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Who Can Use This Guide

The goal of this guide is to help newcomers to Canada to be successful in the workplace.

Technical skills are very important, but they are not the only important skills needed to succeed in the Canadian workplace.

This guide can help you if:

1. You are a newcomer preparing to get a job in Canada. You are probably learning English in English as an Additional Language (E.A.L) class. This extra material will help you feel even more confident and ready to work in Canada.

2. You are an E.A.L. teacher of adults or teenagers. The guide was written for a Canadian Language Benchmark 5 or 6, but chunks of language can be used for lower benchmarks. The guide also contains activities that can be used in the classroom to review learning.

3. You are employed in industry that has an orientation that is difficult for newcomers to understand. This guide can be used alongside your orientation or as a guide on how to use plain language in your orientation.

4. You are employed in hiring newcomers, and you do not have a formal orientation. This guide can give you guidelines on information that newcomers need to know. As an example, some newcomers will come from countries where there is no equivalent to Employment Insurance (E.I.) and Canadian Pension Plan (C.P.P.) deductions and they may find this confusing.

5. You are employed in an industry that has a mentor or buddy system when hiring newcomers. This guide will give the mentor helpful tips.
Introduction

The purpose of this guide is to...

- protect your rights in the Canadian workplace
- give you the skills to deal with concerns and conflicts
- explain your responsibilities and your employer’s responsibilities
- list important procedures and expectations
- provide examples to help you identify important communications and actions to take

How to use this guide...

The symbols below identify different kinds of information and learning you will find in each unit of the guide.

**Vocabulary**
Useful words or expressions and their meanings.

**Information**
Resources available to you on a variety of topics including government websites and employment counsellors.

**Activity**
Exercises to help you test your new and prior knowledge.

**Learning Checklist**
A list of all the information and knowledge you have at the end of reading through a unit.
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Unit 1: Canadian Culture & Workplace

In this unit you will learn about...
- useful vocabulary
- rules of the workplace
- the importance of time
- common expressions
- personal space
- canadian values
- icebergs

Vocabulary

Authority: The power to make decisions or settle issues.

Cooperate: Work or act together or jointly for a common goal.

Hierarchy: Any system of persons or things ranked one above another.

Independently: On your own; without outside help.

Initiative: A first step or move that leads the way.

Quality of life: Your personal satisfaction with the cultural or social conditions in which you live (for example: safety, health, environment, education, housing, etc...)

Retirement: The end of a person’s work life, usually at age 65; when a person stops working full time. Some people do part time jobs, but are still considered to be retired.

Standard of living: The level of material comfort in terms of a person’s access to goods, services, and luxuries in Canada.

Status: The condition of a person or thing (for example: a person’s marital status could be single, married or divorced or a person’s work status could be employed, unemployed, self-employed or retired).
Rules of the Workplace

There are lots of different kinds of rules that you should know about as a newcomer to Canada. Some rules are:

*Unwritten Rules*
This means that there are certain values, behaviours and ways of communicating that are simply accepted and used by everyone in Canadian society.

For example, when you get onto an elevator, you will notice that there is an unwritten rule that everyone should look up at the floor numbers as they change, rather than look at one another. When you see a closed door to an office, there is an unwritten rule that you should knock on the door. You are asking for permission to enter rather than simply turning the handle and going in.

*Written Rules*
These are often policies and procedures written on paper by a company or organization. Company rules help make and keep good working conditions. They help everyone understand their work responsibilities. These are usually different for each workplace.

For example, these would include rules about sick leave and employee benefits.

*Government Rules*
In Canada, both the Parliament of Canada and the Manitoba Legislature can make labour laws. These are the kinds of rules that are binding or required and everyone must follow.
Time

Time is very important to the Canadian workplace. Time is valued in many ways. In the workplace, for example, attendance and punctuality are both used to measure an employee’s performance.

Time in Canada is considered to be very valuable. This is especially important in industrial manufacturing. Deadlines must be met and production goals and schedules determine on how fast or slowly people complete their responsibilities and work. Attendance and punctuality, (being on time), are very important in manufacturing companies.

The Meaning of Time: Antonio’s Story

Antonio was excited about starting his new job as a shipper/receiver at the Kyron Industrial Corporation. He really liked his new boss Mr. Smith and thought working there would be fun. His boss told him to come in around 7 for the morning shift. When Antonio arrived at 7:15 am, his boss was very angry. Mr. Smith told Antonio that he expected all of his employees to be on time. Antonio was confused because he thought he was on time.

In a Canadian workplace, if your shift starts at 7:00 a.m., you must be there at least 10 minutes before the shift is to start. When your supervisor says “around 7 o’clock” s/he means before 7:00 a.m. so that you can start right on time.
Common Expressions

We have many expressions related to time. These are some that you may hear.

Time is money! If you don’t use your time to make money, you are losing money.
Don’t waste your time! Don’t do something that isn’t valuable.
Save time. Do something faster.
Be on time. Don’t be late.
Good timing. Do something at the right time.
Keep up with the times. Have current information.

You can look up definitions for expressions and idioms on websites like www.dictionary.com.

Space

In Canadian culture, the general rule for physical space between two people is two arms’ length. There are exceptions for family and close personal friends. However, at work, it is important to be professional and stick to workplace expectations. Otherwise you might hear someone say, “Keep your distance!”, or you might find someone backing away from you as you are talking.

The Handshake

In some countries, people shake hands softly. In Canada, men generally give a fairly firm handshake and women give a medium handshake. A soft handshake may be seen as a weakness.

Eye Contact

In some countries, not using eye contact can be a sign of respect to someone in authority. Usually in Canada, looking someone in the eye, (or close to their eyes), makes them feel that they can trust you.
**Being Quiet**

In some countries, being quiet can be a sign of respect. It can also be a way to show that you are listening to other when they are speaking with you. In Canada, listening is positive, but adding your own ideas and thoughts shows that you want to contribute.

**Nodding Your Head When You Don’t Understand**

In some countries, nodding your head “yes”, even when you don’t understand is a sign of respect. You may not want to embarrass your supervisor or manager. In Canada, supervisors and managers want to know when you don’t understand. If you do understand, trying to repeat what you heard using your own words is very helpful. “so, in other words…”. Sometimes it is also good to ask the person to show you what they are trying to explain to you.

**Teamwork**

In many countries, teamwork is very important. In Canada, team work is also very important. The success of the team also means success for the individual.

**Canadian Values**

Canadians want to achieve personal success. They value working hard for a high standard of living and good quality of life. Employers usually want their employees to complete tasks by themselves (or independently) with little supervision, to take initiative, and to make decisions on their own based on company policy. However, employers also expect their employees to be flexible, and sometimes will want them to cooperate and work together in a team environment.

Although employees often work independently on day-to-day tasks, remember that most Canadian companies operate in a top-down system (or hierarchy), and employees must follow their supervisor's directions. When making decisions, asking for information, or dealing with problems, you will be expected to talk to the right person within your company based on their level of authority. Also note that Canadians value hearing other people’s ideas. You will be expected to offer ideas and suggestions.
Icebergs

The people who live in Canada are from many different countries and regions of the world. These home countries often have unique (or special) cultures, languages and customs which are continued by those same communities in Canada.

When we meet people for the first time we can’t know everything about them. People are like icebergs. Some personal characteristics are on the surface and we can see or hear them immediately when we meet someone. Others are beneath the surface and take time to learn by talking to and spending time with people. Where would you put the terms listed below – above or below the water line?

What You Have Learned

Go back through the unit and review each section. Check the boxes to indicate what you have learned.

“After reviewing this unit, I now know…”

- important words that help me understand and talk about Canadian culture and the workplace
- the different kinds of rules that apply to me as a member of Canadian society
- how Canadians value time inside and outside of the workplace
- some of the expressions people use in relation to “time”
- general thoughts on personal space in Canadian culture
- that Canadians greatly value the freedom and opportunity to achieve personal success
- that people are like icebergs and much about who they are is under the surface
Unit 2: Getting a Job

In this unit you will learn about...
- useful vocabulary
- the hiring process
- matching your skills to new jobs
- important skills to have
- inventory of personal skills
- job interview questions
- interviewing with confidence
- who can help you get a job

Vocabulary

Adaptable: Willing or able to change to fit in with different situations.

Barrier: Something that stops you from moving ahead in your personal or work life.

Confidence: Belief and faith in your own ability and worth.

To Criticize: To tell you that you have done something wrong. Related word – criticism (a comment or judgement).

Reliable: Able to be trusted; dependable. Related word – reliability (the quality of being trusted or dependable).

Sector: An area of the economy where businesses share the same or related product or service. Example; tourism or manufacturing.

