political life of their

community. Assistance and programs are offered in a variety of areas such as obtaining social insurance numbers, driver’s licences, and health care cards as well as referrals to doctors, dentists, lawyers, and other services. English language classes and language testing are provided. In addition, Yukon College offers enhanced language classes for individuals to improve their language abilities for career advancement.

For program information and details contact:

Multicultural Centre of the Yukon
Suite C—202 Strickland Street
Whitehorse, Yukon Y1A 2J8
(867) 667-6205
www.mcyukon.com

L’ Association Franco-Yukonaise
302 Strickland Street
Whitehorse, Yukon Y1A 2K1
(867) 668-2663
www.afy.yk.ca



Foreign Qualifications Recognition

Qualifications Recognition
What professions does it affect
Credential Assessment
Learn more



What is Foreign Qualifications Recognition?

Foreign qualifications recognition is the process of verifying that the knowledge, skills, work experience and education obtained in another country is comparable to the standards established for Canadian professionals and tradespersons.

What Professions does Foreign Qualifications Recognition Affect?

Professions are divided into two categories, regulated and non-regulated.

In non-regulated occupations, employers determine whether your qualifications will match the requirements of the specific job. Individuals should always check with what employer expectations are for a job. The employer may determine whether an independent assessment of your educational credentials or past work experience will be required.

In regulated occupations, you need to be certified and registered by the appropriate regulatory authority, which establishes and upholds occupational standards. There are different standards for each profession for entry into practice.

Regulated professions include:

- › *Engineers*
- › *Certified General Accountants*
- › *Certified Management Accountants*
- › *Chartered Accountants*
- › *Lawyers, Barristers, Solicitors*
- › *Registered Nurses*
- › *Chiropractors*
- › *Clergy*
- › *Collection Agents and Collection Agency Employess*
- › *Dental Hygienists*
- › *Dental Therapists*
- › *Dentists*
- › *Denturists*
- › *Funeral Directors*
- › *Insurance Agents, Adjustors, Salespersons, Brokers and Special Brokers*
- › *Licensed Practical Nurses*

- › *Optometrists*
- › *Pawnbrokers and Second Hand Dealers*
- › *Pharmacists*
- › *Physicians*
- › *Physiotherapists*
- › *Private Investigators, Security Guards, Burglar Alarm and Security Consultant Agency Employees*
- › *Real Estate Agents and Salespersons*
- › *Registered Psychiatric Nurses*
- › *Electricians*
- › *Gasfitters*
- › *Teachers*
- › *Hunting Guides*
- › *Crane and Hoist Operators*
- › *Oil Burner Mechanics*

For any of the occupations identified above, contact Yukon Education Advanced Education Branch at: **(867) 667-5131**.

Where can I get my Foreign Credentials assessed?

Yukon has an agreement with the International Qualifications Assessment Service (IQAS) to provide educational assessment services. IQAS helps immigrants obtain recognition for the education they received in other countries. IQAS provides certificates of comparison between degrees, diplomas, and certificates received in another country with Canadian degrees, diplomas and certificates.

IQAS certificates can be used by:

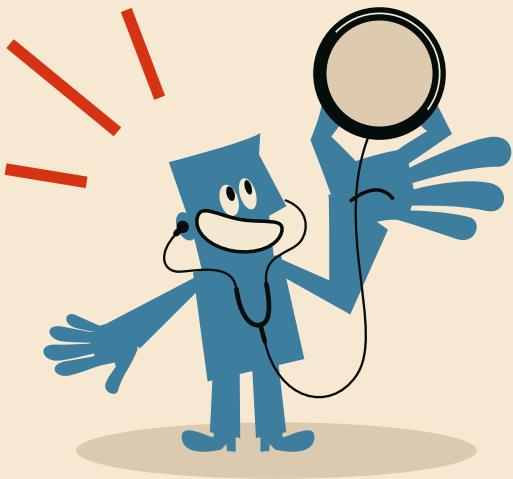
- › *People educated outside Canada to help them get a job, join a professional licensing body, or enroll at an educational institution.*
- › *Employers who need to know if education received in another country meets provincial or territorial standards.*
- › *Educational institutions which need to know if a degree, diploma, or certificate meets their entrance requirements.*
- › *Professional licensing bodies that need to know if the education received in another country meets the standards of their association.*
- › *For more information, please visit: www.immigration.alberta.ca/iqas*



Where can I learn more about Foreign Qualifications Recognition?

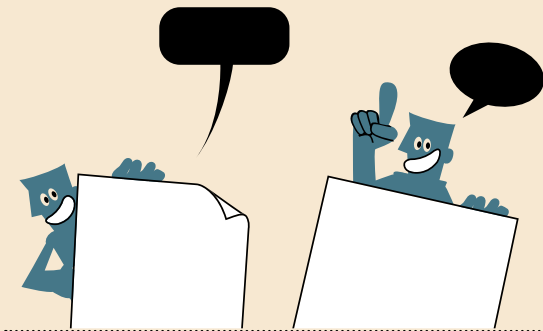
General information is available online:

- › *The Government of Yukon Immigration Website*
- › *Multicultural Centre of the Yukon*
- › *Association Franco-Yukonnaise*
- › *Canadian Information Centre for International Credentials*
- › *International Qualifications Assessment Service (IQAS)*
- › *Foreign Credentials Referral Office*
- › *Pan Canadian Framework for the Assessment and Recognition of Foreign Qualifications*



Rights & Responsibilities of Employers and Employees

- Employment Standards Act
- Who is covered
- Part-time work
- Rights and expectations
- Responsibilities
- Restrictions



What is the *Employment Standards Act*?

