



Building A SAFE WORKPLACE COMMUNITY

A New Canadian's Guide to How Culture Impacts Health and Safety





Building a Safe Workplace Community

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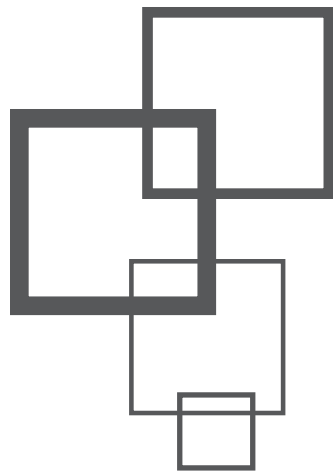
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Preface

Culture - the dictionary defines culture as the training or refining of certain common moral or intellectual beliefs in a group of individuals.

For the purpose of this manual, culture is defined as the values, beliefs and attitudes that help describe one group of people in comparison to another and how each group has learned how to live. Culture includes what we were taught to think, feel and do in any given situation by the society in which we were raised.

In the place where we live (the geographical areas), we get used to certain attitudes, customs and ideas about it. Where we live helps makes us into the people that we are. Different circumstances create different people.

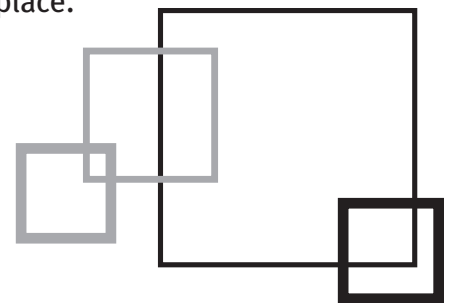
Many different things work together to form common attitudes and beliefs in an area. These include religion, language, ancestry, living conditions, political events, economic conditions and climate. These attitudes and beliefs can be defined as our culture.

Culture defines a country and the people who live in it. Culture, however, can vary between individuals. Neighbours may have some similar cultural beliefs, but also may have many differences because of different life experiences.

When people move to another country they move into another culture. A new culture will have ideas, attitudes and experiences that may be slightly or even very different from those where the individuals came from. It is important to understand those differences. No one way or one culture is right or wrong, better or worse; they are just different. These differences in our beliefs and cultures can make us unsure of to what to do and how to act in new and unfamiliar situations.

If we do not understand something, we may feel that we are out of our comfort level. It can make use feel that we have no control of the situation. If we do not understand or feel out of control, we become at risk for injuries in the workplace.

Many books and articles have been written to give advice on how to deal with these feelings. This manual provides advice and guidance to employers in developing a tolerant and safe workplace community to allow new Canadians to cope and assimilate safely into their new Canadian workplace.



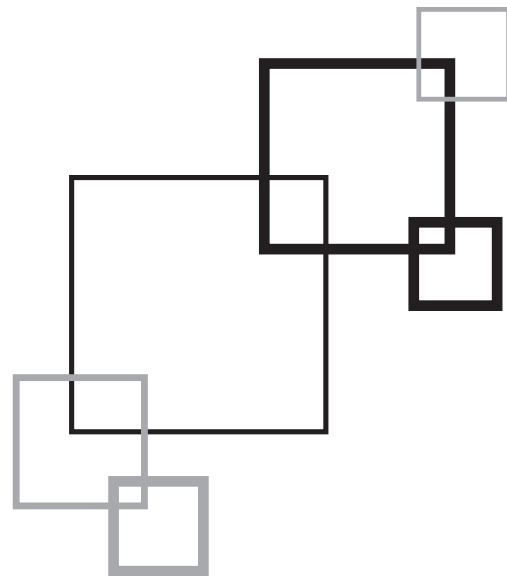
Who Can Use This Manual

The goal of this manual is to help new Canadians be safe in the workplace.

Most injuries on the job happen to new employees.

This manual can help if:

- You are a new Canadian working or preparing to get a job. The information in this manual will help you to be safe at work. It will also help you understand Canadian laws about workplace safety.
- You are an EAL teacher of adults or teenagers. The guide was written to a Canadian Language Benchmark (CLB) of 4 or 5. Some of it can be used for lower benchmarks.
- Your industry has a safety orientation that is difficult for new Canadians to understand. This manual can be used along with your safety orientation, or as a manual to help put your orientation into plain language.
- Your industry uses a mentor or buddy system for hiring new Canadians. This manual will give the mentor helpful tips.



Introduction



This manual...

- Helps you understand why safety is important in the Canadian workplace.
- Explains employer and worker responsibilities in terms of safety.
- Explains what rights workers have in a safe workplace.
- Tells you what to expect when you enter the Canadian workplace.
- Tells you what you need to know to keep the workplace safe.

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How to use this manual...

The symbols below identify different information you will find in this manual:



Vocabulary – useful words and definitions



Questions – to introduce each unit



Stories – about new Canadians



Important points – to remember

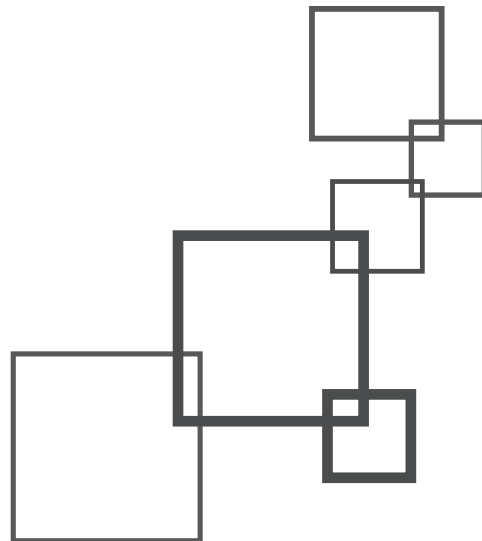


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Unit 1

Unit 1 – Working Safe in Canada

In this unit you will learn...