Transfer: To apply a skill learned in one situation to a different but similar situation. Related word – transferable (something that can be applied to another situation)
The Hiring Process

Canada’s hiring process depends on the industry and type of work done. The one shown below is most commonly followed in the industrial and labour sectors.

*Reproduced with permission from Work Start resource The Hiring Process*
Who Has Skills

Everyone has skills and knowledge in different areas. As a newcomer, it is important to understand your skills that are transferable to the Canadian workplace and labour market.

Matching Your Skills: Mrs. Szabó’s Story

A mature worker, Mrs. Szabó, said that she could not be part of the purchasing team in her department. She said she was too old to learn new skills. Her supervisor reminded her that she had bought a house and helped three children through university after feeding and clothing them for eighteen years. She asked Mrs. Szabó if she had searched out the best value for her money. She asked her about the steps taken to buy her house. Did she have to bargain on the price? Did she have to sign contracts?

Mrs. Szabó realized she had lots of valuable skills. She just needed to transfer her knowledge and skills to a new area: her work instead of her home. The skills she identified are skills that can be applied to new situations and work environments. Mrs. Szabó can use the same skills in a variety of ways.

<table>
<thead>
<tr>
<th>Critical Skills</th>
<th>Work Skills</th>
<th>Foundation Skills</th>
<th>Workplace Basics</th>
<th>Essential Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic Skills</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communicate</td>
<td>Communication</td>
<td>Reading</td>
<td>Competencies</td>
<td>Reading text</td>
</tr>
<tr>
<td>Think</td>
<td>Team work</td>
<td>Math</td>
<td>Use resources</td>
<td>Use of documents</td>
</tr>
<tr>
<td>Learn</td>
<td>Time management</td>
<td>Writing</td>
<td>Use interpersonal skills</td>
<td>Writing</td>
</tr>
<tr>
<td></td>
<td>Problem solving</td>
<td>Computers</td>
<td>Use systems</td>
<td>Numeracy</td>
</tr>
<tr>
<td></td>
<td>Organizational</td>
<td>English as an</td>
<td>Use technologies</td>
<td>Oral communication</td>
</tr>
<tr>
<td></td>
<td>Learning</td>
<td>Additional Language</td>
<td></td>
<td>Thinking skills</td>
</tr>
<tr>
<td></td>
<td>Computer</td>
<td>Verbal communication</td>
<td></td>
<td>Problem solving</td>
</tr>
<tr>
<td></td>
<td>Listening</td>
<td>Conflict resolution</td>
<td></td>
<td>Decision making</td>
</tr>
<tr>
<td></td>
<td>Creativity</td>
<td>Critical thinking</td>
<td></td>
<td>Job task</td>
</tr>
<tr>
<td></td>
<td>Leadership</td>
<td>Problem solving</td>
<td></td>
<td>planning and organizing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Readiness for employment</td>
<td></td>
<td>Use of memory</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Finding</td>
</tr>
<tr>
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<td></td>
<td></td>
<td>information</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>Working with others</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Computer use</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Continuous learning</td>
</tr>
</tbody>
</table>

| Personal Management Skills |  |  |  |  |
| Positive attitude and behaviour |  |  |  |  |
| Punctual |  |  |  |  |
| Honest |  |  |  |  |
| Hard-working |  |  |  |  |
| Responsible |  |  |  |  |
| Adaptable |  |  |  |  |

| Team Work Skills |  |  |  |  |
| Working with others |  |  |  |  |

*Table adapted from CanadaWorks (2nd Edition) ESL Teacher’s Resource Guide: Through the Looking Glass Workbook by Judith Bond, Grace Nicholson (Toronto District School Board Workplace Training & Services).*
# The Right Stuff!

<table>
<thead>
<tr>
<th>Academic Skills</th>
<th>Personal Management Skills</th>
<th>Teamwork Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>These are the skills that help you get a job and keep it!</td>
<td>The mix of skills, attitudes and behaviours to get the job!</td>
<td>Those skills needed to get the best results.</td>
</tr>
</tbody>
</table>

### Communicate
- You understand and speak the language of the workplace
- You listen to understand and learn
- You read, understand and use written materials
- You use the correct technical language in written communication

### Think
- You think critically and act logically to make decisions and problem solve
- You understand and solve problems involving math
- You use technology, instruments, tools and information systems correctly
- You find and use special knowledge from various fields (for example skilled trades, physical sciences, etc…)

### Learn
- Lifelong learning

### Positive Attitudes and Behaviours
- Self-esteem and confidence
- Honesty and honour
- A positive attitude toward learning, growth and personal health
- Initiative, energy and commitment to get the job done

### Responsibility
- The ability to set goals and priorities in work and personal life
- The ability to plan and manage time, money and resources
- Responsibility for actions taken

### Adaptability
- A positive attitude toward change
- Respect for people’s diversity and individual differences
- The ability to think of and suggest new ideas to get the job done creatively

### Work with Others
- You understand and work toward company goals
- You understand and work with the culture of the group
- You plan and make decisions with others
- You respect the thoughts and opinions of others in the group
- You practice ‘give and take’ (co-operation) to get results
- You look for a team approach when needed
- You lead when needed

*Table adapted from CanadaWorks (2nd Edition) ESL Teacher’s Resource Guide: Through the Looking Glass Workbook by Judith Bond, Grace Nicholson (Toronto District School Board Workplace Training & Services).*
## Inventory of Your Skills

Start thinking about your skills! Use this table to help you list which skills you have, which ones you could improve on, and which ones you need to develop.

<table>
<thead>
<tr>
<th>Skill</th>
<th>How Can I Show That I Can Do It?</th>
<th>Have it!</th>
<th>Needs Improvement</th>
<th>Don’t Have</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing</td>
<td>After finishing a project or task, I can record or write what I have done. This will show that I have writing skills and that I can use different work documents to keep track of my work.</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Positive attitude</td>
<td>When tasks change or something goes wrong, I can show that I have a positive attitude by being flexible and helpful. I can also show that I can do this by not complaining or challenging my supervisor.</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

Interviewing

Interviewing job applicants is an important part of the hiring process. It can also be the most challenging part for newcomers. Interviewers want to hear you talk about times when you demonstrated or used a specific skill (See The Right Stuff! section for a list of important skills that employer’s want.) In Canadian job interviews, it’s important to say good things about yourself that are true.

Résumé Based Questions

Most potential employers will want to ask you questions about your on-the-job experience and work history. They will do this by looking at your résumé and asking questions that require an explanation – not just a yes or no.

Some of these questions may include:

- Describe your previous job in your own words.
- What did you not like about it?
- Why did you leave?
- How did you get along with everyone?
- What would your supervisor say about your performance? About your attendance? About your reliability?
- What would you like to do most in your next job?
- Explain how your work experience has prepared you for this new job.
**Behavioural Based Questions**

A behavioural based response means you give examples of past events that demonstrate your skills and abilities. You must also be specific about names, dates, numbers, times and locations. This approach gives employers true and useful information about you and an idea of how you will perform in the future.

Some examples of behavioral based questions are:

- *Interpersonal skills*: Tell me about a frustrating person you had to work with. What made this experience difficult? How did you solve the problem with this person?

- *Ability to learn*: Tell me about a time that a supervisor told you that you did your job wrong. How did you respond? Do you feel the criticism was true? What did you learn from the situation?

- *Communication skills*: Tell me about a time when you had to work hard in order to fully understand what another person was saying to you. What was the situation? What was the outcome?

- *Level of commitment and motivation*: Describe a time when you faced barriers in finishing a task or project. What were the barriers you faced? How did you get around them?

- *Organizational ability*: What do you do to make sure that you meet deadlines? How do you track your progress?

- *Problem solving and decision making*: Tell me about the most difficult problem or decision you have faced at work. What was the situation? How did you decide what action to take? What was the outcome?
Dress for Success

First impressions are important. Nothing will make a better impression than dressing for success.

