



A National Scan of Safety Resources for Recent Immigrants Entering the Canadian Workforce

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Background

- One in five Canadian workers is an immigrant
- Immigrants coming to Canada specifically for the purpose of employment now comprise almost 60% of all new permanent residents (up from 41% in 1993)
- New workers and recent immigrants are more likely to experience a work-related injury
- We know little about the sort of materials that are directed at new immigrants to inform them of their rights at work, prevent injury or help once a work-related injury takes place



Study purpose

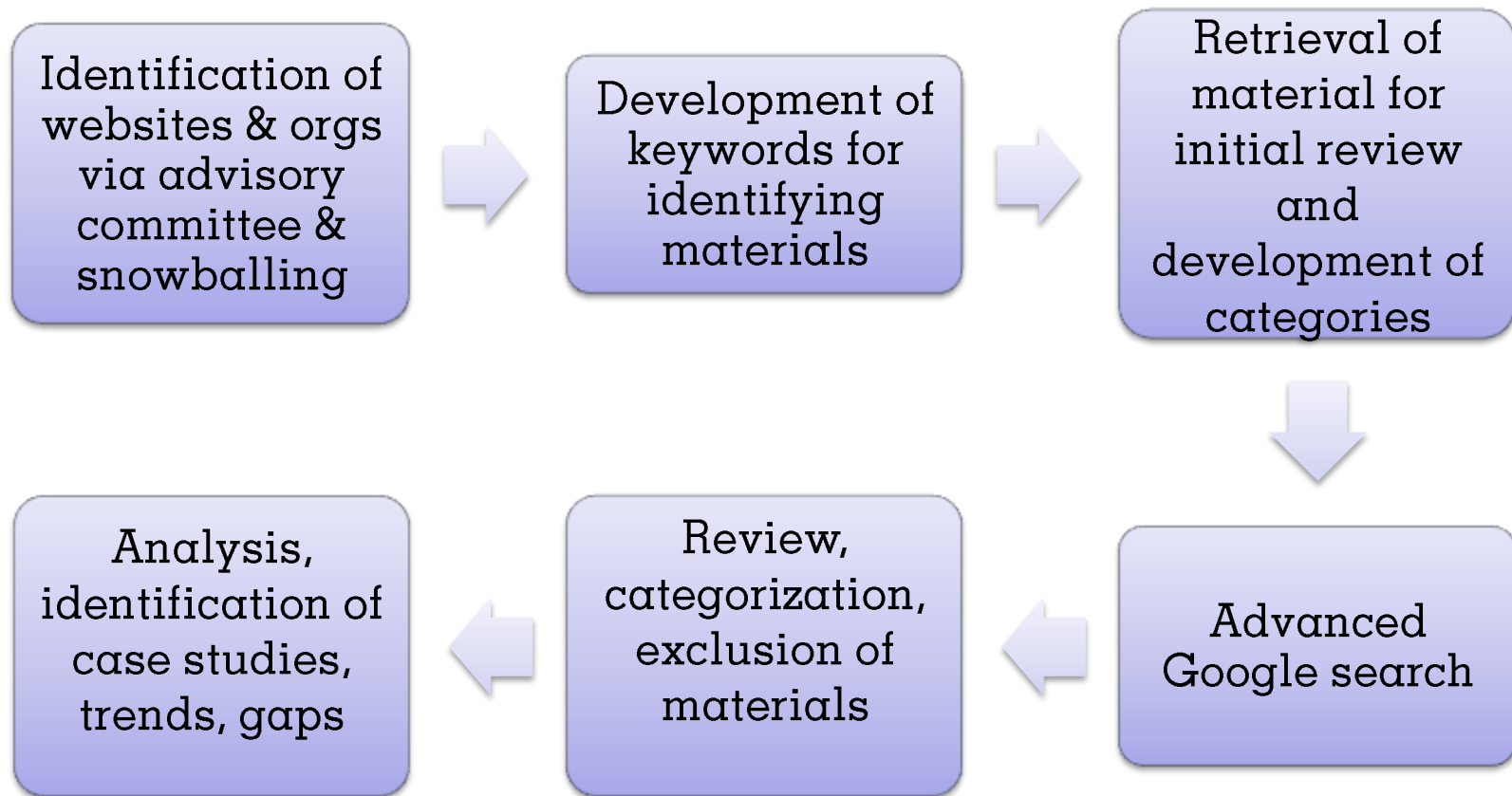
To examine the **services, programs and resources** available to newcomers to Canada that focus on ES, OH & S and WC.