- why Canada is concerned with safety
- responsibilities for safety
- occupational (work-related) health and safety rights
- laws and regulations



Vocabulary

Laws: the rules of government that everyone must follow

Example: it is against the law to steal

Regulations: rules, orders or standards that are put in place for a specific purpose

Example: a company has regulations about what to wear to be safe at work

Responsibilities: legal duties for both employers and workers

Example: an employer is responsible to pay you when you work for them

Worker: the person hired by a company to do a specific job. Workers are also called employees.

Employer: the company that hired workers

Supervisor: an employee who is in charge of (has authority over) other workers

Example: management has authority over a supervisor

Workplace Health and Safety Committee: a group of people including management and workers chosen by workers. Committee members look for health and safety problems and suggest solutions to fix them.

Injured: hurt

Injury: any damage done to the body

Example: broken foot or a cut hand

Personal protective equipment (PPE): equipment used by a worker to help the worker to work safely and to help prevent an injury

Example: safety glasses

Incident: an unexpected event leading to damage or harm

Example: a car accident or a fall on the job

Discrimination: treating someone badly because of their ethnic background, colour, gender, religion, age, disability, or sexual orientation

Safe workplace community: a workplace where all employees work together as a team to keep everyone safe and healthy



Why is safety important in Canada?

- New workers have five to seven times the risk of injury in the first four weeks of a new job
- One in every 15 workers is injured every year in Canada
- Three workers are killed each day in Canada
- 40% of all injuries happen in the first six months on the job

Too many people are hurt on the job because they don't understand the safety rules. That is why it is important for workers to understand safety rules. Workers need to know how to prevent themselves from being hurt.

In this manual, you will learn what to expect in a Canadian workplace and how to be a safe worker.



Why Canada is Concerned with Safety

- Have you heard of the term “workplace health and safety” before?
- Did your employer back home want you to work safely?

Employers are very concerned about safety in Canada. This may be very different from or very similar to your native country.





A Story

A new Canadian told a story about a splinter of metal he once got in his hand. He filled in a Worker's Compensation Board form to report the injury, but he thought this wasn't necessary and laughed about it. He didn't tell his co-workers because he was embarrassed. He didn't need to report this type of injury in his home country. But in Canada, a report had to be filled out in case he got an infection. If he hadn't reported the injury and his hand became seriously infected, he may not have been paid for staying home from work to get better.

Responsibilities for Safety

Who is responsible for safety: the employer or the worker? The answer is both.

The employer must:

- Teach workers to work safely
- Tell workers about dangers in the workplace
- Give workers personal protective equipment (PPE) and make sure that they wear or use it

The worker 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



Occupational Health and Safety Rights

There is a law in place to protect you and keep you safe and healthy at work. Under the Occupational Health and Safety Act, you have three basic rights:

1. The right to know about hazards in the workplace and what to do to prevent injuries or illness from these hazards.
2. The right to participate in safety and health activities at the workplace. You may join a workplace safety and health committee or be a worker representative.
3. The right to say no to any task that you believe is dangerous to your safety and health or the safety and health of other persons.



Laws and Regulations

Two important laws keep you safe and healthy in Manitoba workplaces:

1. *The Workplace Safety and Health Act*

- protects you from dangerous situations or hazards on the job
- gives you information on regulations about the work you do

2. *The Workers Compensation Act*

- provides information about working safely
- gives money to injured workers who cannot work because they were hurt on the job



Important Points to Remember

- Employers must protect workers – it is the law.
- Workers must follow all safety rules at the workplace.
- You must tell your supervisor or safety representative when you see a dangerous situation.
- You must tell your supervisor or a safety representative when you see someone working dangerously or not wearing personal protective equipment.
- After you talk to a safety representative about an unsafe situation, he or she will tell management about it without telling which worker made the report.
- Everyone must help to build a safe workplace community



Unit 2

Unit 2 – Workplace Culture - What to Expect

In this unit you will learn...

- rules of the workplace
- workplace etiquette
- Canadian values
- communication in the workplace
- working as a team



Vocabulary

Adaptable: flexible and open to change

Workplace etiquette: how everyone is expected to act or behave at the workplace

Workplace culture: the values and attitudes seen in the workplace and promoted by the leaders (values: what is most important)

Buddy: an experienced co-worker that helps the new worker learn the job

Requirement: something that must be done

Example: it is a requirement to call in if you are sick and can't come to work

Acronym: the short form or abbreviation of a word

Example: the acronym for personal protective equipment is PPE

Body language: non-verbal communication using gestures and body movements instead of talking

Example: pointing with a finger or smiling when we are happy



Quiz - What would you do?

Read each situation and think about what you would do. The correct answer is provided.

1. In many jobs, safety glasses are required. Sometimes, the safety glasses break. What would you do?

Answer: I would stop working and go and ask someone for more safety glasses. I do not want to hurt my eyes.

2. In a department where closed shoes are required, you see someone walking through wearing sandals. What would you do?

Answer: I would tell that person that they need to change into closed shoes or I would tell my supervisor. The person could get hurt because they are not wearing closed shoes.



Were your answers different than the ones provided?

You may have worked differently in your home country. But the answers given are the correct responses to work safely in Canada.

In this chapter, you will learn about how Canadian culture affects safety in the workplace.

3. At work, you injure your thumb. What would you do?

Answer: I would go to my supervisor and report the injury.

4. The supervisor asks you to do a job that looks dangerous. What would you do?

Answer: I would tell my supervisor that I think that the job is too dangerous.