**Men**
- Collared, button-up shirt that is pressed and clean
- Dark coloured pants, with a belt and dress socks to match
- No big jewellery or excessive amounts of cologne

**Women**
- Dark coloured long pants with closed-toed shoes and nylons
- Collared, button-up shirt that is pressed and clean
- Light coloured professional make-up, no perfume and simple jewellery

**Tips on How to be Interviewed with Confidence**

*Preparing for the Interview*

When you go to an interview you should take a folder with the following items:

- A pen
- A notepad
- 2 copies of your résumé (one for the interviewer, one for you)
- Letters of recommendation/reference
- Training or other certificates related to the job you are applying for
- A list of questions to ask the interviewer

**Sample Questions to Ask the Interviewer**

1. What do you do on a typical day in your job/occupation?
2. What skills are required to complete job tasks?
3. What are your hours of work?
4. Is your organization accessible by bus?
5. What training and development opportunities are available?
Starting the Interview

- Arrive 10 minutes before your interview to get comfortable and relaxed. Take a deep breath and smile.
- Introduce yourself to the receptionist in a friendly manner and let him/her know that you have an interview. Remember to smile.
- Ask the receptionist the name of the interviewer if you don’t know it. Ask if the interviewer would like to be called by his or her first or last name. (e.g. John or Mr. Benson). That way you can say, “Nice to meet you, Mr. Benson” when you are going through introductions. This will ensure you don’t get nervous and miss hearing his name when he introduces himself.
- Thank the person and wait quietly.
- Introduce yourself and shake hands as you greet the interviewer. “Hello. I am Ramona Santos. Nice to meet you, Mr. Benson.”
- Enter the interviewer’s office and introduce yourself to any other interviewers.
During the Interview

- Sit only when asked, or when the interviewer does.
- Be relaxed, but look alert and interested. Sit up straight in your chair.
- Keep eye contact with the interviewer(s). If this is difficult for you, look at the tip of their nose, or side of their face. That way you are still making eye contact but are not looking directly into their eyes.
- Answer questions clearly and don’t change the subject.
- Explain your qualifications; skills and experience that you have that are useful for the job.
- Ask the interviewer questions from the list that you have prepared.
- Show a positive, confident attitude and keep smiling!
- If you are interested in the position, tell the interviewer that you are interested. Talk about how you would contribute to the company.
- Be honest about what your availability is. If you say that you are available anytime, and then later object when you receive a job offer and it is evening shift, you might not get the job.
- Be aware of signs from the interviewer(s) that the session is ending.
Ending the Interview

- Sum up your strengths and experience for the interviewer.
- Thank the interviewer for his/her time.
- Tell him/her you are interested in hearing about the outcome of the interview. Ask when the company will make a decision.
- Suggest that the interviewer contact your references (Note: hand over references only if you are interested in the position.)
- End the conversation.
- Shake hands and thank the person(s) by his/her name. You can say, “I really appreciate you taking the time to meet with me, and I really like the way that you speak about your company. It sounds like a good place to work. I look forward to hearing from you by Tuesday.”
Help Wanted?

There are many excellent organizations that help newcomers find out about the skills they can transfer. These organizations can also work with you on job search, and preparing for interviews.

For more information, contact:

**Employment Projects of Winnipeg**
990-167 Lombard Avenue
Winnipeg, MB R3B 0V3
(204) 949-5300
[www.epw.ca](http://www.epw.ca)

**Employment Solutions for Immigrant Youth**
200-247 Notre Dame Avenue
Winnipeg, MB R3B 1N8
(204) 944-8833

**International Centre**
406 Edmonton Street
Winnipeg, MB R3B 2M2
(204) 943-9158
[www.international-centre.ca](http://www.international-centre.ca)

**Success Skills**
440 - 500 Portage Avenue
Winnipeg, MB R3C 3X1
(204) 975-5111
[www.successskills.mb.ca](http://www.successskills.mb.ca)

**Work Start**
Winnipeg Adult Education Centre
206 - 696 Portage Avenue
Winnipeg, MB R3G 0M6
(204) 953-1070
[www.gov.mb.ca/labour/immigrate/eal/students/workstart.html](http://www.gov.mb.ca/labour/immigrate/eal/students/workstart.html)
What You Have Learned

Go back through the unit and review each section. Check the boxes to indicate what you have learned.

“After reviewing this unit, I now know…”

- the steps in the hiring process
- that everyone has useful skills that can be transferred to new and different jobs
- which skills, attitudes and behaviours employers are looking for
- how to take an inventory of my own personal skills
- the two types of interview questions most commonly asked
- how to be interviewed with confidence
- who can help me with my job search and interview preparation
Unit 3: Workplace Standards in Manitoba

In this unit you will learn about...
- laws that protect workers
- workplace law vocabulary
- employment standards
- common expressions
- human rights

Workplace Law

Manitoba Labour and Immigration is responsible for labour laws. As a newcomer to Canada, it is important that you know about the laws that protect you as a worker.

Under the Manitoba Employment Standards Code, you have certain rights and responsibilities in the workplace. There are many areas of workplace standards covered by the Employment Standards Act which is under the control of the Government of Canada.

Vocabulary

Employee: The worker hired by a company to do a specific job.
Employer: The company that hired you.
Wage: The amount of money paid to you for each regular hour of work.
Leave: Permission to be away from work for certain reasons including personal illness, pregnancy, a death in the family and taking care of sick family members.
Vacation: A holiday or time when you are not working.
Standards: Rules for fair employment practices.
Giving Notice: Telling the company that you are going to quit or the company telling you that will not be working for them.
Employment Standards

Minimum wage: This is the lowest amount of money you can be paid per hour. As of May 01, 2009, the minimum wage in the province is $8.75 per hour. It will go up to $9.00 on October 01, 2009. Any changes are announced by the Government of Manitoba.

Hours of work: This is the total hours of work in a regular working day. The Employment Standards Code sets a limit of 8 hours for a regular day (or 40 hours per week).

Breaks: This is the time you get at work for coffee or meals. By law, employees cannot work more than five hours in a row without a 30-minute meal break. The employer decides if these are paid or unpaid breaks.

General Holiday: This is a day employers give workers as time off but do not always pay for.

Statutory (or public) Holiday: On a public holiday government requires all employers to give workers time off. In Manitoba, we have seven statutory holidays: New Year's Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, and Christmas Day. If you work full time, four weeks before a holiday, you are paid for that day.

Vacation Time and Pay: Workers get a minimum of two weeks vacation after 1 year of full time employment with the same company. Vacation pay is at least 4% of total yearly wages.

Overtime Pay: Hours of work beyond a regular work day, (more than 8 hours per day) or work week (more than 40 hours per week) is considered overtime and paid at a different rate. For example: If you work a 10 hour day you should get paid your regular wage for the first 8 hours and then time and a half (1.5 x regular wage) for the additional 2 hours.
**Deductions:** These are payments that employers can legally take from a worker’s paycheque. These payments are for government programs including Employment Insurance (EI) and Canadian Pension Plan (CPP). (See the section in Unit 4 on Understanding Your Pay Stub.)

**Maternity and Parental Leave:** This is the time off for a new parent (mother or father). Under Manitoba law, you can get up to 17 weeks unpaid leave from work. Under Canadian law, you can qualify for almost 1 year of Employment Insurance (EI) benefits to pay for your time off. In order to collect these benefits, you must have paid EI over a period of time before the baby arrives.

**Termination:** People who work in the human resource department of a company use the word “termination” for any reason that someone stops working. (For example: quitting, getting fired, let go, or getting laid off). You might hear this word in the company orientation.

Notice of termination must be given by employers to their employees. The amount of notice employers must provide employees depends on the length of time that employee has worked for them.

<table>
<thead>
<tr>
<th>Period of employment</th>
<th>Notice period</th>
</tr>
</thead>
<tbody>
<tr>
<td>less than one year</td>
<td>one week</td>
</tr>
<tr>
<td>at least one year and less than three years</td>
<td>two weeks</td>
</tr>
<tr>
<td>at least three years and less than five years</td>
<td>four weeks</td>
</tr>
<tr>
<td>at least five years and less than 10 years</td>
<td>six weeks</td>
</tr>
<tr>
<td>at least 10 years</td>
<td>eight weeks</td>
</tr>
</tbody>
</table>

Employers can still either allow the employee to work out this notice period, or pay wages in lieu of notice, for the same number of weeks.
Employees need to give notice of termination

Employees, who have worked for an employer more than 30 days but less than one year, must give at least one week’s notice before the last day they plan to work. After employees have completed one full year with the same employer, at least two weeks notice is required.

Employers also need to give notice of termination

When employers wish to terminate employees they must give notice of termination or pay wages equal to what would normally be earned during the notice. This is often called wages in lieu of notice. The notice period varies depending how long employees have worked.

The amount of notice employers must provide employees depends on the length of time that employee has worked for them.

