



# Making Sure Workers Are Safe: Orientation and Training for Migrant Workers

WCB Workplace Health and Safety Conference

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# Canadian Centre for Occupational Health and Safety

- We promote
- We inform
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# Agenda: Making Sure Workers Are Safe: Orientation and Training for Migrant Workers

- Newcomers to Canada – Recent Trends
- Orientation and Training
- Communicating Health and Safety Effectively
- Strategies to Support Foreign Workers



## A Bit About Me...





# Newcomers to Canada















## Recent Trends

- 250,000 immigrants welcomed yearly
- 64% of immigrants are aged between 25 and 54
- More than half are admitted under the economic category
- 1.3 million settled permanently between 2016 and 2021
- 3.5% settled in Atlantic Canada in 2021

### Top 10 places of birth reported by recent immigrants, Canada, 2016 and 2021

		2021	2016	Rank in 2016		2021	2016	Rank in 2016	
1	India 	18.6%	12.1%	2	6	United States 	3.0%	2.7%	6
2	Philippines 	11.4%	15.6%	1	7	Pakistan 	2.7%	3.4%	5
3	China 	8.9%	10.6%	3	8	France 	2.0%	2.0%	9
4	Syria 	4.8%	2.5%	7	9	Iran 	1.9%	3.5%	4
5	Nigeria 	3.0%	1.4%	13	10	United Kingdom 	1.7%	2.0%	8

**Note(s):** "Recent immigrant" refers to a person who obtained landed immigrant or permanent resident status in the five years preceding a given

**Source(s):** Census of Population, 2016 and 2021 (3901).





# Temporary Foreign Worker (TFW) Program

Allows Canadian employers to hire foreign workers to fill temporary jobs when qualified Canadians are not available



# Temporary Foreign Workers in Canada



## Where are they working?

- Agriculture, forestry, fishing and hunting
- Accommodation and food services
- Manufacturing
- Transportation and warehousing
- Construction
- Retail
- Wholesale





# General Risks

New to the job or unfamiliar with the industry

More likely to have physically demanding jobs

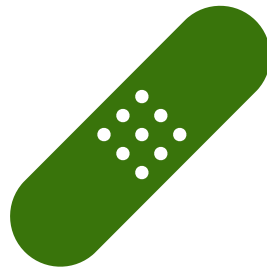
Limited knowledge of health and safety rights and systems

Language barriers



# Workplace Injuries

The proportion of injuries requiring medical attention is higher among the most recent immigrants than among the Canadian-born workers



New male guest workers are 2x more likely to experience injury requiring medical attention



90% of all work-related injuries suffered by recent immigrants required medical attention



# Benefits of a Diverse Workforce



Improved creativity and innovation



More informed and inclusive decision-making



Better equipped to adapt



# Orientation and Training





# Orientation Inclusions

- Explanation of the function of the work unit
- Organizational relationships
- Administrative arrangements
- Policies and rules



# Health and Safety Orientation : Inclusion Examples

- First aid stations
- Potential hazards
- Emergency procedures
- Universal worker rights
- Use of personal protective equipment
- Support systems (example: emergency contacts)
- Health and safety responsibilities and reporting structures



# Education and Training – Objectives



To inform about health and safety procedures or specific job practices



To raise awareness or skill levels to an acceptable standard



# When Might Education or Training be Required?

- Beginning of employment
- Inadequate performance
- Reassignment or transfer to a new job
- As needed to ensure worker skill and knowledge
- When there is a change to the legislative requirements
- Introduction of new equipment, processes, or procedures







# Communicating Health and Safety





# Communicating Health and Safety Effectively

- To ensure understanding of roles and directions
- To warn against dangers
- To avoid unsafe practices
- To promote critical emergency response
- To learn about (and from!) concerns and hazards





# Strategies to Support Foreign Workers





# Provide Instructions, Materials and Training in the Language of the Workers

**Where Does it Hurt?**  
¿Dónde te duele? เจ็บตรงไหนบ้าง?

Mark each spot on the **front** and **back** where:  
กรณีระบุแต่ละจุดด้านและด้านหลังที่...  
Marca cada área en la parte de enfrente y de atrás donde:

**1**  
You have an **ache, pain** or **discomfort**  
จุดที่ปวดเมื่อย เจ็บปวด รู้สึกไม่สบายตัว  
Tengas dolor, molestia o malestar

**2**  
**Stress** shows up in your body  
จุดที่ความเครียดเกิดขึ้นตามร่างกายของคุณ  
Se manifestó el estrés en tu cuerpo

**3**  
You have **other symptoms**  
(e.g., breathing problems, rashes, burns, allergies, etc.)  
อาการอื่นๆ เช่น ปัญหาเกี่ยวกับการหายใจ ผื่น แผลไฟไหม้ ภูมิแพ้ต่างๆ  
Tengas otros síntomas  
(p. ej., problemas respiratorios, sarpullido, quemaduras, alergias, etc.)