Rules of the Workplace

In Canada, safety laws are very important. This is why there are many safety rules in the workplace. Here are some examples:

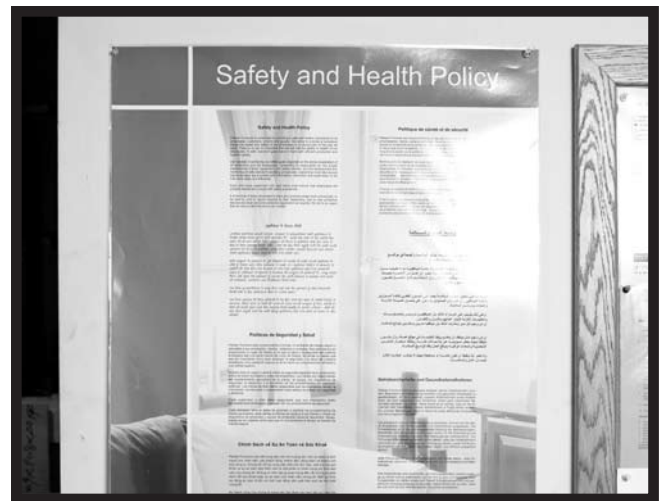
- Companies must give safety training to workers.
- Safety equipment should be worn where it is needed for protection.



- Hazardous materials or chemicals must be clearly labelled with information on how to work safely with the chemical.

There are also other rules you should know about as a new Canadian:

- *Written Rules* – these are written on paper by a company. You will receive these rules from your employer when you start a new job. Each company will have their own list of rules depending on the type of business.



For example, your employer may provide you with a dress code. This will tell you what you are allowed to wear at work and what is not allowed.

- *Unwritten Rules* – these rules are not written on paper, but are also very important. You can learn these rules by watching other people and by asking questions.

For example, some people may keep the elevator door open for other workers getting on.

Workplace Etiquette

Workplace etiquette is the expected behaviour in a workplace. Sometimes workplace etiquette does not have written rules.

Each workplace has its own rules of workplace etiquette. It is important to watch what people do and ask lots of questions to find out what these rules are.

As an example, it is not workplace etiquette to talk to someone while they are operating a dangerous machine. It is okay, however, to talk to a co-worker while walking together to get more supplies.

Employers also expect workers to be open to change, work in a team environment, have a positive attitude and take questions or concerns to the right person.

Canadian Values

We all have our own set of values. Canadian employers also have their own set of values. They make these values into rules. These rules or values may be different than the worker's values. Employers, however, expect workers to follow the rules of the workplace.

Employers generally expect workers to:

- be on time
- be able to complete tasks on your own or with little supervision after you are trained
- do your job without being told or asked
- offer ideas and suggestions for improvement
- tell your supervisor when you get hurt on the job
- report an injury immediately
- report when someone else is not working safely
- think of your workplace as a community and yourself as a team member



A Story

Juan's first job in Canada was at a food processing company as a shipper/receiver. During his interview, Juan's supervisor told him that his schedule would be 6:30 am – 2:30 pm. Juan was very excited when he got the call that he could start on Wednesday morning. His supervisor ended the call by saying "see you at 6:30 in the morning!" When Wednesday morning came, Juan came to work at 6:30 but by the time he found his department and took off his jacket, it was 6:45 am. His supervisor was angry and told him that all employees must be on time. Juan was upset and confused because he thought he was on time.

In the Canadian workplace, being on time means showing up for work **10-15 minutes early**. If your boss says you start at 6:30 am, then you should be there at 6:15 am and in your workstation ready to work by 6:30 am.

This will give you enough time to get to your work area and put on your uniform and safety equipment.

How to Communicate at Work

Here are some examples to help you understand how to communicate at the workplace:



A Story

Geeta worked in the housekeeping department in a hospital. Every time her co-workers started talking in their native language, she thought they were talking about her. She felt very alone and worried she might lose her job.

At work, employers encourage everyone to speak English and interact with other workers outside their cultural group. This helps you make friends at work and feel like a part of the team.

A Story

Carlos was very excited about starting his new job on the assembly line. As his buddy John trained him, Carlos asked many questions about John's family and friends. John asked him to stop asking so many questions and pay attention to the safety training. Carlos couldn't understand why John didn't want to chat about his family. Once he was able to work on his own, Carlos looked around for someone else to chat with.



During work time, workers don't talk much about their personal lives. This is usually kept for lunch and coffee breaks. If Carlos had a work-related question for John, he would have been happy to answer it.



A Story

Peter got a job in a manufacturing company shortly after he immigrated to Canada. Every morning, his supervisor stopped by his workstation to chat a little. His supervisor wanted to know how things were going and wanted Peter to practise his English. Peter's boss told all his workers to call him by his first name, but Peter continued to call him Mr. Klassen.







Peter feels that supervisors should be addressed using a title. Even so, if Peter's boss prefers to be called by his first name, then Peter could do that.

Body Language

Body language is communicating with gestures and body movements instead of talking. It is also called non-verbal communication.

More than 50% of our communication is non-verbal. This means that we use body language to tell people about how we feel. We also use it to help tell the meaning behind what we say. Many cultures will understand body language and gestures in different ways.

Here are some non-verbal communications and what they mean in Canada:

Body Language	Description	Meaning
	Handshake: holding another person's hand firmly	You are greeting someone You are saying "congratulations" You are meeting someone for the first time
	Head nod: moving the head up-and-down	You understand You agree You are saying "yes"
	Head shake: turning the head side-to-side	You don't agree You are saying "no"
	Frowning: wrinkling the brow	You are confused You don't approve You are angry
	Arms crossed: folding arms over the lower chest	You may not agree You feel superior You are uncomfortable or a little angry You are confident
	Eye contact: looking directly at another person's eyes	You are confident You are showing respect You are honest You are interested



In Canada, employers want workers who are good communicators. This means your supervisor expects employees to:

- Learn and use workplace acronyms and expressions
- Listen to others and ask questions when you don't understand
- Get to know co-workers during coffee and lunch breaks
- Use Canadian body language and gestures
- Ask supervisors or safety trainers to demonstrate if they don't understand instructions
- Talk about ideas and safety concerns at meetings

Communication Checklist

Are you a good communicator? Check the boxes that you agree with. If you don't agree with a statement, think about how you could improve.

- I clearly explain or show safety concerns to my supervisor.
- I say "yes" or nod my head when I understand and/or agree.
- I repeat instructions to show that I understand.
- I tell supervisors and workers when I don't understand and ask them to explain the instructions.