<table>
<thead>
<tr>
<th>Period of employment</th>
<th>Notice period</th>
</tr>
</thead>
<tbody>
<tr>
<td>less than one year</td>
<td>one week</td>
</tr>
<tr>
<td>at least one year and less than</td>
<td>two weeks</td>
</tr>
<tr>
<td>three years</td>
<td></td>
</tr>
<tr>
<td>at least three years and less than</td>
<td>four weeks</td>
</tr>
<tr>
<td>five years</td>
<td></td>
</tr>
<tr>
<td>at least five years and less than</td>
<td>six weeks</td>
</tr>
<tr>
<td>10 years</td>
<td></td>
</tr>
<tr>
<td>at least 10 years</td>
<td>eight weeks</td>
</tr>
</tbody>
</table>

Employers can still either allow the employee to work out this notice period, or pay wages in lieu of notice, for the same number of weeks.
Common Expressions

*Give notice* means to tell your boss that you are leaving your job

*Quit on the spot* means to walk out on the job

*Leave without giving notice* means to leave and not tell your boss you quit

*Get fired* means to be told to leave your employment by your boss

*Get sacked/canned/the boot* means to get fired

If you have questions about employment standards in Manitoba or want to be sure that your employer is following the law, you can contact:

Employment Standards Branch
24 hour Inquiry Lines
Telephone: 204-945-3352 or Toll free in Manitoba 1-800-821-4307
Fax: 204-948-3046
E-mail: employmentstandards@gov.mb.ca
Human Rights & Employment

_discrimination_

Discrimination is treating a person differently (often negatively) because of characteristics, ethnic differences, cultural values and personal status (e.g. behaviour, appearance).

_protected rights_

Everyone has rights and responsibilities to remove discrimination from the workplace. We are all responsible for creating a safe and comfortable environment.

Once you are in Canada, every person is protected by the Canadian Human Rights Act which describes illegal treatment of others. The Manitoba Human Rights Commission is the agency responsible for carrying out the requirements of the Human Rights Code which applies to all people living in the Province of Manitoba.

If you have questions about human rights and discrimination you can contact:

Manitoba Human Rights Commission
7th Floor -175 Hargrave Street
Winnipeg, MB R3C 3R8
Phone: (204) 945-3007 or (888) 884-8681
TTY: 945-3442
The following chart lists illegal discriminations (wrong treatment of other people) related to employment.

<table>
<thead>
<tr>
<th>Canadian Human Rights Act</th>
<th>Manitoba Human Rights Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race</td>
<td>Ancestry</td>
</tr>
<tr>
<td>(includes colour and race)</td>
<td>(includes pregnancy)</td>
</tr>
<tr>
<td>National/Ethnic Origin</td>
<td>Nationality/National Origin</td>
</tr>
<tr>
<td>Colour</td>
<td>Ethnic Background/Origin</td>
</tr>
<tr>
<td>Religion</td>
<td>Religion/Creed</td>
</tr>
<tr>
<td>Age</td>
<td>Age</td>
</tr>
<tr>
<td>Sex (includes pregnancy, childbirth and orientation)</td>
<td>(includes pregnancy)</td>
</tr>
</tbody>
</table>
Matching

Match the terms on the left with their definitions on the right by filling the correct letter into the appropriate blank. See number 1 for an example. Check the answer key on page 75 when you are finished.

1. _____ ancestry  
a) being in a parent and child relationship
2. _____ creed  
b) disrespectful comments and unwelcome sexual attention
3. _____ family status  
c) physical or mental disability
4. _____ handicap  
d) the person you are married to or who you live with as a couple
5. _____ harassment  
e) single, married, divorced or separated
6. _____ marital status  
f) relatives from many generations back
7. _____ place of origin  
g) where you were born
8. _____ sexual orientation  
h) your beliefs, especially religious
9. _____ spouse  
i) heterosexual (straight), homosexual (gay)
10. _____ discrimination  
j) being treated differently from others

*Adapted from The Steps to Employment Project Industrial Trades Workbook (2001) developed by LRCT Consulting for Citizenship & Immigration Canada.

Language Ability

Some jobs may require you to read, write and speak English at either a basic or fluent (very comfortable and natural) level. (See the section in Unit 2 on Which Skills Are Important.)

There can be many reasons for this job requirement. It is important to understand that language ability is not a protected right under provincial or Canadian law.

Some employers will require their employees to speak English to be safe or to discuss problems with other co-workers. If you do not get a job because of your language ability it is not discrimination.
What You Have Learned

Go back through the unit and review each section. Check the boxes to indicate what you have learned.

“After reviewing this unit, I now know…”

- about the laws in Manitoba that tell me about my rights and responsibilities as a worker
- important vocabulary related to employment standards
- basic standards (rules) that employer’s must follow
- what I am entitled to as an employee
- common expressions I might hear in the workplace about terminating employment
- who to call for more information about my rights in the workplace
- what discrimination is
- my protected human rights under law
- who to call for more information about human rights and employment
Unit 4: Succeeding in Your New Workplace

In this unit you will learn about...
- new job vocabulary
- preparing for your first day
- orientation
- sample first day company orientation
- chain of command
- fitting in
- first week on the job
- learning the ropes
- understanding your pay stub

Vocabulary

**Employment insurance:** Offers temporary financial support to you if at any point you are unemployed and looking for work. EI can also be used to help you if you get sick, become a new parent, or are a caregiver of a sick or dying family member. An amount of money is taken from every pay cheque.

**Human resources:** Most companies have a Human Resources department that deals with policy, standards and benefits for employees.

**Impression:** The idea produced in someone's mind by a person or experience.

**Gross pay:** The amount of money you make before deductions and dues.

**Net pay:** The amount of money you take home after deductions and dues.

**Pay stub:** The paper that you get that shows your pay and deductions.

**Pension:** The money that you get when you are older and stop working. In Canada, a small amount of our pay goes to the Canadian Pension Plan. This is a “pot” that every employed Canadian puts money into for the future.

**Productivity:** The rate or efficiency of work especially in industrial production.

**Punctuality:** Strictly observing appointments. *Related word* – punctual (arriving on time).
Preparing for Your First Day

**What to wear:** Contact your employer before your first day of work and ask for information about the company dress code.

**Work hours:** You will get your work hours (or shifts) when you are offered the job. You should be ready to start working at least 10 minutes before the start of your shift or work day. This means that you are in work clothes, have punched in, are equipped with all necessary safety gear including footwear, and are in your work area.

**First impressions:** As first impressions are important, be aware of the impression you are making on all workers, not just your supervisor or the team leader.

**Orientation**

Many companies have an orientation. The purpose of the orientation is to help you become familiar with your new job, co-workers, supervisor, and workplace. The orientation itself is a brief overview of your duties, company policies and safety standards.

Possible topics covered during the orientation may include:
- Names and workers’ roles
- Name and role of supervisor/lead hand
- If in a unionized workplace, name and role of the shop steward
- Safety equipment and uniforms
- Break rooms and lunch area
- Standards of cleaning and organizing your area
- Safety and health guidelines
- Shift information including start and end times
- Company expectations of punctuality, attendance and worker productivity
Sample First Day Company Orientation

A new employee can be expected to absorb only a certain amount of information in the first few days. A handout listing the points covered in the orientation sessions is useful. Some companies will provide this to their new hires. Following is a sample orientation.
On the first day of work new employees (or hires) must:

1. Report to security at 8:00 a.m.
2. On the first day, someone from the Human Resources department will talk to you about company policies and employment standards from 8:00 a.m. to 9:30 a.m. Security will then take your photos for your identification (ID) badge. Then we will take a short break.
3. At 10:00am, a person from the Health & Safety department will give you information on important safety procedures.
4. We will break for lunch at 12:00pm.
5. New employees will meet again in the conference room in Human Resources. Supervisors will meet and pick up their new hires there.
6. Supervisors will hand out information about the orientation.
7. Everyone must come with safety boots. Safety boots must cover the ankle.
8. All new hires must fill out the benefits forms. You got these forms when you were offered a job with the company. You must bring the forms with you on the first day.
9. You should bring a lunch with you on the first day.
10. Attendance is very important as we work in an assembly line setting. If you are not at work or late it can stop all production.
11. Supervisors will tell new employees their shift times. You will use the company’s clock to record your work start and end times. The clock was pointed out to you when you arrived. You must clock in 6 minutes before your start time. For example, if you start at 7:00 a.m. you must clock in at 6:54 a.m. This extra 6 minutes is the traveling time to your department. Time clocks are not in every department.
12. When you are sick and not able to come to work, you must phone in and let your supervisor know. All employees are provided with a call-in-line card on the first day of work. You must make the phone call yourself.
13. A doctor's note may be needed if you are sick.
Fitting In

Greetings

- Canadians usually greet each other with a smile accompanied by a nod, and a verbal greeting, such as: "Hello," "Hi," "How are you?"
- In work settings, when meeting someone for the first time, a firm handshake is appropriate.

Titles

- Canadians introduce themselves by saying their first name first and sometimes by ending with their surname (or last name). To show respect when you meet someone for the first time, use their title (Dr., Ms, Mrs. or Mr.) and their last name until they ask you to call them by their first name.
- Often Canadian workplaces are fairly informal, and most employees will call each other by their first names.