The *Act* provides minimum standards for the payment of wages, days of rest, eating periods, minimum wage, vacation time, general holidays, maternity and parental leave, and notice requirements. For more detailed information visit the Labour Services website at www.community.gov.yk.ca/.

Who is covered by the *Employment Standards Act*?

In Canada, some jobs are governed by provincial or territorial rules, while others fall under federal rules. The majority of jobs in Yukon fall under Territorial jurisdiction or the *Employment Standards Act*.

Who isn't covered by the *Employment Standards Act*?

- *Babysitters*
- *Federally regulated employees*
- *Government of Yukon employees*

The jobs that fall under federal jurisdiction are governed by the Canada Labour Code. Some examples of federally regulated work are listed below:

- *railways*
- *highway transportation*
- *telephone and cable systems*
- *pipelines*
- *shipping and shipping services*
- *banks*
- *persons employed directly by a First Nation*

Does it matter that I work part time?

No, you are considered an employee under the law regardless of the number of hours you work. All the rules and legislation that apply to a full-time employee also apply to you. As a foreign worker you are required to work a minimum of 35 hours per week. Please refer to your employment contract, which outlines the number of hours per week you are required to work.



Employee rights and employer expectations

As an employee, you enjoy certain rights including the right to the correct payment of wages, overtime, vacation pay and statutory holiday pay, sick and other types of leave.

Your employer will expect you to have good work habits such as being on time, doing the best job you can and working safely.

Your employers expect an honest day's work for the money they are paying you. Your employer will notice if you are not respecting this principle by taking time off without their permission and stretching out coffee or lunch breaks.

Employee responsibilities

Your responsibilities go hand-in-hand with your rights. In order to enjoy the right of employment, you must fulfill your responsibilities to the employer. Some of these responsibilities are to arrive on time ready to work, put in a productive day, have no unexplained absences, and to behave and dress appropriately and professionally for the type of work you are hired to do.

Your obligations to your employer include:

- *Honesty in your time keeping*
- *Respect for company property*
- *Following company rules and policies*
- *Loyalty by avoiding conflicts of interest or criticizing your employer to others*
- *Returning company property when you leave*

You have a responsibility to work and act safely while at work

- *Always follow safe work procedures.*
- *Take the safety training the employer offers you.*
- *Use equipment the way it was intended to be used.*
- *Wear all appropriate personal protective equipment.*
- *Take care for your health and safety, and also for the health and safety of other workers who are affected by your actions.*
- *Report any unsafe equipment or other hazards.*
- *Cooperate with those who are responsible for health and safety in your workplace.*

Are there any age restrictions for employment in Yukon?

Under the *Employment Standards Act*, there are no age restrictions to work.

Under the *Education Act* (www.gov.yk.ca/legislation/acts/education.pdf) any person younger than 16 is required to attend school. Students are not permitted to work during school hours without authorization.

Under the *Worker's Compensation Act* (YWCHSB.yk.ca/Default.aspx) a miner needs to be at least 16 to work at a surface mine excluding the working face and at least 18 to work at an underground mine or at the working face of a surface mine.

Wages and Deductions

Social Insurance Number (SIN)

TD1 Form

Minimum wage

Pay

Vacation

Holidays

Overtime

Deductions

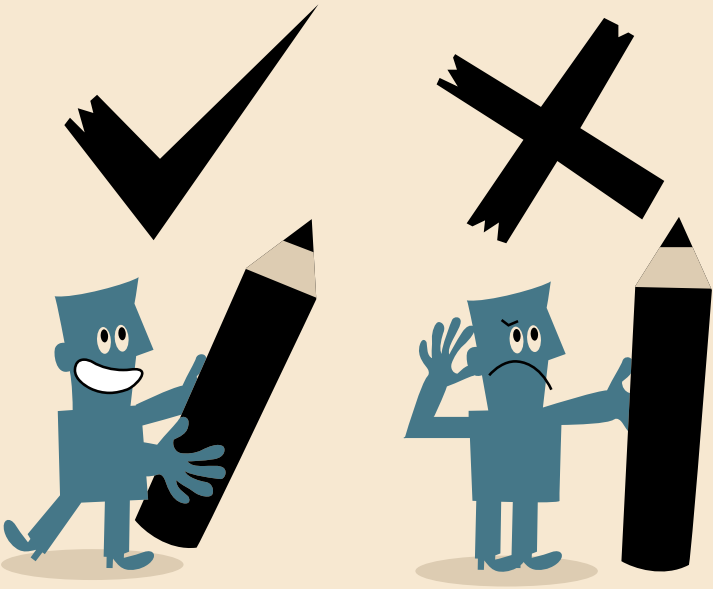
Why do I need a Social Insurance Number (SIN)?

Your SIN is your personal identification number for purposes of employment and income tax in Canada. You need a SIN to work. Get yours before you start working.

How do I apply for a SIN card?

You can apply for a SIN card in person at the Service Canada office in Whitehorse. Bring your birth certificate with you. Rural Yukon residents can download a form at www.servicecanada.gc.ca/eng/sc/sin and mail it to the address on the form.

For further information, check the website listed above or contact Service Canada by telephone at: **(867) 667-5083**.



Why do I fill out a TD1 Form?

A TD1 form enables your employer to calculate your income tax rate. It's required by law. Your employer sends a portion of your income to Canada Revenue Agency. The Canadian government uses this income to provide services throughout the country.

If your income tax rate isn't calculated ahead of time, you may pay less or more than you should. By calculating it before you start work, you pay approximately what you should pay each pay period. Your income tax rate is based on your wages and whether or not you have dependents that rely on you for financial support.