- What kind of resources available (topic, volume and type)
- Audience (workers? Employers? ESL instructors?)
- Geographic distribution of resources
- Language (materials translated and if so into what languages?)

Aim was to identify important gaps and highlight case studies of programs that present interesting opportunities for providing this information to newcomers.

Focus on materials that could be found on-line (electronically) aimed at new immigrants, TFW, employers, ESL/settlement facilitators

Methods





Examples of key words for the English and French scan

| Populations | Occupational Health and Safety |
|--|---|
| 1. English as the Second Language(ESL) | 1. Accident prevention |
| 2. Foreign nationals | 2. Employment standards |
| 3. Foreign worker(s) | 3. Health and safety training |
| 4. Live-in caregivers | 4. Injuries at work |
| 5. Immigrant(s) | 5. Injured worker(s) |
| 6. Interpretation services | 6. Occupational Disease |
| 7. Migrant worker(s) | 7. Occupational health and safety |
| 8. New Canadians | 8. Occupational illness |
| 9. New employers/workers | 9. Occupational injury/danger/hazard |
| 10. New immigrant(s) | 10. Rights at work |
| 11. New to Canada | 11. Unsafe work |
| 12. Newcomer(s) | 12. WCB |
| 13. Recent immigrant(s) | 13. Work injury |
| 14. Refugee(s) [... etc.] | 14. Workplace disease |
| | 15. Workplace fatality |
| | 16. Workplace health and safety [...etc.] |



Exclusions

The material was on a work-related topic (finding work, the labour market, resume building) but did not include information on employment standards, occupational health & safety or workers' compensation.

The material was a research article or news release on a topic related to immigration, work and health but was not a resource as such

The resource was not available electronically (but included if listed on website)

The resource was on a work and health topic but was not aimed at newcomers and was not translated

The resource was aimed at "new workers" but this specifically only included young workers (not newcomers)



Methods

Each resource was categorized in the following way:

Content/Topic - What topics are being covered by this resource?

Employment Standards (ES): vacation pay, hours of work, overtime, rights related to sick leave, etc.

Occupational Health & Safety (OHS): injury prevention (general or specific), hazards at work, occupational disease, rights and responsibilities under a provincial OHS Act, etc.

Workers' Compensation (WC): what to do if an injury occurs, claim filing, resources at a WCB, RTW issues, entitlements, voc rehab etc.

Mix of topics: Information on more than one of the topics listed above. If there was even a one line mention of a particular topic we considered this a mix of topics, and categorized it as such.

Other: resources on such topics as health and harassment, human rights and violence at work.



Methods

Mode of delivery - How is the information delivered?

Service: “help lines”, legal assistance, advocacy services, one-on-one counseling.

Workshop/training: ESL or job search training that includes topics of ES, OHS, or WC.

Fact Sheet/Pamphlet: less than 2 pages

Guide: 2 or more pages

Poster/Pictogram: Material meant to reach a wide audience at one time (i.e. Poster put up in workplaces).

Teaching/learning resource: Materials for teachers of ESL, settlement or job search workshops (JSW).

Audio CD/Audio file: For purchase or download

Video/Slideshow: DVD/video, PowerPoint slideshow.

Other: Web articles or websites, on-line magazines



Methods

Audience - Who is the intended target or audience of the material?

Employers/supervisors

Workers: materials directed towards all workers but available in multiple languages (indicating an effort to reach newcomers)

Immigrants/New Canadians: resources specifically directed towards newcomers (i.e. info in "welcome" guides, materials produced by organizations that serve newcomers).

Temporary Foreign Workers (TFW): materials written specifically for TFW, migrant workers, or their advocates.

ESL/FSL teachers or settlement workers: materials targeting teachers or settlement workers on the topics (can include lesson plans, curriculums, for those doing workshops or classes).

Other: a catch-all category that includes health and safety professionals, health care providers, unions.



Methods

Language - What is the language of the material?