Body Language

- Canadians value direct eye contact during conversations; it is often considered rude not to look directly at the person when you are speaking to them.
- In face-to-face conversation it is considered rude to stand closer than half a meter away from someone you are speaking to.

Dress

- Each workplace will have a dress code. In the industrial sector, it is often very important to be comfortable and wear proper footwear. Safety gear is a must!
- Strong cologne on men, and strong perfume and/or heavy makeup for women is not appropriate in the workplace.
- Deodorant for under the arms is very important. If you’ve never used deodorant, you can buy it in any grocery store or pharmacy.
First Week on the Job

As you learn more about your new job and workplace culture, you will begin to feel more comfortable. Here are a few tips to help you get through your first week on the job.

1. Pay close attention to details and procedures. Procedures may seem confusing or unnecessary, but they are there for a reason. Learn about them as quickly as possible and don’t comment on how things are done until you have mastered them first.

2. Ask questions. Ask for help if you don’t understand something. Ask questions when you think of them; don’t wait until the task or project is done before you ask questions. The work schedule for the task or project may get delayed if you wait to ask for help. Have your supervisor explain your role and your job description.

3. Be realistic. Sometimes the job may not be what you were expecting. You may have been thinking about the job for several months and built up your expectations.

4. Prove yourself and be patient. As a new hire, you might be asked to work on small projects to prove you can do those well before your supervisor or team leader assigns more important projects. Be patient.

5. Be polite and respectful. It is important to treat all co-workers and supervisors in the company with courtesy and respect, regardless of their status. Concentrate on asking and listening to advice instead of trying to impress people.

6. Research. Find out more about the company you are working for. Read your company’s bulletin!

7. Meet people. Get to know the names and responsibilities of your co-workers. These are some of the people you may need help from as you learn how to do your new job. At lunch break, take a moment to learn a bit about some of the people on your team.

8. Expect that your co-workers may call you by your first name, even if you were called Mr., Dr. or Engineer in your native country.

*Adapted from Terri Morrison, Wayne A. Conaway, and Dr. George A. Borden. Kiss, Bow, or Shake Hands: How to do Business in Sixty Countries., and Craig Storti. Cross Cultural Dialogues: 74 Brief Encounters with Cultural Difference.
Getting to Know How Things Are Done

Read the following story about Marta’s first day at work and then fill in the table with examples from the story.

Marta’s first day on the job was a busy one! She spent the entire day in an orientation session. Jonas, her orientation leader, started at the front entrance. He pointed out a large banner that read, “Customers and Quality Come First!”

Then, he saw Chris Van Pelt, the company CEO. Jonas brought Marta to introduce her and said, “Chris, I’d like you to meet Marta. She just joined our team!” Chris smiled broadly, shook her hand, and said, “Marta, we’re so glad to have you with us. I’ve heard lots of good things about you. I’m looking forward to hearing your ideas about how to improve our processes. Please stop by my workspace anytime this week.” Then, Jonas added, “This is a great day for Marta to begin working with us. I read on the bulletin board last week that our newest customer is visiting today.” Chris replied, “You’re right! Glad to see you’re on top of things Jonas.”

Marta and Jonas continued to tour the facility. He stopped at each work area to introduce Marta, explain work processes, and answer any questions. Jonas took her to her new workspace and introduced her to their fellow team members. They all went to the break room to have a coffee and a bite to eat. One of the team members explained that once a month, one team member brings in a nutritious snack for the group. Another team member invited Marta to try out the Lunch Time Walk Fit Program. She laughed, “It’s a great way to get exercise and socialize. We even come up with a lot of great work ideas!” Jonas reminded the group that their Customer Appreciation Day was next Friday. Everyone on the team said that they have some creative ideas to make the day interesting and memorable for the customers.

When Marta got home after her first day on the job, she thought about everything she had seen and all she had heard. This was a very different place to work than where she had been before.
<table>
<thead>
<tr>
<th>Workplace Culture</th>
<th>Example from “Learning the Ropes”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>▪ an orientation session is provided for new employees</td>
</tr>
<tr>
<td>Company values</td>
<td>▪</td>
</tr>
<tr>
<td>Relationships</td>
<td>▪ Jonas addresses the CEO by her first name</td>
</tr>
<tr>
<td>Work Style</td>
<td>▪</td>
</tr>
<tr>
<td>Expectations</td>
<td>▪</td>
</tr>
<tr>
<td>Eating Habits &amp;</td>
<td>▪</td>
</tr>
<tr>
<td>Relationships</td>
<td>▪</td>
</tr>
<tr>
<td>Customs &amp; Health</td>
<td>▪</td>
</tr>
</tbody>
</table>

Getting Paid

When you get paid by your new employer, you may receive only a pay stub because your salary has been directly deposited into your bank account or you will receive both a pay cheque and pay stub (such as the one below).

<table>
<thead>
<tr>
<th>Date: August 8, 2007</th>
<th>Cheque No. 7116</th>
</tr>
</thead>
<tbody>
<tr>
<td>S.I.N. 617 458 962</td>
<td>Employee No. 1265</td>
</tr>
<tr>
<td>Hours Worked</td>
<td>Rate of Pay</td>
</tr>
<tr>
<td>80</td>
<td>$14.00</td>
</tr>
<tr>
<td></td>
<td>Gross Pay</td>
</tr>
<tr>
<td></td>
<td>$1120.00</td>
</tr>
<tr>
<td></td>
<td>Vacation Pay</td>
</tr>
<tr>
<td></td>
<td>$50.00</td>
</tr>
<tr>
<td></td>
<td>CPP</td>
</tr>
<tr>
<td></td>
<td>$20.27</td>
</tr>
<tr>
<td></td>
<td>EI</td>
</tr>
<tr>
<td></td>
<td>$194.20</td>
</tr>
<tr>
<td></td>
<td>Income Tax</td>
</tr>
<tr>
<td></td>
<td>Union Dues</td>
</tr>
<tr>
<td></td>
<td>Net Pay</td>
</tr>
<tr>
<td></td>
<td>$855.53</td>
</tr>
<tr>
<td></td>
<td>Pay Period Ending</td>
</tr>
<tr>
<td></td>
<td>July 31, 2007</td>
</tr>
</tbody>
</table>

The Welding Shop
1054 Main Street
Winnipeg, Manitoba

YOSEF KILOWANE
Pay to the order of ______________________________________________________ $ _____________

EIGHT HUNDRED AND FIFTY FIVE
$855.53

Queen’s Bank
96 Isabel Street
Winnipeg, Manitoba

Robert J. Smith
695412
Understanding Your Pay Stub

This is an exercise to help you read and understand your pay stub. Use the sample above to help you answer the questions below. You may also want to refer to Unit 3 on Workplace Law in Manitoba for some of the information. Check your answers in the Answer Key on Page 75.

1. How many hours did Yosef work? _______________________
2. How many weeks did Yosef work? ______________________
3. How much does he make per hour? _____________________
4. Does he work part-time or full-time? ___________________
5. What does CPP mean? _______________________________
6. Do all workers pay EI? _______________________________
7. Do all workers pay income tax? _______________________
8. What are the total deductions? _______________________
9. What does gross pay mean? __________________________
10. How often does Yosef get paid? _____________________

*Adapted from Work Start resource Understanding a Pay Cheque
When a Company Does Not Have a Formal Orientation

Some companies, especially smaller companies, may not have an orientation class.

Here are some questions that you can ask if there is no orientation program in the company, or if the orientation is shorter.

<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the payroll periods?</td>
</tr>
<tr>
<td>What are the rules for overtime?</td>
</tr>
<tr>
<td>Where should I park?</td>
</tr>
<tr>
<td>Can I go on a tour of the company?</td>
</tr>
<tr>
<td>Is there an emergency plan in case of a fire?</td>
</tr>
<tr>
<td>What do successful employees do during the probation period?</td>
</tr>
<tr>
<td>Is there a list of employee benefits?</td>
</tr>
<tr>
<td>Can you tell me about compassionate leave? (when someone dies, and who you can miss work for when someone dies – e.i. Mother, cousin, friend)</td>
</tr>
</tbody>
</table>
What You Have Learned

Go back through the unit and review each section. Check the boxes to indicate what you have learned.