**?**  
**What do you see?**  
คุณสังเกตเห็นอะไรบ้าง?  
What would you see if your co-workers added their "spots"?  
เกิดอะไรขึ้นเมื่อคุณงานคนอื่นเพิ่ม "จุด" ในที่ต่างๆ?  
¿Qué es lo que ves?  
¿Qué es lo que verías si tus compañeros/as de trabajo agregaran sus "áreas"?

**FRONT**  
ด้านหน้า  
Enfrente

**BACK**  
ด้านหลัง  
Atrás

OHCOW  
www.ohcow.on.ca  
1-877-817-0336 ask@ohcow.on.ca

**SA ONTARIO,**  
**DAPAT NA PROTEKTAHAN NG IYONG MGA PINAG-TATRABAHUHAN AT SUPERVISOR ANG IYONG KALUSUGAN AT KALIGTASAN**  
**Ito ang batas**

**Illegal** para sa may-ari ng pagawaan ang:

- Magparusa**
- Magtanggap**
- Gumanti sa iyo sa anumang paraan**

...kung ikaw ay:

- Nagpahayag ng iyong saloobin o opinyon tungkol sa kalusugan o kaligtasan**
- Nakilahok sa mga gawaing pangkalusugan at pangkaligtasan**
- Tumanggi sa mapanganib na trabaho**

Kung sa iyong paningin ay nangyari na ito sa iyo o ikaw ay nababahalang maari itong mangyari, humingi ng tulong sa mga samahang nasa ibaba:

**OHCOW**  
www.ohcow.on.ca  
1-877-817-0336  
ask@ohcow.on.ca

**Local Legal Aid Clinic**  
Hanapin ang pinakamalapit sa iyong lugar:  
1-800-668-8258\*  
www.legalaid.on.ca/legal-clinics/

**Ministry of Labour, Training, Skills and Development (MLTSD)**  
Health and Safety Contact Centre  
1-877-202-0008\*  
Pindutin ang numero 1 sa telepono para sa mga Pagtanggali sa Trabaho  
web@ohs.onario.ca

\*Maaring magtanong kung may taong nagsasalita ng iyong lenggwage.

Source: Occupational Health Clinics for Ontario Workers (OHCOW)

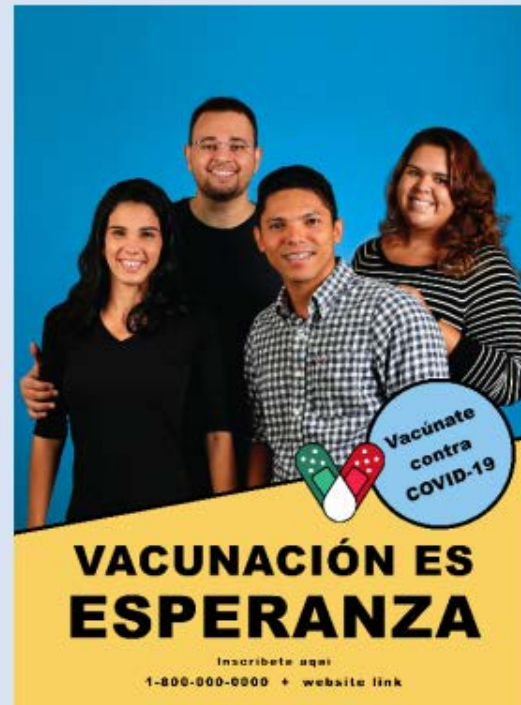


# Use Materials and Training with Clear Images, Videos or Symbols

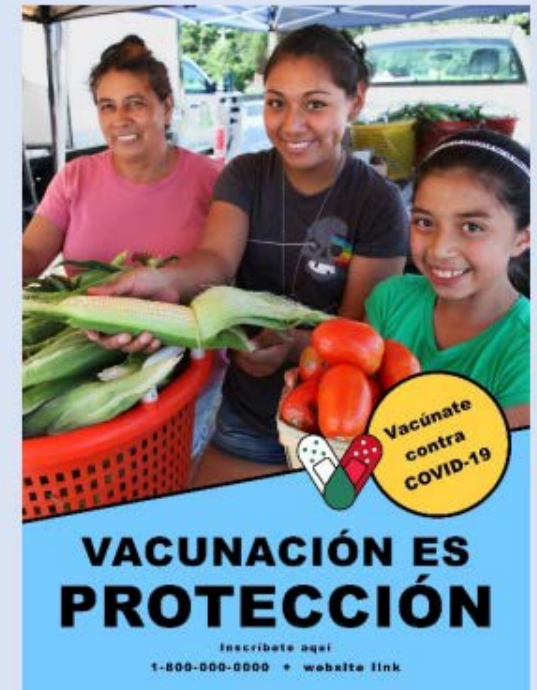
## Best practice:

Use photos and videos that show people and environments that look and sound like the target audience