What is minimum wage?

Minimum wage is the lowest hourly wage an employer can pay employees. Employers must pay at least minimum wage regardless of how they are paid (ie: hourly, salary, commission, flat rate, etc.) Tips or gratuities are not considered wages and will not be considered when determining whether an employee is receiving at least minimum wage.

The minimum wage is calculated in accordance with the Consumer Price Index for Whitehorse and is adjusted every April 1. Contact Labour Services to find out the current minimum wage.

How will I know if I was paid properly?

Your employer must provide you with a wage statement or pay stub at least once per month showing:

- The period for the payment of wages;
- Rate of pay;
- The number of hours for which payment is made;
- Details of the deductions made from the wages; and
- The actual sum being received by the employee.

Check each pay stub that you receive. You need to keep a record of the number of hours worked in each pay period to ensure you have been paid for all the hours you worked. If you have any concerns about your pay, talk to your employer right away. It's easier to fix mistakes at that point. Hold on to your pay stubs until after you've completed your tax return. As a foreign worker your rate of pay and the period for the payment of wages is outlined in your employment contract.

How often should I be paid?

A pay period cannot exceed 16 days. If your employer uses a monthly payroll system you must receive an advance after 16 days.

How long do I have to wait for my final pay?

All outstanding wages, including vacation pay must be paid within seven calendar days from the date of termination of employment.

How much vacation time do I get?

You get at least two weeks after the completion of one year of employment.

Do I get paid for vacation days?

You are entitled to 4 per cent of the wages you earned during the year prior to your vacation leave.

When do I get my vacation pay?

Some employers pay vacation pay on each cheque, some pay when you take your vacation, and some pay out vacation pay to the employees once a year. Employers are entitled to determine which method they wish to use for the payment of vacation pay.

All outstanding vacation pay is payable within seven calendar days of the date of termination of employment.

Do I get paid for Statutory Holidays?

Your employer may ask you to work on statutory holidays. If you do, you get overtime pay for all hours worked plus statutory holiday pay. For more information contact Labour Services.

In order to be entitled to statutory holiday pay when you do not work on a statutory holiday, you must have been employed for 30 days prior to the statutory holiday, and you must have worked the scheduled shift before and after the statutory holiday.

Statutory Holidays in Yukon are:

New Year's Day	Labour Day
Good Friday	Thanksgiving Day
Victoria Day	Remembrance Day
Canada Day	Christmas Day
Discovery Day	

When do I get paid overtime?

Overtime is payable if you work more than eight hours in a day OR more than 40 hours in a calendar week. (Sunday to Saturday)

For weeks that contain a statutory holiday, overtime is payable after 32 hours worked in that week.

How much do I get paid for overtime work?

Overtime pay is 1.5 times your hourly rate of pay.

Do I get overtime no matter what job I’m doing?

Your employer is not required to pay overtime if you are a:

- › Manager
- › Member of the employer’s family
- › Live-in caregiver
- › Guide
- › Person paid by commission (in whole or in part)



What if I report to work and my employer sends me home?

Reporting pay of two hours is payable to employees if they are required to report for work and the employer sends them home. The exceptions are:

- › When the employee is sent home due to circumstances beyond the employer’s control such as severe weather conditions.
- › Where the employee is unfit to perform his duties.
- › Where the employer has given or tried to give reasonable notice.

Check with Labour Services about other exceptions.

Can my employer make deductions from my wages?

The *Employment Standards Act* allows employers to make deductions from an employee’s wages that are required by law, which includes:

- › CPP or Canada Pension
- › EI or Employment Insurance
- › Income tax
- › Union dues, if you belong to a union

Other deductions are permitted if employees give their written consent.

Some deductions are not permitted even if employees give their written consent, such as:

- › Cash register shortages where more than one person had control of the register
- › Poor quality work or damage to the employer’s equipment or premises
- › Customer non-payment of a bill

There are many situations where deductions are permitted. Contact Labour Services with questions about deductions from wages. While some deductions may not be permitted under the *Employment Standards Act*, employers can pursue an employee in the courts for damages.



Can my employer deduct room and board from my wages?

Yes, but only with your written consent. This information must be included as part of your employment contract.

Are there things I have to pay for when I start working?

Employers may require you to purchase uniforms or safety equipment that must be worn on the job. Some employers will return the purchase price of uniforms if they are returned in good condition at the end of your employment.

If you’re working in a situation that requires foot protection, you may be required to buy safety boots. Employers in construction may ask you to do this before you start work.

Normally, you are required to pay for any food and beverages you consume or goods and services you receive from your employer. These costs may be deducted from your wages if you provide written consent.

Conditions of Employment

- Breaks
- Averaging Agreements
- Shift work
- Rest periods
- Split shifts
- 24 hour clock
- Time off
- Dress code
- Unions
- Sick days
- Funerals

Am I entitled to coffee breaks?

Employers are not required to give employees coffee breaks under the law.

Am I entitled to a lunch break?

Employees are entitled to an unpaid half hour meal break after working five consecutive hours. If the shift is longer than 10 hours, the meal break must be given no later than after six consecutive hours of work.

Are lunch breaks paid?

Employers are not required to pay you for your meal breaks.

What if I don't get a lunch break?

The employer must pay employees if they are required to work during their break period.

Averaging agreements

Employers and employees can enter into a written agreement that overtime is payable after 12 hours in a day and 80 hours in a two-week period. The majority of employees must sign the agreement for it to apply to all employees.

You may start working for an employer that has an averaging agreement in place prior to your hiring date. If there is an averaging agreement in place you would be paid according to that agreement.