“After reviewing this unit, I now know…”

- vocabulary related to my new employment
- how to prepare for my first day of work to make a good impression
- the purpose of an orientation session and what topics are expected to be covered
- what a typical first day of orientation will be like
- some of the ways I can better fit into my new Canadian workplace
- tips on how to get through the first week on the job
- the kinds of clues I will be given on my first day that tell me about the organizational culture at my new company
- what my pay cheque and/or pay stub might look like
- how to read and understand my pay stub
Unit 5: Health & Safety

In this unit you will learn about…
- everyone’s responsibilities to ensure a safe workplace
- workplace safety vocabulary
- common hazards
- worker’s rights
- general safety rules
- how to refuse dangerous work
- worker’s compensation

Vocabulary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident</td>
<td>An unexpected event that leads to damage or harm.</td>
</tr>
<tr>
<td>Disability</td>
<td>A physical or mental handicap, especially one that stops a person from living a full, normal life or from being able to do their job.</td>
</tr>
<tr>
<td>Claim</td>
<td>This is an application to the Workers’ Compensation Board reporting an injury, disability or death and asking for compensation and assistance in getting back to work.</td>
</tr>
<tr>
<td>Compensation</td>
<td>Money given to you as payment for loss of income because of an injury.</td>
</tr>
<tr>
<td>Hazard</td>
<td>Any source of danger or harm to an employee.</td>
</tr>
<tr>
<td>Insurance</td>
<td>A policy (or plan) that provides financial protection or reimbursement (or a return of money you have spent on items or services related to the loss or injury) when you have suffered a loss or injury.</td>
</tr>
</tbody>
</table>
Responsibilities for Safety

The employer must:

- train employees to work safely
- tell them about things that are dangerous in the workplace
- give employees safety equipment and make sure that they wear or use it

The employee must:

- follow the company’s safety rules
- wear or use safety equipment
- tell their supervisor if they see something dangerous
- not do any work that they think is unsafe

Hazards

General examples of hazards include any substance, material, process, or practice that can cause harm or negative health effects to a person under certain conditions.

<table>
<thead>
<tr>
<th>Workplace Hazard</th>
<th>Example of Hazard</th>
<th>Example of Harm Caused</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thing</td>
<td>Knife</td>
<td>Cut</td>
</tr>
<tr>
<td>Substance</td>
<td>Benzene</td>
<td>Leukemia (a type of cancer)</td>
</tr>
<tr>
<td>Material</td>
<td>Asbestos</td>
<td>Mesothelioma (a type of lung cancer)</td>
</tr>
<tr>
<td>Source of Energy</td>
<td>Electricity</td>
<td>Shock, electrocution</td>
</tr>
<tr>
<td>Condition</td>
<td>Wet floor</td>
<td>Slips, falls</td>
</tr>
<tr>
<td>Process</td>
<td>Welding</td>
<td>Metal fume fever</td>
</tr>
<tr>
<td>Practice</td>
<td>Hard rock mining</td>
<td>Silicosis (a type of lung disease)</td>
</tr>
</tbody>
</table>
Occupational Health and Safety Rights

The *Occupational Health and Safety Act* protects your rights to a safe and healthy workplace. Under the Act you have four basic rights:

- the right to participate in keeping your workplace safe
- the right to know about health and safety hazards through the Workplace Hazardous Materials Information System (WHMIS)
- the right to refuse work that you think is unsafe
- the right to stop work

General Safety Rules

- If you get sick or hurt, tell your supervisor immediately.
- Obey all safety signs.
- Do not wear loose clothing or jewellery around machinery.
- Use the safety equipment that the company gives you.
- Keep walkways clear. Do not block doorways.
- Keep your work area clean.
- Put all tools and equipment away safely.
- Turn off machines before cleaning, fixing or leaving.
- Do not use any machines or equipment until you have been trained and your supervisor says it is okay.
- Tell your supervisor about anything that you see that is unsafe.
- Clean up any mess or spill immediately.
- Do not wear sandals if you work in a factory.
- Never use equipment that has a frayed or damaged cord.
- Know where all of the safety equipment is kept.
- Know where the fire exits and your meeting place are.
How to Refuse Dangerous Work

Your employer tells you to do a job that you think is dangerous.

**STEP 1**
Tell your supervisor. See what they can do to make it safe.

Do you believe that the job is now safe?

- **No**
  - **STEP 2**
    Tell someone from the Safety and Health Department of your company and see what they can do about it...

    Do you believe that the job is now safe?
    - **No**
    - **STEP 3**
      Call the nearest Workplace Safety and Health office (WSHO) and they will send someone to check into the problem.

      Do you agree with the WSHO ruling?
      - **Yes**
        Finished
      - **No**
        Appeal within 2 weeks to the Manitoba Labour Board

- **Yes**
  Finished

*Reproduced from Safe Work Manitoba resource How to Refuse Dangerous Work*
Workers’ Compensation

Workers’ Compensation is an insurance plan paid for by employers in all industries and run by the Workers’ Compensation Board. Here is what happens:

If a worker is injured, disabled, or dies on the job or because of the job, s/he or her/his survivors (spouse or family) can file a claim. They can file a claim (or make an application) to the Workers’ Compensation Board for compensation and/or help getting back to work.

Accidents on the Job: Mohinder’s Story

One morning Mohinder was at work loading up a truck full of materials to be shipped out. While lifting and moving boxes as part of his normal routine, he bent down to pick up a box and hurt his back. One of his co-workers, Greg, asked him if he was ok. Mohinder said he had sharp pains in his back but that it would probably go away shortly.

Greg suggested that Mohinder report the accident to his boss right away. Mohinder said, “Oh no. I don’t think so. If it still hurts tomorrow, then I will talk to the boss.” “But Mohinder, you have to report it today, right away,” Greg said. “If you’re hurt in an accident at work, you should report it to your boss as soon as possible. You should fill out the Workers’ Compensation forms, and see a doctor as soon as you can. You shouldn’t wait until tomorrow.” “Wait a minute. What’s Workers’ Compensation?” Mohinder asked.

Mohinder reported his accident to his boss and filled out the correct worker’s form. His boss asked if he wanted to leave immediately to see the doctor. Mohinder left for the doctor’s office during the lunch hour. The doctor checked him over and filled out another Workers’ Compensation form. It gave details of the injury.
**Injury Checklist**

- Report the accident right away so that there is proof of when and where it happened
- Fill out the correct form at work
- See a doctor immediately (either your own or at the emergency department of a hospital) so that there is proof of the health effects of the injury
- Have the doctor fill out the correct form

**Other Injuries: Fatima’s Story**

One afternoon Fatima was in her backyard watering the flowers and vegetables in her garden. As she was doing this, the cement walkway leading to her house began to collect puddles of water. When she was done, she turned off the hose and began to walk back to her house. She slipped on the cement and fell.

Fatima felt pain in her back and legs because of her fall. She returned to work the next morning. Over the course of the day, she began to feel more pain especially when working on the cutting machines in the metal shop.

That evening she was speaking with her uncle and he suggested she file a claim with Workers’ Compensation. He told her that she would probably not be able to work for some time until her injury healed and that Workers’ Compensation would give her some money until she returned to work. She thought this was a good idea and filed a claim against her employer, MetalWorks, for the injury.

Unfortunately, Fatima was given bad advice by her family member and didn’t realize that she couldn’t file a claim because the injury did not happen on the job. It is important to understand that Workers’ Compensation applies to accidents and injuries on the job only. Filing a claim for an injury that happened outside of work is illegal.
If you have questions about Workers’ Compensation, you can contact:

Worker Advisor Office  
Telephone: (204) 945-5787

The Worker Advisor Office will help you in filing a claim and getting information about how to do it.

Claim Information Centre  
Telephone: (204) 954-4100

This is the direct line to report a claim between 8:00 am and 7:00 pm Monday to Friday.
What You Have Learned

Go back through the unit and review each section. Check the boxes to indicate what you have learned.

“After reviewing this unit, I now know…”

- how to be responsible at work for my own and my coworkers’ safety
- what responsibilities my employer has to keep me safe at work
- important vocabulary related to workplace health and safety
- common workplace hazards
- my basic rights under the *Occupational Health and Safety Act*
- some general rules on staying safe at work
- the steps to take to refuse dangerous work
- what Workers’ Compensation is
- how to report an injury or accident that happens at work
- who to call to file a claim or get more information about reporting on-the-job injuries
Unit 6: Language & Communication

In this unit you will learn about...