- I talk at break time and not while I'm working.
- I talk about my ideas in meetings.
- I understand and follow Canadian beliefs to look people in the eye and stand three feet away when I talk to someone.
- I ask the right questions to get the information I need to work safely.



A Story

When I came to work in Canada, I noticed Canadian supervisors didn't yell out orders to their workers. Instead, they were more respectful when they spoke to us. Supervisors here ask for their employees' input on how to make improvements. Only in Canada have I seen supervisors treat their workers this way.

- A new Canadian from Latin America

Working as a Team

In Canada, teamwork is very important. The success of the team is the success of the individual. How does this affect safety?

Productivity in many workplaces is highly valued. When a worker is hurt, he may not tell his supervisor because he does not want to disappoint the team and stop working. However, the sooner a worker reports an injury, the sooner the injury can be treated and the worker can get better.

Healthy workers are usually better workers.

If you see a co-worker doing something dangerous, is it good teamwork to just let them keep working or to tell someone?

It may be best to tell the co-worker first, but sometimes it is better to go to the supervisor right away.

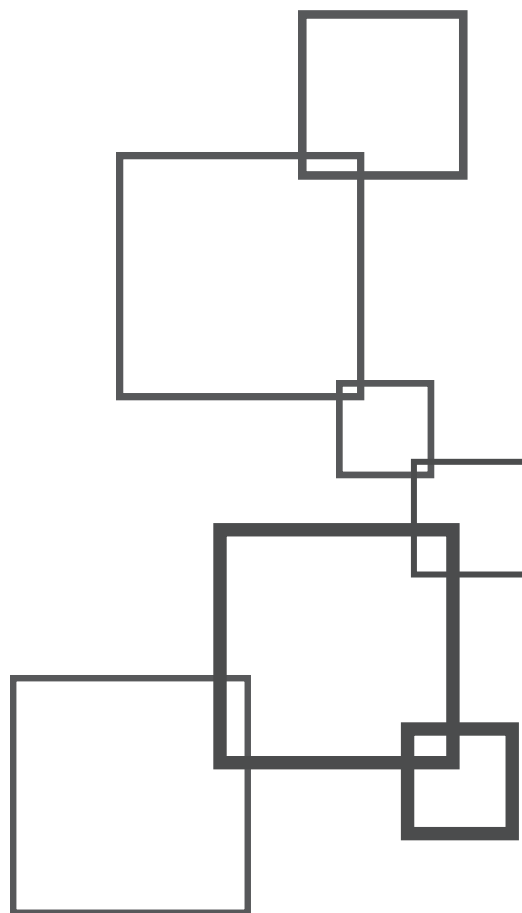
When workers do not work safely, they are at greater risk of hurting themselves. For example, if you see a co-worker working without protective equipment, you should tell them they need to wear it. By doing this, you are preventing injury, keeping productivity up and being a good team member. This is hard for many workers, including native-born Canadians.



Important Points to Remember

- Watch people around you to learn behaviours and rules of the workplace.
- Even if English is not your first language, you can still be a good communicator.
- If you see a co-worker doing something incorrectly, explain how to do it more safely.
- Body language and gestures can have different meanings to different cultures.
- If you do not understand an instruction, you may miss some important information that could affect your safety or a co-worker's safety.
- Employers want you to be able to work on your own, but still follow the rules of the workplace.

- Employers value new ideas and suggestions for improvement. If you do make a suggestion, remember changes at the workplace sometime take time.
- Bring safety concerns to your supervisor or the health and safety representative.
- Healthy workers are usually better workers.



Unit 3

Unit 3 – Being Safe at Work - What You Need to Know

In this unit you will learn about...

- general safety rules
- personal protective equipment (PPE)
- common workplace hazards
- how to keep the workplace safe
- reporting an injury
- right to refuse unsafe work
- common warning signs
- common workplace safety equipment



Vocabulary

Hazard: anything that can hurt someone

Example: oil spilled on a walkway

Risk: how great the chance is that someone will be harmed by the hazard

Example: if many people are using the walkway, the risk is greater that someone will slip and fall

Rights: something everyone is legally entitled to

Example: all Canadian residents have a right to free healthcare

Worker's Compensation Board (WCB): the organization that provides insurance to all workers in Canada. It is paid for by the employers.

Example: if a worker is hurt on the job, WCB will give him money to stay home and get better

Compensation benefits: money paid to workers who get hurt at work and need time at home to get better

Dangerous work: danger that is not normal for the job

Example: using a machine that does not have the right size safe guard is dangerous

Safety precaution: something done to prevent an injury

Example: safety glasses can prevent you from splashing chemicals in your eyes

Refusal to work: saying no or refusing to do something a worker thinks is dangerous

Example: someone asks you to lift something that is very heavy by yourself

WHMIS: Workplace Hazardous Materials Information System



Workplace: at work

Hazardous: dangerous or risk of danger

Materials: usually chemicals

Information System: instructions and information on how to work safely

All workplaces that work with hazardous materials (usually chemicals) must teach WHMIS and put WHMIS information on hazardous materials. This is found in the *Workplace Safety and Health Act*.

Warning label: a label attached to containers explaining the hazardous product in the container and how to work with it safely



MSDS: Material Safety Data Sheets. Some information is found on the label, but more details are found on the MSDS. You can read more detailed information on how to safely handle the hazardous material, use it, store it or safely throw it away.

Culture shock: the changes and uncertainty that a person experiences when moving into a new country or workplace

Frustration: feeling upset or not satisfied

Worker education program: a class where workers learn how to read and understand warning labels and the MSDS (usually called a WHMIS class)

Lockout: the process (steps) of shutting off a machine with the control and locking the control in place to keep the machine from being turned on accidentally



General Safety Rules

■ What kind of safety rules are there in your workplace?

If a worker in Canada is hurt, an investigation takes place. If investigators discover the worker did not obey a safety rule, he may lose his job.

It is very important for you to understand general safety rules. When you get a job, ask for the safety rules. Here are some common safety rules:

1. Tell your supervisor immediately if you get sick or hurt.
2. Obey all safety signs.
3. Do not wear loose clothing or jewellery around machinery.