Poster Example with Stock Image:



Poster Example with Image of Local Community Members:





## Repeat Key Information in Different Ways: Written, Verbal, and Visual Formats



### Tip:

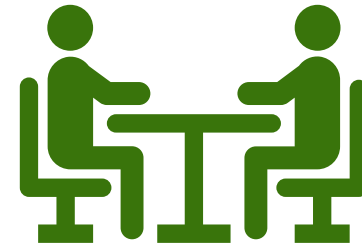
You can also use internationally recognized signs and symbols (for example hazard signs) and include hand signals



## Work With Your Team



Identify workers who may be more proficient in English, and support them to be communication aides for others



Use a 'buddy' system, pairing less and more experienced workers who speak the same language



# Encourage Feedback

- Ask for feedback or ideas from workers regarding information being presented (e.g. “what do you think?”)
- Encourage workers to ask for repetition or clarification when they do not understand
- Train supervisors on how to communicate clearly, to be patient, to check understanding and to encourage feedback





# Consider Comprehension and Language Development

Include comprehension testing activities

Pace work to ensure adequate time to communicate effectively

Provide English-language lessons or resources

Employ the services of a professional interpreter



# Consider Cultural Differences

## **Example:**

Some cultures don't accept the questioning of authority figures.

A worker with such a background may be reluctant to refuse a work assignment from a supervisor, even if they have legitimate safety concerns about that work



# **Add a Foreign Worker Representative to the Health and Safety Committee**





# Seek Help from Local Immigrant Support Groups and Government Agencies

- [Organizations Supporting Migrant Agricultural Workers - Migrant Worker Health Project](#)
- PEI:
  - [Temporary Foreign Workers Support - Immigrant and Refugee Services Association PEI \(irsapei.ca\)](#)
  - [Migrant Workers - Cooper Institute](#)



# How Can CCOHS Help?

- OSH Answers Fact Sheets
- CCOHS Publications
- Online Courses
- Infographics

**Workers in Canada have Three Basic Rights**  
**Right to Know**  
You have a right to know what hazards are present in the workplace, and be given the information, training, and supervision you need to protect yourself.  
**Right to Participate**  
You have a right to participate in keeping your workplace healthy and safe, which may include selecting or being a health and safety representative or committee member. You also have a right to report unsafe conditions and practices.  
**Right to Refuse**  
You can refuse work that you believe to be dangerous to

**Orientation for New Workers**  
POCKET GUIDE

**New Worker Orientation**  
Starting a new job? Get off to a safe start by following these checklists.

All workers in Canada have **three basic rights**  
**Know your rights**  
1 The Right to Know about hazards on the job and how to protect yourself.  
2 The Right to Participate in health and safety activities, including reporting unsafe practices.  
3 The Right to Refuse Unsafe Work that poses harm to yourself or co-workers.

**Did you know?** A new job means **more risk**. New workers are more vulnerable to workplace injury or illness, many of which happen in the first month on the job.

**Stay safe**  
□ **Have you had training yet?** It's your employer's duty to keep you safe. Make sure you know about and are trained on all hazards in the workplace.  
□ **Training moving too fast?** Ask your supervisor to slow down and repeat.  
□ **Do you have your PPE?** Make sure you have all the personal protective equipment you need.  
□ **Know what to do in an emergency.** Ask your supervisor what to do if there's a fire, power failure or any other emergency.  
□ **Know who to reach out to.** Your supervisor should let you know who you can connect with for health and safety matters.

**Stay healthy**  
Working during the pandemic? Here are a few tips to keep yourself and others healthy.  
□ **Are you feeling okay?** Screen yourself for COVID-19 symptoms daily.  
**Common signs of infection:** respiratory symptoms, fever, cough, shortness of breath and breathing difficulties.  
□ **Do you know your sick policy?** Ask your employer what to do if you have symptoms of COVID-19 or are feeling unwell.  
□ **Are you physically distancing?** Stay the greatest distance possible (at least 2 metres) apart from others.  
□ **Are you taking precautions?** Wear a well constructed, well fitted mask, wash or sanitize hands often, and disinfect items that you share or are touched by others.

**On-the-job reminders**  
□ **If you spot it, say it.** Have you spotted something that's unsafe? Report it to your supervisor.  
□ **If you're not okay, it's not okay.** If you feel you're being harassed or unsafe, it's your right to report it. Talk to your supervisor, a human resources representative, or a member of your health and safety committee.  
□ **Do you know what workplace harassment looks like?** It's any time that a worker is abused, threatened, intimidated, or assaulted – and it isn't always physical. It could be inappropriate texts from a boss or team member, a coworker making offensive jokes, or being bullied by a customer.  
□ **Your mental health matters.** Know who to talk to if you're feeling stressed, bullied, or overwhelmed.

CCOHS.ca  
Canadian Centre for Occupational Health and Safety



**Questions**



# Thank you

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