Shift work

Shift work is a part of our work world. Some workplaces, such as health care facilities, have no choice but to work 24 hours per day.

The service industry has extended hours. Production during peak times, in occupations such as manufacturing or construction, may require longer shifts or round the clock operations.

How long should my rest period between shifts be?

Employers must ensure that each employee has a rest period of at least eight consecutive hours free from work between each shift.

Can I work a split shift?

Yes. Once your shift commences the split shift must be completed within 12 hours. For example, shifts starting at 7:00 a.m. must be completed by 7:00 p.m.

Why is the 24 hour clock important?

The law requires that overtime be paid after eight hours worked in a day. A day is defined as any 24 hour period after the start of work.

If you work on Friday from 4:30 p.m. until 9:00 p.m. and then work Saturday from 10:00 a.m. until 6:00 p.m., your pay would be calculated as follows:

Friday 4:30 p.m. to 9:00 p.m.
= 4.5 hours straight time

Saturday 10:00 a.m. to 1:30 p.m.
= 3.5 hours straight time

Saturday 1:30 p.m. to 6:00 p.m.
= 4.5 hours overtime pay

Can I take time off besides holidays and vacation?

Generally speaking, your employer will prefer you to schedule your dentist and doctor appointments outside of work time. If you have to schedule them during your normal working hours, you may be expected to make up that time either outside your normal working day or by taking the time off without pay.

In all cases, it's important to let your employer know what you're doing. Check with your employer ahead of time to see if it's okay to schedule health appointments during working hours.

If you're interested in taking time off work for other reasons that will mean you'll be absent from work for a day or more, check with your employer first. You may be able to take leave without pay. Likewise, your employer may approve a leave without pay for your attendance at a course that isn't related to your job.

An employer may be more willing to give you time off if the reason will benefit the business, such as taking training related to your work. In that case, your employer might cover all or part of the costs and may even pay your wages in full or part.

Can my employer enforce dress codes?

An employer can set out standards of clothing and appearance appropriate to the business. For example a company may have a dress code or ask the employee to wear a uniform. The employer can require employees to remove jewellery, cover tattoos and wear appropriate clothing. The requirements can be for a variety of reasons, including safety concerns.





Unions

A union is an organization that bargains with an employer collectively on behalf of all employees. Workers in a workplace may choose to be represented by a union. The employer and the union negotiate a collective agreement that covers things like wages, hours of work, layoff procedures, hiring, etc. Collective agreements generally provide employees with more benefits than those provided under the *Employment Standards Act*.

When you start a job at a unionized worksite you should:

- Get a copy of the collective agreement
- Know who your union representative (shop steward) is

A union is a democratic organization, and you are able to:

- Run for election for union positions
- Participate in votes on important items such as collective agreement proposals, strikes or other job actions.

As a union member you may be expected to:

- Keep up-to-date on union matters
- Participate at union meetings, and
- Vote on union issues and abide by the decision of the majority.

As a member of the bargaining unit, you'll pay regular dues to cover the costs of bargaining and other services. Union dues are taken off your paycheque. Dues may vary among unions. They are usually a percentage of your gross pay.

If you are working in a unionized setting and have questions about your workplace or union you should contact your union representative or shop steward.

Am I entitled to sick days?

Employees earn one unpaid sick day for every month of employment up to a maximum of 12 days per year.

Your employer has no legal obligation to pay your wages while you are off the job. It's a good idea to check ahead of time so you know your employer's sick leave policy. Sick leave should only be used for its intended purpose—to recover from illness or to get needed medical attention. Employers can request a medical certificate from an employee who is claiming sick leave.

If someone dies, can I go to the funeral?

If the person who dies is a member of your immediate family you are entitled to unpaid bereavement leave of up to one week provided that the funeral of the family member falls within that week. Please check with your employer and with Citizenship and Immigration Canada before attending a funeral that is outside of Canada.



Getting Along At Work

- Problem solving
- Scheduling
- Seniority
- Teamwork
- Alcohol and drugs
- Co-workers and supervisors
- Discrimination



Problem solving

All workers encounter problems at work. Problem solving of all types is a normal part of everyday work.

Two kinds of problems are common:

- those that are part of your assigned work
- problems in working relationships with others

Problems in your working relationships with other employees will likely challenge you more than your work task problems. If you are experiencing problems at work please contact Yukon Nominee Program or Labour Services staff.



What if I don't like the shift my employer scheduled me for?

Employers retain the right to set the hours and conditions of employment. You may be able to negotiate different hours, but the employer has the final say.

Seniority

There is no legislation that establishes seniority in the workplace. Employers are entitled to choose how they will schedule their workers and who they will hire, fire, lay off or promote.

Why is teamwork so important?

More and more often people work on teams. With teamwork you get ahead and succeed by helping the other workers succeed. Helping, cooperating, sharing the load, and doing what's best for the team are the essence of teamwork.

To be part of a team try to:

- put the team ahead of your individual needs
- stay positive and constructive
- treat your coworkers with consideration and respect
- ask for their ideas and really listen when they're giving them
- cooperate and compromise when deciding what to do
- do what your supervisor asks you to do
- ask for help and ask questions when you need answers
- work without being asked
- do your fair share of the work
- respect time limits for breaks
- arrive a little early and leave on time
- help your coworkers
- always be polite at work

What if someone at work is impaired by alcohol or drugs?

Drinking during the workday or coming to work under the influence of alcohol or drugs can have grave consequences for you, the other employees, and the business. A worker abusing alcohol or drugs can cause:

- Accidents
- Injuries or death
- Costly damage to property, equipment and materials

If you see that a coworker's performance is impaired at work due to alcohol or drugs, advise your supervisor, or if your supervisor has the problem, advise the company manager immediately.