4. You must use the safety equipment that the company says you need for your job.
5. Keep aisles and hallways clear. Do not block doorways or building exits.
6. Keep your work area clean.
7. Store all tools and equipment safely. Put them away when you are not using them.
8. Never smoke inside your workplace. Find out where you are allowed to smoke.
9. Turn off machines and lock them out before cleaning, fixing or repairing.
10. Do not leave a machine running or energized when unattended.
11. Do not run or do horseplay at work.

12. Do not touch any machines or equipment until you have been properly trained and your supervisor has said it is okay.



13. Tell your supervisor about any unsafe things you see.

14. Lift properly—use your leg muscles, not your back muscles. For heavier loads, ask for help.



15. Never throw anything.

16. Clean up any spills immediately. If you don't know what is spilled, talk to your supervisor before cleaning it up.

17. Do not wear sandals if you work in a factory.



18. Do not put garbage and paper in cans provided for cigarette butts.

19. Never use equipment with a frayed electrical cord.

20. Know where all safety equipment is kept. Know where the fire exits are.



21. Replace old or broken tools immediately, or tell your supervisor.

22. Replace worn-out safety equipment immediately or tell your supervisor.



Personal Protective Equipment (PPE)

- What safety equipment are you familiar with?
- Why is wearing personal protective equipment (PPE) important?

Some safety equipment and personal protective equipment is used frequently in Canadian industry:

Manufacturing:

- Safety footwear
- Protective gloves
- Safety glasses
- Ear plugs



- Ear muffs
- Respirator

Food Processing:

- Protective gloves
- Hair nets
- Aprons

Health Care:

- Protective gloves
- Uniforms
- Non-slip footwear
- Masks



Trucking / Transportation:

- Reflective vests
- Safety boots
- Hard hats
- Ear plugs
- Safety glasses

Hospitality:

- Protective gloves
- Non-slip footwear
- Hair nets
- Aprons

Construction:

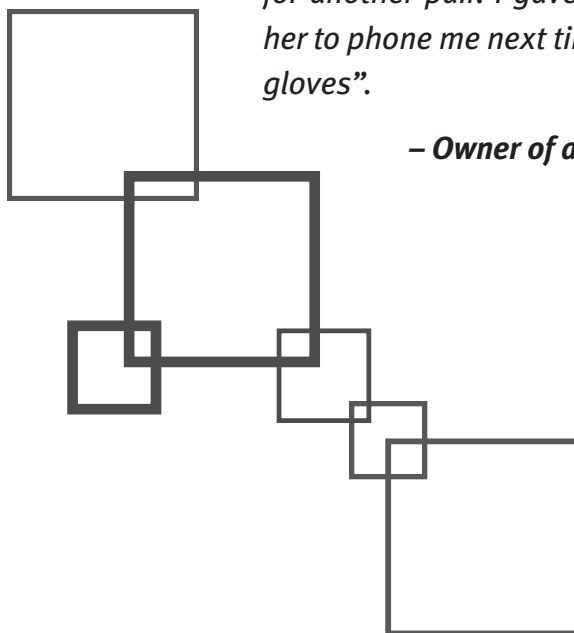
- Safety boots
- Reflective vests
- Ear plugs
- Safety glasses
- Hard hats
- Respirators
- Gloves
- Fall prevention harness



A Story

I hired a new Canadian woman to work the night shift cleaning offices. Her English was not very good but she was always smiling. I showed her which cleaning products to use and told her to always use protective latex gloves when using the chemicals. A few weeks later, I dropped in to say hello and see how things were going. I noticed she was not wearing the safety gloves I gave her, rather rubber ones she brought from home. She told me she didn't know she was supposed to ask for new gloves when they wore out. I just assumed she would have asked me for another pair. I gave her a new pair and told her to phone me next time and say: "I need more gloves".

– Owner of a small cleaning company





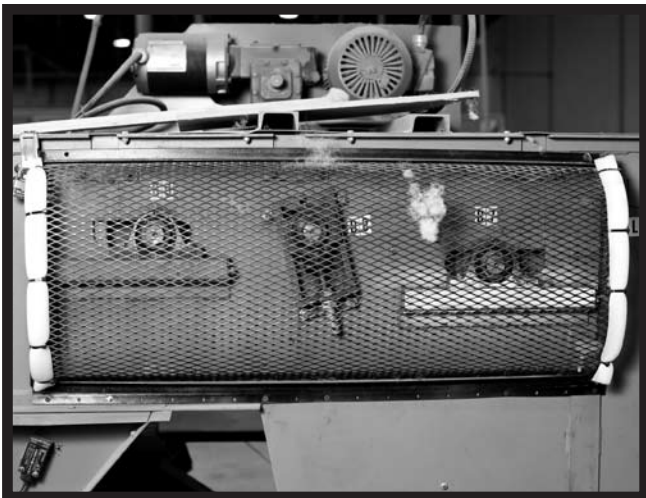
Common Workplace Hazards

- **Back home, what did you do to make sure you didn't get hurt?**

A workplace hazard is a dangerous situation. Unfortunately, almost all workplaces have hazards.

A good practice is to ask yourself “what if” questions...

- **What if I don't use the proper size safe guard?**



- **What if the forklift tips over on my co-worker when I am turning the corner quickly?**
- **What if I breathe in toxic fumes from the toilet cleaning chemicals?**



The first step to staying safe is learning to see a hazard or danger before an accident happens.

Every job will have different hazards.

Example of a Workplace Hazard	The Harm it could Cause
Utility knife	Cuts
Wet floor	Falling or slipping
Cold/Hot temperatures	Aching muscles/fatigue
Unclean restrooms	Illness from bacteria or viruses
Insect stings	Allergic reaction
Toxic cleaning products	Illness or disease over time
Welding	Metal fume fever
Shift work	Fatigue, difficulty sleeping
Repetitive movements	Back, wrist injury

Need more information?