- English or French (but specifically targeting newcomers)
- English or French and one other language
- Multiple languages
- Unknown : In a few cases there is indication that the material is translated but the languages are not listed

The scan ended on March 21st, 2011

Resources posted or created after that date are not included



Categorization considerations and challenges

- Some government-produced products distributed by multiple orgs but only counted once in the scan
- Some materials consisting of multiple parts counted only once (e.g. WSIB factsheets)
- Materials aimed at multiple audiences and/or in multiple formats – numbers do not always add up
- Categorization 'judgment calls'
 - New worker material – had to decide if it was aimed at immigrants
 - Live-in caregivers/domestic workers
 - Farm workers



Limitations

- We likely missed some organizations
- We did not include material that was not on-line
 - some internal company/employer programs likely missed
 - material from small, grass roots orgs potentially missed
- Sometimes unsure about consistency/frequency of workshops, training & not able to determine whether delivery was systematic or ad hoc
- Did not include an evaluation of the quality or depth of material (or find any evaluations)



Findings

- We examined **421 websites** across Canada and found a total of **224 resources** that met our search criteria.
- The greatest numbers of resources found in **Ontario**, followed by **British Columbia** and **Manitoba**.
- Very few resources found in the Atlantic provinces and the North.
- We also found few resources in Quebec despite the fact that there were many organizations/websites that catered to newcomers
 - Most Quebec resources focussed on adaptation to Quebec culture and integrating into the labour market
 - After Ontario, Quebec currently sees the greatest number of new immigrants



| Provinces/Territories | Number of resources |
|-----------------------|---------------------|
| AB | 21 |
| BC | 47 |
| MB | 28 |
| National | 14 |
| NB | 1 |
| NL | 2 |
| NS | 2 |
| NT | 0 |
| NU | 0 |
| ON | 77 |
| PE | 3 |
| QC | 16 |
| SK | 11 |
| YT | 2 |
| Total | 224 |

**Top destinations for
new immigrants to
Canada (2009):**

ON: 106,867

QC: 49, 493

BC: 41, 438

AB: 27,017

MB: 13, 520

SK: 6, 890

NS: 2, 424

NB: 1, 913

PE: 1, 723

NL: 603

YT: 174

NT: 107

NU:10

National total: 252,
179



Content/Topic

- The greatest numbers of resources were in the area of employment standards (**n=89**)
- Fewest focussed just on workers' compensation. (**n=12**)
- While a number of provinces had resources that we classified as offering information on all three topic areas (employment standards, occupational health & safety and workers' compensation) in many cases the information on workers' compensation consisted of only one or two sentences (e.g. mention that there was a workers' compensation board and contact information for the board.)



Mode of delivery

- Most materials we found were short fact sheets (one or two pages) - limited information about our topics of interest. (**n=72**)
- We also found a large number of guides which provided more in-depth information (**n=60**) (although some lengthy guides still provided limited info on our topics)
- Organizations in a number of provinces also provided training materials and resources for teachers in ESL/FSL and Job Search Workshops (**n=34**)
 - Often multi-part, comprehensive, containing lesson plans, exercises for newcomers and power point slides



Audience

- We found the greatest number of resources directed specifically to newcomers (**n=84**)
- And a large number (**n=63**) written for workers in general (that were translated, indicating an effort to make them accessible to at least some new immigrants)
- Least amount of information aimed at employers or supervisors of newcomers (**n=20**)
- No information on the topics of interest aimed at health care providers, union representatives or health and safety professionals working with newcomers.



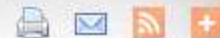
Language

- Most of the information directed at newcomers was only available in English or French (**n=106**)
- We also found a large number of resources that were translated into multiple languages, especially originating from the provinces of Ontario and British Columbia (**n=95**)
- Very few national resources were available in languages other than English or French
- Very few resources in Quebec were offered in languages other than French (20% of immigrants to Quebec report speaking neither Eng or Fr)



Findings...some additional thoughts

- Nationally many orgs provide employment preparation and language programs to newcomers
- Official 'welcome guides' (provincial and national)
- A number of pre-departure programs for newcomers (e.g. CIIP)
 - These present a great opportunity for including resources about employment standards, occupational health & safety and workers' compensation newcomers
- Wide range in quality and availability of resources for immigrants through each provincial workers' compensation board.
 - Most jurisdictions had few resources (or few translated resources)
 - Also sometimes difficult to find (e.g. WSIB website)



Welcome. We're here for you.