What if I have a problem with another worker or my supervisor?

You will have problems with someone in the workplace at some time. Problems can range from simple disagreements and conflicts to more serious concerns like harassment, discrimination or theft.

Most small problems can be solved by communicating the concern to the other person and jointly deciding on a solution.

Other problems, such as conflict with a coworker, may need more work to solve. Whether you decide to act and do something may depend on:

- The importance of the relationship
- Level of your stress
- Amount of difficulty it's creating for your work

Once you've decided to address the conflict or disagreement you need a strategy. If you meet with the person you're in conflict with, it will help if you know what you're going to say. Take some time to put your thoughts and feelings in order, so you can communicate the problem in a calm, rational way.

Answer these questions first:

- What do I see as the real problem?
- How do I feel about the problem?
- What are some things I can do to solve the problem?
- What can I say to the person I'm having the problem with?

If you want to resolve the conflict, you have to take action. Taking action is no guarantee that the situation will improve, but you'll have the satisfaction of knowing you tried.



Problems At Work

Employment concerns

Wage concerns

Safety concerns

Discrimination

Immigration status

Work permit

Family emergency

As a foreign worker in Yukon and Canada, you have the same rights and responsibilities as any other employee in the workplace. You are protected by Yukon's employment standards, workplace health and safety and workers compensation legislation.

The following quick guide is designed to help you address some questions you might have, as well as provide some useful resources.

If I have concerns about my employment, what do I do?

If you have concerns about work, contact the Yukon Nominee Program right away at: **(867) 667-5141**. Many problems can be solved in the workplace by discussing the issue with your employer. The Yukon Nominee Program can assist you in this. In some cases, the YNP does not have power to resolve issues like owed wages, but can assist you by directing you to who can help.

If I have concerns about wages, hours, vacation pay, overtime and other wage issues, who do I see?

Concerns about wages and hours are handled by Labour Services. This branch of government administers the Yukon Employment Standards Act. If you are concerned about these issues, contact Employment Standards at: **(867) 667-5944**. They can address your concerns.

What about safety concerns?

Safety is very important at work and the Government of Yukon takes the safety of workers very seriously. The Yukon Workers Compensation Health and Safety Board (YWCHSB) checks work places for safety concerns. Please contact YWCHSB at: **(867) 667-5319** regarding safety concerns at work.

I feel that I am not being treated fairly or I that am being discriminated against.

Everyone in Canada has the right to be treated fairly and equally regardless of race, ethnic background, gender or age. These rights are protected in the Yukon Human Rights Act. Contact the Yukon Human Rights Commission to address any concerns about your rights at: **(867) 667-6226**.

Who do I see if I feel threatened, harassed, or exposed to criminal activity?

In Yukon, the Royal Canadian Mounted Police (R.C.M.P.) investigates any threats to personal safety or complaints about criminal activity such as violence, theft, or intimidation. Contact the local Royal Canadian Mounted Police detachment at 4100-4th.Ave., Whitehorse at: **(867) 667-5555** or in emergency situations call **9-1-1**

My work permit is expiring soon, and I don't have my permanent residence card yet, what do I do?

Come in to see the YNP right away. If you have more than a month left on your work permit, and you have applied for your permanent resident status and can prove it, the YNP can apply to have your work permit extended in order for you to continue to work. Don't leave it too late!

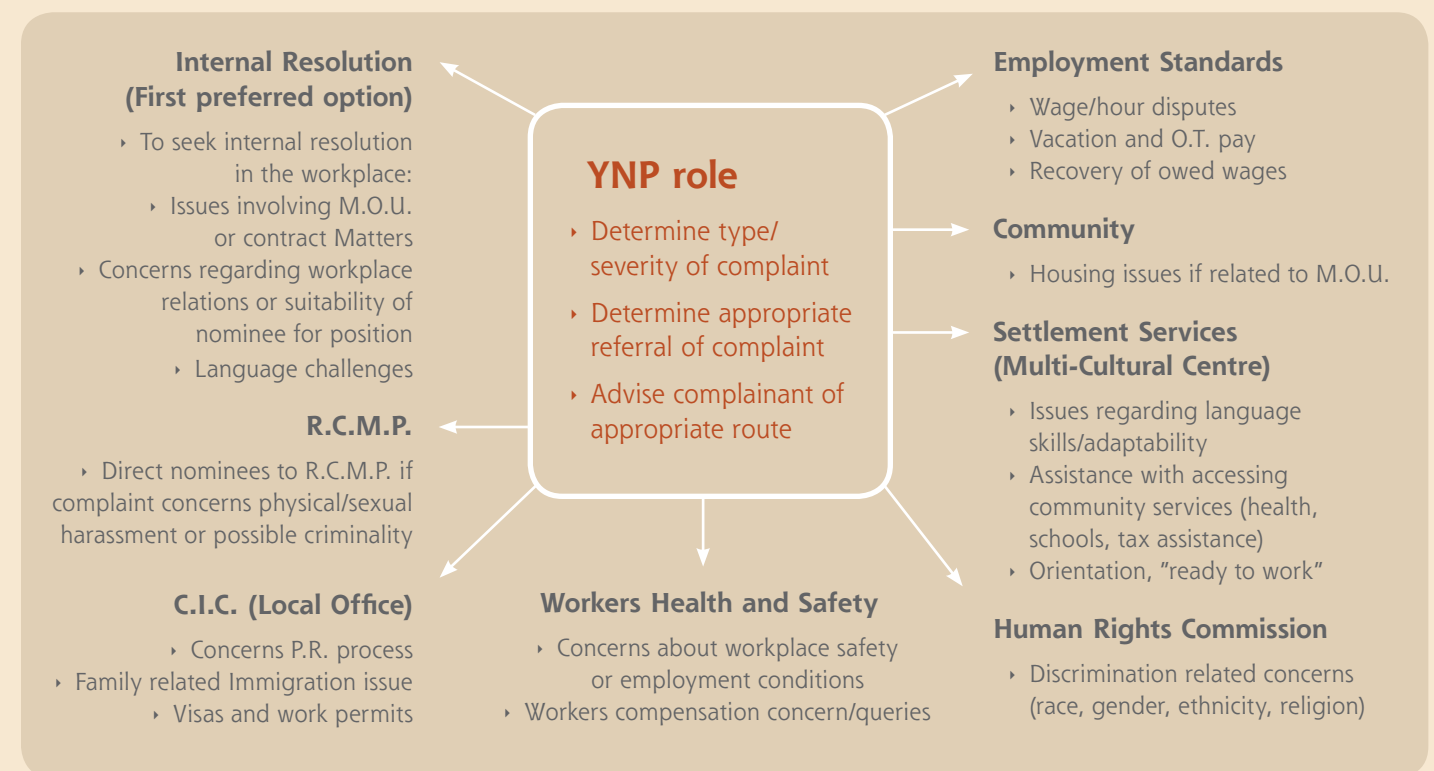
I need to know about my immigration status.