- common idioms and their meanings
- guidelines for workplace behaviour
- how to communicate at work
- calling in sick or late
- body language and gestures
- harassment

Vocabulary

<table>
<thead>
<tr>
<th>Idiom</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Give and take</td>
<td>Cooperation.</td>
</tr>
<tr>
<td>Walk the talk</td>
<td>Do what you say you’re going to do.</td>
</tr>
<tr>
<td>Make do/made do</td>
<td>Complete or completed a task using only the available supplies or people.</td>
</tr>
<tr>
<td>Meet someone halfway/meet me halfway</td>
<td>Compromise; agree to changes on both sides.</td>
</tr>
<tr>
<td>Down to the wire</td>
<td>Close to the deadline.</td>
</tr>
<tr>
<td>On his toes/on our toes</td>
<td>Prepared to move or react quickly.</td>
</tr>
<tr>
<td>Play it by ear</td>
<td>Improvise or make it up as you go.</td>
</tr>
<tr>
<td>Step up to the plate</td>
<td>Take responsibility.</td>
</tr>
<tr>
<td>Drop the ball</td>
<td>Fail to finish or follow through on a task.</td>
</tr>
<tr>
<td>Win-win situation</td>
<td>A situation where everyone benefits or wins.</td>
</tr>
<tr>
<td>Be on the ball</td>
<td>Be smart; be intelligent, be a good worker.</td>
</tr>
<tr>
<td>See eye to eye</td>
<td>To agree or have the same idea about something.</td>
</tr>
<tr>
<td>Go by the book</td>
<td>Closely follow procedures/rules.</td>
</tr>
<tr>
<td>In the loop/out of the loop</td>
<td>Included in the communication or not in the communication.</td>
</tr>
<tr>
<td>Heads up</td>
<td>A warning that a change or new procedure is coming.</td>
</tr>
</tbody>
</table>

*Adapted from the Workplace Integration of Newcomers Welding Handbook developed by Keystone Adult Education Services*
Matching Idioms

Using the list of idioms (or common expressions) above, read the sentences below and fill in the blanks with the correct expression. You can check page 76 for the answer key when you are finished.

1. He always gives us last minute changes to keep us ________________.
2. She ran out of white sugar, so she ________________ with brown sugar for the recipe.
3. Teamwork requires ________________.
4. We hope the power company will ________________ after the power outage.
5. If you want to be a good leader, you need to ________________ so you employees will know you lead by example.
6. We have to work overtime because we're ________________ on this project.
7. If you can ________________, I think we can make a deal.
8. This is the first time we've tried this, so we don't have a procedure. We'll have to ________________.
9. The negotiations went well. We both got what we wanted most. It was a ________________.
10. We have to ________________ with this customer. They are asking for too much. Tell them we won't make any more changes.
11. I want you to ________________ at first. You can get creative later after you learn the process.
12. I haven't received any information on this project. I am ________________ on this.
13. We don't see ________________ on this. We haven't been able to agree.
14. Our boss gave us a ________________ about the change in the procedure.
15. If we ________________ on this project, we'll lose the customer.

WIN Newcomer’s Guide to the Canadian Workplace - 61 -
Good Communication

Some of the most important workplace behaviours are around communication. Keep the following in mind when you are talking to co-workers, supervisors and others at work.

- Listen and ask questions to understand and appreciate the points of view of others.
- Learn the workplace language and expressions.
- During meetings, participate and contribute.
- Use appropriate body language and communication practices.
- Ask questions to have ideas explained when you don't understand.
- Respect the opinions of others.

Communication Skills Check List

Use this check list to figure out what kinds of communication skills you have.

- I can carry on conversations with others and respond to questions they ask.
- I tell others my opinions and ideas so they understand me.
- I ask the right questions to get the information I need.
- I give instructions or explain things clearly to others.
- I speak in public with confidence.
- I change the way I speak for different audiences (e.g. friends, employer, and co-workers).
- I speak thoughtfully when resolving a conflict.
- I understand and follow Canadian expectation on eye contact and space.
Guidelines for Workplace Behaviour

- Do not assume that people from a different country think the way that you do. What you think is normal behaviour may be wrong in another culture.
- When speaking to others, don't assume that what you meant is what the other person heard. Be sure to explain what you mean by using different words or testing their understanding.
- Ask questions if you are uncertain about your understanding of what you have been told or heard.
- Pay attention to cultural differences in the workplace and attempt to understand the reasons for differences. While you may not like or agree with the differences, you need to try and understand why they exist because they may affect workplace communication.
- To be successful in a Canadian workplace you need to be flexible and adapt to your organization’s culture.

How to Communicate at Work

Here are some examples to help you understand appropriate communication in the workplace.

Juan was very excited to begin his new job. As he was being trained he wanted to get to know his co-worker, Patrick so he asked him many questions about his family and hobbies. Once Juan was left alone to do his job, he began to look around for someone else to chat with.

During work time people don’t talk very much and it is usually limited to talk about work tasks and projects. Casual conversation is kept to lunchtime and breaks.

After two weeks on the job Yi realized that if she re-arranged her work station she could work much more quickly. She didn’t say anything as she felt it was the supervisor’s job to improve work processes.

If you have an idea for how to improve something at work, tell your supervisors or lead hand.

Yuri had many ideas for improvements at work. Every day he reminded his supervisor of his ideas and asked when they would be used.
It is best to give an idea and then wait for at least a week before asking about it. In most companies, it takes a lot of time and meetings before any changes are made. If you ask your supervisor about it every day s/he will probably get irritated.

*Manjit did not agree with a new company policy. She told everyone how ridiculous the policy was and how it wasn’t going to help anything. She obeyed the policy but used every opportunity she had to show her supervisor how stupid she thought it was.*

Complaining or criticizing the company may not get you fired but a negative attitude will probably keep you from being promoted (advancing in the company). When you have a concern politely discuss it with your supervisor or a human resource person.

*Samlane greeted his supervisor respectfully every day by saying, “Hello, Mr. Loewen” and keeping his eyes down.*

Management is spoken to politely yet informally. They are often called by their first name, many times even if they are the company president. Listen to how others speak to management and follow their lead.

**Calling in Sick or Late**

As a new employee it is in your best interest to have an excellent attendance record. Missing work or being late within the first three months of work can lead to dismissal (or getting fired).

Being late for work in some companies means that you will have the time away deducted from (or taken off) your pay cheque. Also, many companies say to their employees, “If you are away longer than 3 days from work, you must bring us a note from your doctor.”
Know When to Call In

There was a car accident and you are stuck in traffic. You know you are going to be late for work. You call your foreman, Dan Brown to let him know.

You are sick. You have a high fever. You are not sure when you can come back to work. You call your supervisor, Tran.

The doctor has told you that your child has strep throat. She has to stay home because she is contagious. You can’t get a babysitter until tomorrow. You call your boss, Allen.

How to Call In

“Hello, this is _______________. I am very sorry but I will be late today. My car broke down on the way to work. I will be at work in ______ minutes. Thank you. Goodbye.”

“Hello, this is _______________. I am very sorry but I cannot come to work today. I am sick. I have: □ a very bad headache □ a cold

□ the flu □ a hurt back. I will try to come in tomorrow. If I am still not well, I will call again. Thank you. Goodbye.”
**How to Leave a Message**

“Hello, this is _______________. I am very sorry but I will be late today. My daughter is sick and I have to bring her to a babysitter. I will be at work at ______ o’clock. Thank you. Goodbye.”

“Hello, this is _______________. I am sorry but I am sick today and will not be at work. My phone number is _ _ _ - _ _ _ _. Thank you. Goodbye.”

“Hello, this is _______________. I am sorry but I am still very sick today and will not be at work. I am going to see a doctor. My phone number is _ _ _ _ - _ _ _ _. Thank you. Goodbye.”

*Adapted from Work Start resource *Phoning in Late or Sick*
Body Language & Gestures

Over half of all human communication is non-verbal. This means that body language, facial expressions and hand gestures tell people a lot about how you are feeling and the meaning behind what you are saying. Many cultures will understand specific body language and gestures to have different meanings. The following is a short list of non-verbal communications and what they mean in Canadian society. None of these gestures are used offensively in Canadian culture.