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- [Form 7 for Employers \(pdf\)](#)
- [Operational Policy Manual \(OPM\)](#)
- [Register with us](#)
- [Treatment Memorandum \(pdf\)](#)
- [What's happening ePremium](#)

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Programs and services to support your medical, financial and return to work needs.



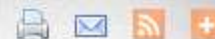
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April 28 DAY OF MOURNING



A Day to Remember

Every year on April 28th, the WSIB commemorates and pays tribute to the millions of Ontarians whose lives have been impacted by a workplace fatality, injury or illness.

Help Us Make History

Join us to pay tribute to fallen workers by lighting a candle, either online or in-person at our Living Tribute at 200 Front Street West, in Toronto. You can also visit our Day of Mourning page on Facebook. It's a meaningful way to commemorate an injured or fallen worker and to show your support to their many families and friends. By lighting a candle online, your message of hope will burn all across Ontario.

Together, we can illuminate the critical need for workplace safety.

[Visit our Day of Mourning page →](#)



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update →

Exposed to
Herbicides? →





Findings...some additional thoughts

- Large number of materials aimed at newcomers that were *only* offered in the official languages.
 - A large number of immigrants do not have language ability in either English or French (For example, in British Columbia 34%, in Saskatchewan and Manitoba 35%).
 - When translated, sometimes unclear why certain languages were chosen
- Few resources aimed at young workers who are immigrants – these groups treated as mutually exclusive (yet In 2009, 37,340 immigrants coming to Canada were between the age of 15 and 24)



Case Studies: Newcomer resources from WCBs

- No resources targeted towards immigrants or translated information available from the WCBs of:
 - Prince Edward Island
 - Newfoundland
 - Nova Scotia
 - New Brunswick
 - NWT/Nunavut (shared WCB)
 - Yukon Territories
 - Saskatchewan

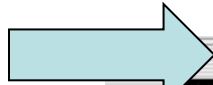


Case Studies: Newcomer resources from WCBs

- The following jurisdictions provide some kind of resources directed towards immigrants:
 - Quebec
 - Alberta
 - Manitoba
 - Ontario
 - British Columbia



Case Studies-WorkSafeBC web portal



English | 繁體中文 | 简体中文 | Français | 한국어 | ਪੰਜਾਬੀ | Español | Tiếng Việt

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Barb Deschenes
WorkSafeBC Investigating Officer

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- Workers
- Health Care Providers

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| Insurance | Claims | Safety at Work |
|---|--|---|
| <ul style="list-style-type: none"> Register for coverage Rates / classifications Report payroll Make a payment Update account info Cancel your coverage Get a clearance letter | <ul style="list-style-type: none"> ☆ Employers: Report injury or illness (Form 7) ☆ Workers: Report injury or illness (Form 6) ☑ Teleclaim View steps to report a serious injury or fatality View claim information View claim costs | <p>by industry</p> <p>by topic</p> <ul style="list-style-type: none"> 🔍 Find a hazard alert poster 🔍 Find a safety sign 📺 View slide shows & videos ⚠️ Report unsafe work |

Bienvenido

Bienvenido a WorkSafeBC. Por favor pulse en el ícono de transmisión vía Internet (webcast) para escuchar a un representante de WorkSafeBC explicar en español cómo funciona nuestro sistema, nuestros servicios y dónde encontrar la gran variedad de útiles herramientas de ayuda que ofrecemos al público.

Si usted es un trabajador lesionado y desea comenzar una solicitud de indemnización con WorkSafeBC, dirjase al [Centro Teleclaim](#) (en inglés) en donde representantes de WorkSafeBC de habla española lo ayudarán a completar un parte de lesión y le explicarán el proceso de solicitud.



Reseña [Acerca de Nosotros](#) (en inglés) [Contáctenos](#) (en inglés)

Guía WorkSafeBC para Trabajadores

Esta guía proporciona una descripción de los servicios ofrecidos por WorkSafeBC, tales como tipos de beneficios, lo que debe saber para volver a su trabajo y sus derechos y responsabilidades. Además le explica dónde encontrar mayor información.