Citizenship and Immigration Canada (CIC) handles all issues involving permanent resident status and other immigration issues. The YNP cannot deal with these matters. If you have any immigration concerns, please contact the CIC call centre at: **(1-888 242-2100)** to set up an appointment.

I have a family emergency in my home country and need to return home. Can I take leave?

You are entitled to vacation time. The length of time varies with how long you've been working for the employer. If you take time, make sure that you check with your employer first. Remember that many businesses in Yukon have busy seasons especially in the summer, and the employer may not grant vacation time then. If you expect to be out of the country for an extended period, make sure that you clear it with your employer first. Taking unauthorized time could affect your employment, nomination, and your permanent residence status.

Referral Process



Training and Promotion

Performance
Training
Promotions
Improvement
Apprenticeship



How will I know how well I'm doing on the job?

When you're starting a job or you're new to the world of work, you will probably feel unsure of yourself. You may regularly find yourself asking: "Am I doing okay? Is my work good enough?" If you aren't asking these questions, perhaps it would be helpful to do so.

Your employer and supervisor should take the time to look at your work and let you know how you're doing. If you are not receiving comments on your performance, you may want to ask for comments about your work.

You can ask your supervisor to meet with you at a particular time during the day or week. At that meeting you can ask about the overall quality of your work and any other questions you have about the work environment, further training, and informal work policies.

In a busy workplace, it may be up to you to ask for the comments and direction you need to do your job better. Think of it as your investment in safety and skill development. It also shows your boss that you are trying to do the best you can.

Is training available to improve my skills?

Most employers provide ongoing training to help employees do their work, learn the skills they need to remain safe on the job site, adjust to new technology and make other changes in their work.

Can I get promoted?

Yes. Even if you haven't worked for a company very long, getting promoted may depend on who's available to fill the position. If a supervisor or manager leaves unexpectedly, and no one else more skilled than you is available, you may be asked to do the job if your employer thinks you have the ability to learn it. If you believe that you can do the job, let your employer know. Help your employer know you are an able worker who wants to move up.

Doing your work well, getting along with others, and showing an interest in the success of the company will help your employer recognize you as someone with potential. They will help you get promoted. If you are offered a promotion and you are working under a Temporary Work Permit, please note you must have your work permit changed to state your new position.



How can I improve myself at work?

If you are open to new ideas about how to do things, and actively look for them, you will improve both your work performance and your work skills.

Observing your coworkers and supervisor, and asking them for their ideas and suggestions on how to do things is an easy way to improve yourself.

If you finish your work, you may volunteer to help someone do a different job task. That will give you the opportunity to learn something new. Being flexible and willing to change is very important on any job. You can make yourself more valuable to your employer by:

- *Showing an interest in the operation of the business*
- *Taking the initiative to learn new things*
- *Taking the training that's offered and using it on the job*
- *Learning about other jobs in the company*
- *Contributing at staff meetings*
- *Volunteering for jobs your employer wants done*
- *Showing concern for other workers and helping them when they're having difficulties*
- *Showing a positive attitude toward others*

What is apprenticeship training?

Apprenticeship training leads to certification in a trade.

Apprenticeship training is a great way to learn job skills while earning a wage. It combines hands-on learning where experts in a trade (called journeypersons) pass on their knowledge and expertise to employees (called apprentices) right on the job. This practical training is combined with periods of technical training, usually at a technical institute.

Apprenticeship training takes two to five years to complete. As you progress in the program, your salary increases. When your training is complete and you pass the journeyman examination, you will already have a good paying job.

How do I register to become an apprentice?

Contact the staff at Apprenticeship, Trades Certification and Training Programs at: **(867) 667-5298** for further information about specific trades, entrance requirements and tips on how to find apprenticeship opportunities, or visit their website at www.education.gov.yk.ca/advanceded/apprenticeship.

Terminating Employment

Getting fired
Layoff notices
Pay in lieu
Exit interview

Can I be fired?

Yes. If you have been employed less than six months you can be fired without notice and there is no requirement for the employer to prove that there was just cause to fire you.