### Body Language

<table>
<thead>
<tr>
<th>Non-verbal Communication</th>
<th>Description</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Arm cross:</strong></td>
<td>Folding arms over the lower chest or upper stomach</td>
<td>You are either a) anxious or uncomfortable, b) feeling superior or arrogant,</td>
</tr>
<tr>
<td><strong>Hand shake:</strong></td>
<td>Grasping another’s hand with a firm grip</td>
<td>You are a) greeting someone, b) communicating “congratulations”, c) making a deal with someone, d) meeting someone for the first time and communicating “nice to meet you”</td>
</tr>
<tr>
<td><strong>Hand clasping:</strong></td>
<td>Fingers interlocked tightly or loosely in front of body (often on a desk or in a chair)</td>
<td>You are a) nervousness, insecure or anxious, b) anticipating something</td>
</tr>
<tr>
<td>Head nod: An up-and-down movement of the head</td>
<td>You are a) understanding what someone else is saying, b) agreeing with what someone else is saying, c) answering yes</td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Head shake: Turning the head from side-to-side</td>
<td>You are a) disagreeing, b) communicating that your words have been misunderstood by someone else, c) saying no</td>
<td></td>
</tr>
<tr>
<td>Slouching: Sinking back into a chair or slouching over your desk (not sitting or standing up straight)</td>
<td>You are a) tired, b) lazy or unmotivated</td>
<td></td>
</tr>
</tbody>
</table>

**Hand Gestures Non-verbal Communication**

<table>
<thead>
<tr>
<th>Description</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Curled finger: Index (second) finger is curled toward yourself</td>
<td>You are asking someone to come to you</td>
</tr>
<tr>
<td>Finger pointing: Extending an index (second) finger</td>
<td>You are directing attention to people, places or things</td>
</tr>
</tbody>
</table>
## Facial Expressions

<table>
<thead>
<tr>
<th>Non-verbal Communication</th>
<th>Description</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Furrowed brow</td>
<td>Wrinkled between the eyebrows/lower forehead</td>
<td>You are concentrating on something very hard</td>
</tr>
<tr>
<td>Pursed lips</td>
<td>Rounded or puckered lips</td>
<td>You are a) disagreeing, b) thinking hard, c) scheming</td>
</tr>
</tbody>
</table>


### Harassment

Harassment happens when someone threatens or insults you. Harassment also happens when you make unwelcome sexual attention or disrespectful comments. Differences in culture can lead to confusion or discomfort about behaviour. In some cultures it is acceptable to show your feelings more openly with others (for example, hugging and patting someone on the back). People from other cultures are more reserved.
Is it Harassment?

Read through the following examples and figure out if what is happening is harassment. Answer yes or no below. You will find the answer key on page 76.

1. A man asks a woman at work out on a date. She says no but he continues to ask. He looks for opportunities to work beside her and will even wait for her in the parking lot to walk her to her car.

Answer: ________

2. An employee puts his hand on a co-worker’s shoulder when talking to him. The co-worker doesn’t say anything about it.

Answer: ________

3. In the lunchroom, the employees often tell a lot of sexual jokes or tell descriptive sexual stories. One of the new employees feels very uncomfortable and considers quitting.

Answer: ________

4. An employee is teased about his speech and is called a “queer” (term used to disrespect people of a different sexual orientation).

Answer: ________

5. A male supervisor often compliments the work of a female employee in public and in private.

Answer: ________

6. A male employee always teases the women he works with. He asks them to go on dates with him or dance with him in a joking way. Most women just laugh and tell him to go away but one woman told him to stop harassing her. He said he was just joking.

Answer: ________

*Reproduced with permission from Work Start resource Harassment? Yes or No
What You Have Learned

Go back through the unit and review each section. Check the boxes to indicate what you have learned.

“After reviewing this unit, I now know…”

- common expressions used in the workplace and their meaning
- the skills I will need to use and develop for good communication
- useful guidelines to help me communicate and encourage understanding among co-workers and others
- some actions to take when faced with different situations
- when and how to call my employer if I am late for work or sick
- the meaning of ten examples of non-verbal communication
- the definition of harassment and how to recognize it in the workplace
Unit 7: Industrial Manufacturing

In this unit you will learn about...
- vocabulary related to the industrial sector
- industrial manufacturing

Vocabulary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assembly Line</td>
<td>A process where a product is made in steps by more than one person</td>
</tr>
<tr>
<td>Defective</td>
<td>Having a fault or flaw.</td>
</tr>
<tr>
<td>Inventory</td>
<td>A detailed list of materials or parts</td>
</tr>
<tr>
<td>Factory</td>
<td>A manufacturing facility</td>
</tr>
<tr>
<td>Kaizen</td>
<td>A Japanese word meaning “change for the better” or “improvement”. The English translation is continuous improvement. You might have training on Kaizen in the company you work in.</td>
</tr>
<tr>
<td>Lean Manufacturing</td>
<td>A process to change what is wasteful. Changes can be made in areas such as transportation, inventory, over-production and quality. You might have training on lean manufacturing in the company you work in.</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>A branch of industry that uses tools and processing to turn raw materials into finished goods for sale.</td>
</tr>
<tr>
<td>Overproduction</td>
<td>Producing too much; creating more goods than are wanted by customers.</td>
</tr>
<tr>
<td>Standardize</td>
<td>To make something the same way with the same quality.</td>
</tr>
<tr>
<td>Systemic</td>
<td>Affecting an entire system such as a production system.</td>
</tr>
<tr>
<td>Waste</td>
<td>Activities that cost but do not add value.</td>
</tr>
</tbody>
</table>
Industrial Manufacturing

Manufacturing accounts for 25% of the world’s economy. Below are some of the branches of industrial manufacturing.

<table>
<thead>
<tr>
<th>Agribusiness</th>
<th>Automobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brewing</td>
<td>Clothing</td>
</tr>
<tr>
<td>Construction</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Electronics</th>
<th>Engineering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food and beverage</td>
<td>Machine tool</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Metalworking</th>
<th>Pharmaceutical</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steel</td>
<td>Telecommunication</td>
</tr>
</tbody>
</table>

Working in an Assembly Line

Working in an assembly line requires team work, good attendance punctuality, and attention to quality. Employees must work quickly and safely. Employees must be open to change and willing to train in different jobs.
Nhu’s Story

Nhu worked on a paint line in a furniture company. She did the same job for many years. She liked working with her team quickly, and safely, making quality product. She had good attendance and punctuality.

The company had a lot of competition in different countries, so to save money and keep jobs, the employees had to take lean manufacturing training.

Nhu had to be open to different ideas and make some changes. She also had to learn different jobs so that she could keep working when her assembly line did not have enough work to do.

What You Have Learned

Go back through the unit and review each section. Check the boxes to indicate what you have learned.

“After reviewing this unit, I now know…”

- important vocabulary related to the industrial manufacturing sector
- which 14 industries make up the industrial manufacturing sector
- what training might be required on the job
Answer Keys

Matching Answer Key (Page 38)

Match the terms on the left with their definitions on the right by filling the correct letter into the appropriate blank. See number 1 for an example.

1.  ____f____ ancestry a) being in a parent and child relationship
2.  ____h____ creed b) disrespectful comments and unwelcome sexual attention
3.  ____a____ family status c) physical or mental disability
4.  ____c____ handicap d) the person you are married to or who you live with as a couple
5.  ____b____ harassment e) single, married, divorced or separated f) relatives from many generations back
6.  ____e____ marital status f) relatives from many generations back
7.  ____g____ place of origin g) where you were born
8.  ____l____ sexual orientation h) your beliefs, especially religious
9.  ____d____ spouse i) heterosexual (straight), homosexual (gay)
10.  ____j____ discrimination j) being treated differently from others

Understanding Your Pay Stub (Page 49)

1.  80 hours
2.  2 weeks (pay periods are every two weeks)
3.  $14.00 per hour
4.  Full time
5.  CPP is the Canadian Pension Plan. The amount on the pay cheque is the deduction.
6.  Yes. All workers pay EI.
7.  Yes. All people must pay income tax.
8.  $50.00 (CPP) + $20.27 (EI) + $194.20 (Income Tax) = $264.47
9.  The amount of money you make before deductions and dues.
10. Every two weeks.
Matching Idioms Answer Key (Page 61)

1. On our toes
2. Made do
3. Give and take
4. Step up to the plate
5. Walk the talk
6. Down to the wire
7. Meet me halfway
8. Play it by ear
9. Win-win situation
10. Be on the ball
11. Go by the book
12. Out of the loop
13. Eye to eye
14. Heads up
15. Drop the ball

Is it Harassment? Answers (Page 70)

1. Yes. The attention is unwanted.
2. No. Physical contact, like shaking hands or touching someone’s shoulder is not harassment. When it becomes unwanted touching, then it is harassment.
3. Yes. It is expected that a person will not embarrass or offend other employees with constant sexual references.
4. Yes. The employee is being subjected to jokes and pranks from co-workers that relate to his/her sexual orientation.
5. No. Positive performance evaluations and casual praise of an employee's good work do not equal sexual harassment.
6. Yes. More and more courts are less interested in what the harasser meant to do and more in what the impact and results of his actions were.
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Work Start. Harassment? Yes or No.

Work Start. Phoning in Late or Sick.


Work Start. Understanding a Pay Cheque.
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www.labourrelations.org
www.law-faqs.org
www.laws.justice.gc.ca
www.myemploymentguide.com
www.superfactory.com
Environmental benefits per ton include:

<p>| | | | | |</p>
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<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of trees saved</td>
<td>12</td>
<td>10,194</td>
<td>1,081</td>
<td>13.8 million</td>
</tr>
<tr>
<td>Gallons of water</td>
<td>2,097</td>
<td>Lbs. of greenhouse gas emissions reduced</td>
<td>Lbs. of landfill reduced</td>
<td>BTUs of energy reduced</td>
</tr>
</tbody>
</table>

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