Visit the SAFE Manitoba website: http://www.safemanitoba.com/safework_main.html



Other things can also put newcomers at risk:

- **Working quickly** – the new Canadian wants to get his work done quickly so the supervisor thinks he is a good worker.

What is the safety risk in working quickly?

Employers value working at a good pace but not when it is a risk to the worker's safety. Accidents are more likely to happen when high productivity (working very quickly) is more important than working safely.



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- **Frustration** – the new Canadian is upset because something is going wrong or he does not understand how to do a task. He wants to do his job well.

What is the safety risk of being frustrated?

Workers must pay attention to their work. If they are upset or frustrated, they may not

give their full attention to the task. This puts the worker at risk. If you are being trained by experienced workers, you may not be able to keep up with them until you get better at your job. This is okay, as long as you work at a pace that allows you to be productive and safe.

- **Being tired** – the new Canadian is tired from working two jobs or being on shift work. He wants to support his family and do well in Canada.

What is the safety risk of being tired?

Some people need to work two jobs. It can sometimes make workers too tired to work safely. Some workplaces have workers stretch before and during their shifts. Try to stretch during your breaks as much as possible.



- **Work is too easy** – the new Canadian is over-qualified for the job. He thinks the work is too easy and does it very well. He feels there is nothing to worry about.

What is the safety risk of thinking the work is too easy?

If the worker is too relaxed or confident, he may not pay attention to working safely. The task may be simple, but injury can still happen.

- **Moving to a new country** – the move to Canada is a big adjustment or change. There may be different ways of doing things in Canada. For example, learning the rules of the workplace or how to take a bus to work may be different. The worker and his family may feel alone, scared or sad.

What is the safety risk of feeling alone or scared?

It takes time for a new Canadian to learn about his new home. If a worker is unhappy, this is a safety risk to him and his co-workers. New Canadians may want to talk with other people who have immigrated.

Ask your supervisor to help you make a support group with other newcomers.



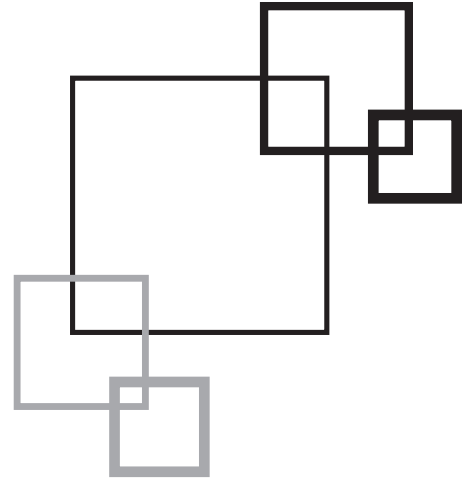
A Story

Hang, a hard worker from Asia, was hurt on the job and was given several weeks of paid sick leave to get better. He was enrolled in a workplace training program at the time and he wanted to finish the course. He came to the workplace to attend the classes. His injury, in his hand, did not prevent him from reading, listening and participating in the class.

He was shocked when he was taken to the Human Resources office and sternly told he was not to be at work for any reason while on sick leave. He was very upset as he felt he had done something wrong and that his supervisors were “angry” with him. He was only trying to do the right thing in finishing the course the workplace had offered him.

His EAL instructor tried to explain the legal situation to Hang, but he still does not understand what he did wrong and why he was not allowed to finish his course. He didn't understand the Canadian safety laws. Hang should have called the Human Resources department to ask if it was okay for him to go to class on the worksite.

– an English Instructor



Keeping the Workplace Safe

There are pictures of safe practices and unsafe practices. Circle the picture that shows the “safe way” to do each task.





Need more information?

Visit the SAFE Manitoba website http://www.safemanitoba.com/safework_main.html



Reporting an Injury

- **Why do you think new Canadians may not tell their supervisor that they were hurt?**
- **What do you do if you get hurt at work?**

Reasons why new Canadians may not report an injury:

- They believe the injury is not important.
- They are afraid they will lose their job.
- They do not want to complain.
- They believe their supervisor will think they can't do the job or are not macho enough.
- They feel they do not know the supervisor well enough to talk to.
- They do not want to stop working. They want to have good productivity.
- They do not want to be poor team members and stop working.

If workers get hurt while on the job, they **must tell the supervisor, lead hand or safety representative right away.** Workers need to report the injury even if they think the injury is not serious or it doesn't hurt. Sometimes an injury may not seem serious at the time but later it might get worse.

If you tell your supervisor, lead hand or safety representative, he or she will fill out a WCB form. You may be able to go right back to work or you may need to see a doctor. Your injury may not hurt you right away and this is why it is important to tell someone when you are hurt.

If you are hurt so badly that you cannot work, WCB may pay a part of your salary and medical bills.

You must report an injury immediately to claim it with WCB. If you do not report it, you cannot claim compensation and stay home to get better.

If you get hurt at work, you must:

1. Tell your employer.
2. See your doctor.
3. Call WCB at 954-4100 or 1-800-362-3340 between 8 am-7 pm. Mon-Fri.
4. Do what your doctor tells you.
5. Let your employer know what your doctor says.



Right to Refuse Unsafe Work

- Have you ever done something at work you believed was unsafe?

Remember:

- You do not have to do work that you think is unsafe.
- Report any dangerous or unsafe situation to your supervisor.
- It is important to prevent an incident before it happens.

In most cases, the unsafe situation can be fixed. If the situation is not solved, you have the right to stop working.

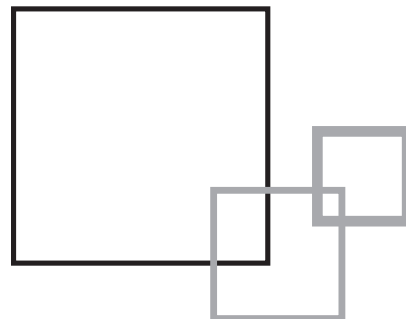


A Story

Pang is a worker at a food processing plant. In her home country, she was a university educated school teacher. Her job in Manitoba was to run a packaging machine on a cooking oil bottling line. The work was hard and tedious, but she was able to send money from overtime back to her family each month.