If you have been employed more than six months an employer can terminate your employment by providing either notice or wages in lieu of notice. The amount of notice required depends on how long you have been employed.

If your employers can prove that there was just cause to terminate your employment they are not required to provide notice or wages in lieu of notice to you.

If you are in a union, you should check your collective agreement and/or see your union representative or shop steward.

If you are guilty of serious misconduct, your employer can fire you without notice. This is sometimes referred to as "just cause" to fire someone.

Please note that if you are a foreign worker you can legally stay in Canada until your work permit expires. If you are in Canada as a Yukon nominee and are fired, you must notify Yukon Nominee Program staff as soon as possible.



Do I get advance notice of being laid off?

If you have worked for your employer for six months or more your employer must give you written notice. The amount of notice depends on how long you have been working for that employer. Your employment can be terminated without notice if your employer can establish just cause for dismissal.



What does "pay in lieu" of notice mean?

Employers may choose to pay an employee rather than provide the employee with written notice of termination. For example, you may be entitled to two-weeks' notice, but the employer can choose to pay you two weeks wages in lieu of notice.

What do I do with things given to me when I started the job?

You must return company property when you leave a job, including keys, credit cards, uniforms and any tools or equipment owned by your employer.



What's an exit interview?

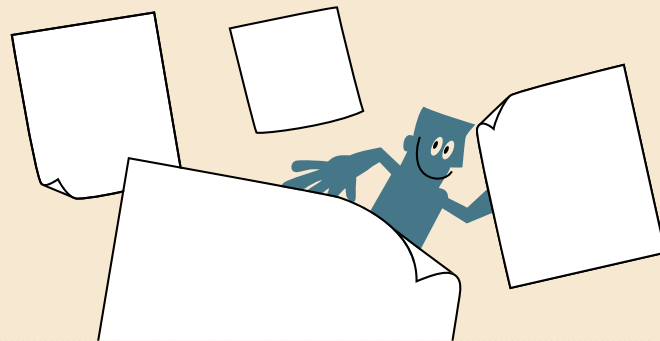
Meeting with your employer for an exit interview when you leave a job can be a productive experience for both of you. You may have to request an exit interview. It could include:

- Review of what you did while you were working on that job
- Things you learned
- Positive experiences you had while working
- Challenges you faced and dealt with
- Future prospects with the company, if that interests you, and
- Discussion of a "letter of reference" if you're leaving the company on good terms.

The exit interview provides a final opportunity to ask for comments on your performance as a worker and for you to express your thanks for the opportunity to work. Doing this officially will show your employer that you valued the work opportunity. The employer will be left with a good impression of you.

Records to Keep

Income tax
Records
T-4
Letter of reference



Will my employer send me something to help me fill in my income tax form?

It is your employer's responsibility to mail or give you a T-4 slip by February 28 for the previous year. It shows the total wages you earned over the last calendar year and the money deducted from your earnings. Deductions from your pay cheque include taxes, Canada Pension Plan (CPP) contributions and Employment Insurance (EI). The law requires these deductions. For more information about CPP/EI deductions visit www.servicecanada.gc.ca.

Use your T-4 slips to fill out your income tax return. Keep a copy of the slip(s) for your own records and send in the originals with your return. If you paid more tax than you should have in the previous calendar year, you'll get a refund; if you paid less, you'll have to make up the difference between what you paid and what you needed to pay.

Generally, your income tax return has to be filed on or before April 30 of each year. For further information on tax issues you can contact Canada Revenue Agency at: **(867) 667-8154** or view their website at www.cra-arc.gc.ca.

Do I need to keep a record of what I learned on each job?

It's to your advantage to keep a written record of what you learn on the job. Don't ignore this critical step when you finish a job.

Why? When you are interviewed for your next job, you will be able to talk in an informed way about the skills and other things you learned on your previous job. You'll impress your next employer with your potential as an employee who learns on the job and values the opportunity to learn.

You'll also need to describe your new skills on application forms and when bringing your resume up to date. Making a written record of what you learn will make these tasks much easier.



Do I need to keep a record of the time I've worked on each job?

When you finish a job, your employer should give you a "record of employment" form that indicates the dates you started and finished employment with that company.

You'll have to submit this form if you apply for Employment Insurance (EI), so if your employer doesn't give you a record of employment, ask for it.

It may help you remember your employment dates if you ask your employer for a letter showing your dates of employment. This can be kept as part of your personal records. You can use it to update your resume and show it to future employers who want proof of your work history.

Will my past employer send me a T-4 to help me fill in my income tax form?

It is your employer's responsibility to mail or give you a T-4 slip by February 28 for the previous year. If you've moved, and your past employer doesn't have your address, you may not receive your T-4. It's up to you to let your past employer know your current address. You can also contact your past employer and arrange to pick up your T-4.

If you don't receive a T-4 you can submit your pay stubs to Canada Customs and Revenue Agency when you file your income tax return. Your pay stub shows your earnings and deductions for each pay period. This is a good reason to hold on to all your pay stubs.

How do I get a letter of reference?

If you leave on good terms with the employer, ask your boss or supervisor for a letter of reference before you leave a job. That means you'll have it when you start applying for your next job. You can attach it to your resume.

Letters of reference can include the following:

- *Dates you worked for the company*
- *Your status as a full time or part time worker*
- *What your duties and responsibilities were*
- *Skills you learned and demonstrated*
- *Comment on the quality of your work*
- *Whether or not the employer would recommend you for another job*

Health and Safety Information for Workers

Legal responsibilities
Worker Compensation Board (YWCHSB)
Safe practices
Work injuries

What are my legal responsibilities as a worker?