Descargue una copia de la Guía WorkSafeBC para Trabajadores (PDF 52kb/6 páginas)

Sitios más frecuentados (en inglés)

- [Vea el progreso de su solicitud de indemnización](#)
- [Teleclaim](#)
- [Beneficios para trabajadores](#)
- [Sus derechos](#)
- [Reevaluaciones y apelaciones](#)
- [Formularios](#)

[¿Es un trabajador temporal que viene del extranjero?](#)

Guía WorkSafeBC para Empleadores

Esta guía proporciona un resumen de los servicios disponibles para empleadores. Por ejemplo, cómo registrarse, qué hacer si sucede un accidente y su responsabilidad de proporcionar un medio laboral sano y seguro; también nombra fuentes adicionales de información

Descargue la Guía WorkSafeBC para Empleadores (PDF 52kb/3 páginas)

Sitios más frecuentados (en inglés)

- [Informe de accidente \(Formulario 7\)](#)
- [Vea el progreso de su solicitud de indemnización](#)
- [Regístrese para obtener cobertura](#)
- [Informe nómina](#)
- [Servicios en Internet](#)
- [Efectúe pago](#)
- [Obtenga carta de autorización](#)
- [Formularios](#)

[¿Emplea a un trabajador temporal extranjero?](#)

Publicaciones y multimedia



Si queda dentro de la cabina, queda vivo

Cada año, trabajadores son aplastados, mutilados o mueren cuando saltan o son

lanzados de carretillas elevadoras. Este video recuerda a los conductores de estos vehículos la importancia de usar el cinturón de seguridad. Y recuerde: si su carretilla se vuelca, afirmese y quédese en la cabina.

(30 s)



Serie de Seguridad en la Industria de la Construcción

(PDF 817kb) Publicación # CSS1s



¿Buscas un Nuevo Trabajo?

(PDF 3.2mb) Publicación # PL24s



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Religros de Los Espacios Reducidos



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Para su Auxiliar de Cuidados a Domicilio

(PDF 1.4mb) Publicación # PH94s



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(PDF 489kb) Publicación # BK60s



Prevención del Estrés Térmico en el Trabajo

(PDF 310kb) Publicación # BK30s



Seguridad en el Trabajo - Trabajadores Agrícolas

(PDF 213kb) Publicación # PH96s



WHMIS: Los Fundamentos

(PDF 4.6mb) Publicación # BK61s



Case Studies: The Manitoba Immigrant Safety Initiative (and other Manitoba resources)

- Downloadable posters, fact sheets and 'tip cards' on OHS and rights and responsibilities (of employers, supervisors and workers) in English, French and 6 other languages
- Comprehensive guides for workers (at different ESL levels), employers and ESL teachers about *"Building a Safe Workplace Community- A New Canadians' guide to how culture impacts health and safety"*
- Safe Work Manitoba produces OHS guides for beginning English-language learners
- MFL OHC- cross cultural community development program



British Columbia: Other unique initiatives

- The Progressive Intercultural Community Services of British Columbia (PICS BC)- "Cultural Navigator" Program
- BC Federation of Labour- OHS through ESL course and/or OHS in alternate languages



Areas for further research

- What are current delivery mechanisms? How do immigrants currently access information, through what channels? When? Is delivery ad hoc or systematic?
- What is the quality and depth of programs/materials? Are they evaluated? Are they successful? Is the information retained by workers? Does it help immigrants invoke their rights?
- What could the role of others working with new immigrants be? HCPs, union reps, employers seem to be largely untapped intermediaries



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Content/Topic of resources

| | ES | OHS | WC | ES, OHS | ES, WC | OHS, WC | ES, OHS, WC | Other | Totals |
|-----------------|-----------|------------|-----------|----------------|---------------|----------------|--------------------|--------------|---------------|
| AB | 8 | 3 | 2 | 0 | 0 | 1 | 7 | 0 | 21 |
| BC | 26 | 3 | 3 | 1 | 5 | 5 | 3 | 1 | 47 |
| MB | 4 | 14 | 1 | 0 | 0 | 0 | 6 | 1 | 26 |
| National | 0 | 6 | 0 | 3 | 0 | 2 | 2 | 0 | 13 |
| NB | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| NL | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 |
| NS | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| NT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NU | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ON | 35 | 18 | 5 | 9 | 1 | 3 | 2 | 4 | 77 |
| PE | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 3 |
| QC | 9 | 0 | 0 | 2 | 1 | 2 | 2 | 0 | 16 |
| SK | 5 | 1 | 1 | 1 | 0 | 1 | 2 | 0 | 11 |
| YT | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 |
| Totals | 89 | 49 | 12 | 18 | 8 | 15 | 26 | 7 | |