Because of an awkward reach across the bottling line, she had to go dangerously close to the bottling machine. One day, Pang got the sleeve of her smock caught on a piece of the moving machinery. Over the next few days, she caught the sleeve several more times, and at one point had to rip her sleeve loose to prevent her arm from being pulled into the machine.

Pang had heard that the law in Canada gave employees the right to refuse unsafe work. She was nervous to tell her supervisor that she could not work at her assigned job until something was done to protect her from the danger of the moving equipment.



Pang told her supervisor of the situation and showed him her torn smock. She was surprised when he thanked her for bringing this to his attention. The company immediately installed guard shields on the machine and designed a special tool to eliminate the awkward reach across the packaging line, which made Pang's job much easier.

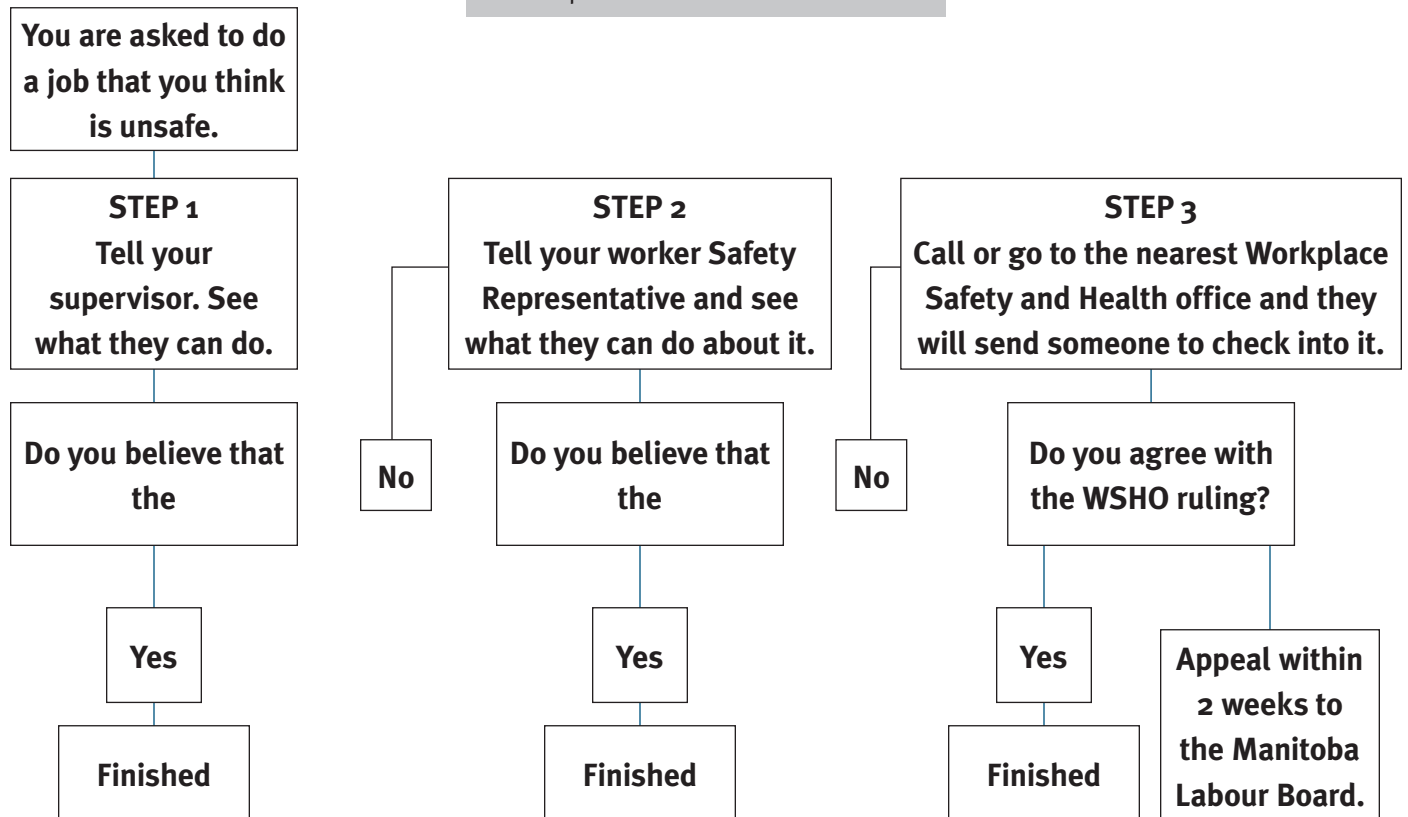
– A Workplace Health and Safety Coordinator

You always have the right to refuse or say no to unsafe or dangerous work.

This chart shows you how it is done:

How to Refuse Unsafe Work

Adapted from Safe Work Manitoba

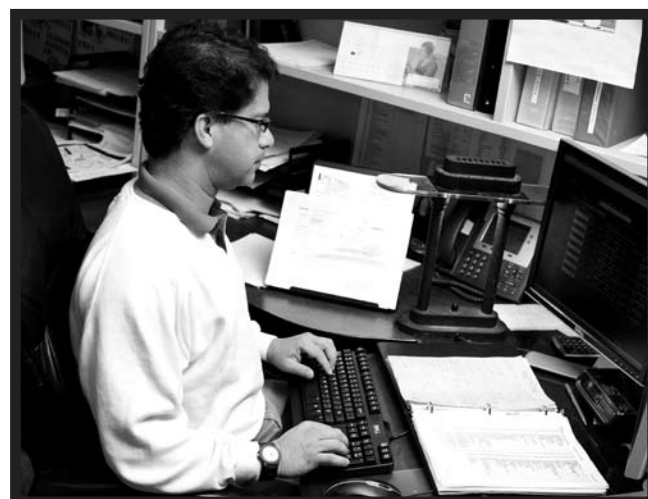


Workplace Safety Signs

Many industries use common workplace safety signs to show where hazards are. It is important for your employer to explain these signs and symbols and for you to understand them.