- Take all necessary health and safety precautions
- Follow all health and safety procedures and instructions posted in the workplace. Ask your supervisor if you don't understand.
- Use appropriate safety clothing and personal protective equipment (PPE)
- Correct dangers, if possible; if not, report them to supervisors
- Refrain from horseplay, fighting or practical jokes on the job
- Stay off the worksite if impaired, i.e. drunk or under the influence of drugs
- Report accidents and injuries immediately to supervisors
- Report accidents and injuries promptly to YWCHSB (Yukon Workers' Compensation Health & Safety Board)

Employers are responsible for providing three months of temporary health insurance coverage for all foreign workers. Yukon health care coverage will be provided after three months' residency in Yukon.

What does Workers' Compensation cover?

Worker's Compensation covers all workers in Yukon. It covers your medical costs, including prescription drugs, doctor's fees, hospital expenses and a portion of your salary. The only exception is if you're employed by the federal government, which has its own compensation system. Employers must pay insurance premiums for their workers.

YWCHSB's Return to Work Consultant helps workers and employers by getting injured workers back on the job as safely and quickly as possible. Contact the Consultant at **(867) 667-5319**.

What are my legal rights as a worker?

- The right to know:
 - ↳ about health and safety hazards and how to protect yourself from workplace hazards
 - ↳ how to perform your job safely, including getting the proper training
- The right to participate in workplace health and safety programs
- The right to refuse to perform work in an unsafe work place

What do I do if I'm working for someone that isn't following safe work practices and I'm too afraid to just refuse?

One option is to contact Workers' Compensation Board (YWCHSB) at: **(867) 667-5450** and we can send in a safety officer to do a random inspection of your workplace. We wouldn't inform the employer that we received a call; we would just go in and do an inspection of your workplace. It's important that your workplace is safe for you and for other employees. If you don't say anything it could mean a possible injury or death for you or a coworker.

What should I do if I see a hazard?

- Recognize the danger (SEE)
 - ↳ What unsafe acts or conditions exist?
- Analyze the danger (THINK)
 - ↳ Why is this a dangerous situation? What could happen here?
- Try to fix the danger if you can and report it to supervisors. For example, mop up spills right away to prevent people from slipping. (DO)
 - ↳ What can I do to prevent an injury?

What do I do if I'm hurt at work?

- Tell your employer right away
- Get medical attention
- Tell the doctor the incident occurred at work
- Document the incident
 - ↳ Complete a Workers' Report of Injury and send it to YWCHSB
 - ↳ If you are hurt at work but not hurt enough to go to the doctor there is a chance that later on the injury could become worse and prevent you from working. It's important to make sure you write it down in the first aid book and on your employer's incident report form in case you need to see us about your injury in the future.
- Ask questions (supervisor, YWCHSB)
- Call the Yukon Workers Compensation Health and Safety Board at: **(867) 667-5450** to ensure your claim is being reviewed and all your paper work is complete.

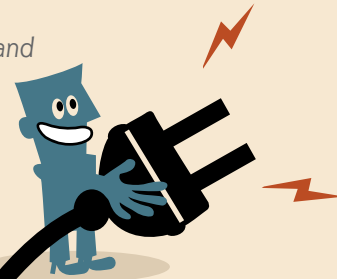


Asking about Safety

Risks at work
Responsibilities
Contacts

Ask your employer:

- › What risks are involved in my job? Are there any dangers that I should know about?
- › Do I have to wear any personal protective equipment (hard hat, safety glasses, ear protection)? Who will train me to use it properly?
- › Where are first aid kits, fire extinguishers, and other emergency equipment located?
- › What do I do in an emergency (i.e., fire)?
- › Who do I ask if I have a safety question?
- › What do I do if I get hurt at work?



What are my employer's legal responsibilities?

Employers and supervisors are responsible for the safety of their workers. They have legal obligations to immediately report serious injuries and workplace accidents, and to file an Employer's Report of Injury as soon as they learn a worker has had a work-related injury or illness. Both you and your employer must submit a report of injury.

Supervisors must ensure that all workers:

- › are instructed how to do jobs safely;
- › perform their jobs and use equipment safely, and wear appropriate personal protective equipment;
- › are informed about workplace danger; and
- › are removed from the workplace if they are intoxicated or under the influence of drugs or alcohol.

Who can I contact to ask questions at YWCHSB?

Please don't hesitate to call **(867) 667-5450** or **1-800-661-0443** if you have any questions or concerns. You don't have to tell us who you are or where you work in order to ask questions. You can also come in and see us in person at 401 Strickland Street.

This booklet was made available through funding from Citizenship and Immigration Canada.



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Some Useful Community Resources

Social Insurance Numbers
Service Canada
Main Floor office, Elijah Smith Building, 300 Main St.
Telephone: (867)667 5083 or call Service Canada-1-800-206-7218,

Yukon Health Care
Insured Health and Hearing Services
4th Floor, Financial Plaza,
204 Lambert St.
Telephone: (867) 667-5209

School Enrollment
Public Schools
1000 Lewes Blvd., Whitehorse
Telephone-: (867)667-5141

Drivers Licenses
Motor Vehicles Branch
1st floor, Lynn Bldg.
308 Steele St.
Telephone: (867)667-5315

Yukon Social Services
Community Adult Services Branch
316B -3rd Ave
Telephone: (867)667-5674

Citizenship and Immigration Canada (local office)
Suite 215, 300 Main St. (Elijah Smith Bldg.)
Telephone: (867)667-5011

Yukon Ombudsman Office
Suite 201, 211 Hawkins St.
Telephone: (867) 667-8468