Mode of delivery of resources

| | Service | Work Shop | Fact sheet | Guide | Poster | Teaching resource | Audio CD/file | Video/ Slide show | Other | Totals |
|-----------------|----------------|------------------|-------------------|--------------|---------------|--------------------------|----------------------|--------------------------|--------------|---------------|
| AB | 8 | 6 | 1 | 4 | 3 | 6 | 1 | 1 | 0 | 30 |
| BC | 5 | 4 | 23 | 14 | 0 | 1 | 1 | 1 | 3 | 52 |
| MB | 0 | 1 | 10 | 8 | 2 | 9 | 2 | 0 | 0 | 32 |
| National | 2 | 0 | 2 | 2 | 0 | 6 | 0 | 0 | 1 | 13 |
| NB | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| NL | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 2 |
| NS | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 |
| NT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NU | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ON | 5 | 6 | 32 | 20 | 1 | 11 | 3 | 1 | 5 | 84 |
| PE | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 3 |
| QC | 3 | 8 | 0 | 5 | 0 | 1 | 0 | 0 | 2 | 19 |
| SK | 2 | 3 | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 12 |
| YT | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Totals | 27 | 31 | 72 | 60 | 6 | 34 | 7 | 3 | 14 | |

Audience for resources

| | Employers/ Supervisors | Workers (general) | Immigrants /newcomers | Temporary Foreign workers | ESL/FSL teachers /settlement workers | Other | Totals |
|-----------------|-----------------------------------|------------------------------|----------------------------------|--|---|--------------|---------------|
| AB | 2 | 2 | 4 | 11 | 6 | 0 | 25 |
| BC | 5 | 17 | 19 | 13 | 1 | 0 | 55 |
| MB | 4 | 8 | 6 | 1 | 11 | 0 | 30 |
| National | 0 | 0 | 3 | 4 | 6 | 0 | 13 |
| NB | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| NL | 0 | 0 | 2 | 0 | 0 | 0 | 2 |
| NS | 0 | 0 | 2 | 0 | 0 | 0 | 2 |
| NT | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NU | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ON | 8 | 32 | 24 | 10 | 11 | 0 | 85 |
| PE | 0 | 1 | 2 | 0 | 0 | 0 | 3 |
| QC | 1 | 0 | 12 | 4 | 1 | 0 | 18 |
| SK | 0 | 3 | 7 | 2 | 0 | 0 | 12 |
| YT | 0 | 0 | 2 | 2 | 0 | 0 | 4 |
| Totals | 20 | 63 | 84 | 47 | 36 | 0 | |

Language of resources

| | English/French only | English/French + one other language | Multiple languages | Unknown/ other | Totals |
|-----------------|----------------------------|--|---------------------------|-----------------------|---------------|
| AB | 13 | 0 | 8 | 0 | 21 |
| BC | 9 | 7 | 30 | 1 | 47 |
| MB | 17 | 1 | 10 | 0 | 28 |
| National | 13 | 0 | 1 | 0 | 14 |
| NB | 1 | 0 | 0 | 0 | 1 |
| NL | 2 | 0 | 0 | 0 | 2 |
| NS | 2 | 0 | 0 | 0 | 2 |
| NT | 0 | 0 | 0 | 0 | 0 |
| NU | 0 | 0 | 0 | 0 | 0 |
| ON | 26 | 10 | 41 | 0 | 77 |
| PE | 2 | 1 | 0 | 0 | 3 |
| QC | 12 | 3 | 1 | 0 | 16 |
| SK | 7 | 0 | 4 | 0 | 11 |
| YT | 2 | 0 | 0 | 0 | 2 |
| Totals | 106 | 22 | 95 | 1 | |