Some hazards can cause an immediate effect or injury. There are other dangers in the workplace that might not cause problems until later. For example, repetitive strain (doing the same thing with your body over and over for a long time) or working with chemicals can cause injury or harm after a period of time.



In Canada, employers are very concerned with safety and they take many safety precautions to keep workers safe. It is the law.

For example, **Workplace Hazardous Materials Information System (WHMIS)** - is one important part of your right to know. Some substances or chemicals that you are asked to work with may make you sick. If you need information about the chemical you are working with, WHMIS gives you this information.

Three parts of WHMIS:



1. **A Warning Label** – should be posted on containers that have chemicals in them. This label tells you how dangerous a hazardous product is in and how to use it safely.
2. **Material Safety Data Sheet (MSDS)** – there should be a MSDS for every chemical in your workplace. If you don't understand, ask your “buddy” or supervisor to explain the information on the sheet to you before you use it.

3. **Worker Education Program** – workers should receive training that teaches you how to read and understand the labels and the MSDS (often called a WHMIS class). #0065



Common Workplace Safety Equipment

■ What safety equipment are you familiar with?

There are different kinds of safety equipment in the workplace. In Canada, it is the law to have specific safety equipment in public buildings and workplaces.

Some of the equipment may be new or different to new Canadians.

For example, in Canada, employees must lock out a machine before they repair it. This involves:

- shutting off a machine with the control
- locking the control in place so it cannot be accidentally turned on
- making certain the machine is in a “zero energy state” before changing the blade or making repairs. This means the machine is not connected to any power source and that there is no energy stored in the equipment.

This may be seen as overly careful but it is the law.

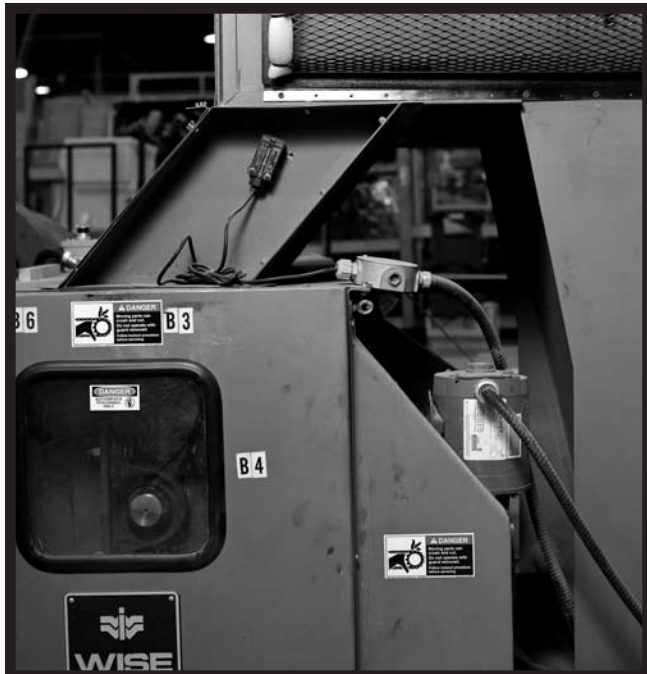
Below are some pictures of safety equipment you might see in your workplace.

First Aid Kit



Eyewash Station

A Machine Guard



A Lockout Padlock



Fire Extinguisher



Smoke Alarm

Fire Hose

Alarm Pull Station



We believe that it is important to meet the cultural needs of our immigrant workers while keeping the workplace safe. For example, our safety policy allows immigrant women to wear traditional dresses in some job positions.

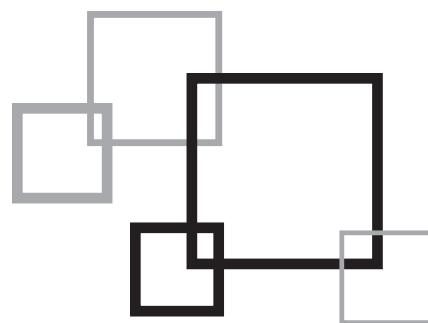
– A Workplace Health and Safety Coordinator



Important Points to Remember

- Things may be done differently in Canada than in your native country. You may look at things differently than your co-workers or your supervisor.
- Many things in the workplace are dangerous to new Canadians. When you are a new worker, your employer will give you time to learn how to do your job well and safely.
- Always tell the supervisor when you don't understand instructions. This will make you a more valuable worker and keep you safe and healthy.
- Employers value safety in the workplace. Workers can lose their job if they do not follow a safety rule or if they are careless.

- Always ask for a copy of your company's safety rules and have someone translate it if you can't read it on your own.
- When you see a dangerous situation, tell your supervisor or the worker safety and health representative.
- All injuries must be reported immediately. Sometimes new workers are afraid to do this for fear that they might get in trouble. In Canada, reporting injuries is the law.
- Make sure you know how to wear your personal protective equipment properly for the job you do.
- Do not touch or operate a machine unless you are trained to use it.
- Do not use a product if it doesn't have a warning label or you don't know what it is.
- If you get hurt at work, tell your supervisor!
- If you need new personal protective equipment, you have to get it! Ask your supervisor or buddy.



Need More Information?

- If you have questions about refusing a dangerous situation and you want help, you can contact:

Manitoba Labour Board

258 Portage Avenue, Winnipeg

Telephone: (204) 945-3783

www.gov.mb.ca/labour/labbrd/index.html

- If you have questions about your hours of work, pay, vacation 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

Email: employmentstandards@gov.mb.ca

- 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. Visit the Worker's Compensation Board website at www.wcb.mb.ca

- 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

Telephone: (204) 945-3007 or (888) 884-8681

TTY: 945-3442

www.gov.mb.ca/hrc



Building **A SAFE WORKPLACE** **COMMUNITY**

A New Canadian's Guide to How Culture Impacts Health and Safety

Canadian Language Benchmark 5 (CLB 5 Guide)