

HR

Series for Employers

An Employer's Guide to Employment Rules



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Information in this publication was accurate, to the best of our knowledge, at the time of printing. However, legislation, labour market information, websites and programs are subject to change, and we encourage you to confirm with additional sources of information when making career, education, employment and business decisions.

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All photos in this booklet are for illustrative purposes only. They are not actual photos of any individuals mentioned.

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About This Publication



This publication contains information particularly useful if you are new to hiring employees.

What this book covers

You may find it helpful if you are an employer, a manager, a supervisor, a business owner, a leader or co-ordinator of a not-for-profit organization, or a bookkeeper, accountant or clerk with payroll responsibilities.

Generally, if you have such roles or duties, you must be aware of laws governing what you need to do

- before and while hiring employees
- when staff are employed
- when employees leave the workplace



What this book doesn't cover

This publication assumes that you have done the preparation necessary to start a business or not-for-profit organization. That would include obtaining a Business Number, necessary provincial or federal licensing, registration, incorporation and meeting any local government requirements for zoning or licensing. If you need more information on setting up a business—

including planning, financing and marketing—other resources are available. For example, the publication *Self-Employment: Is it for Me?* is available through the Alberta Learning Information Service (ALIS) website at alis.alberta.ca/publications. In addition, general and specific business start-up information is available through the Business Link at canadabusiness.ab.ca.

Complying with legislation

Provincial regulations

As you recruit, hire and employ workers and terminate employment, you may be affected by Alberta's

- Employment Standards Code and Regulation
- *Human Rights Act*
- *Personal Information Protection Act*
- *Occupational Health and Safety Act*, the Occupational Health and Safety Regulation and Code
- *Workers' Compensation Act*
- Labour Relations Code
- *Tobacco Reduction Act*
- *Apprenticeship and Industry Training Act*

Key areas you must pay special attention to are employment standards, employee payroll deductions, occupational health and safety, workers' compensation and human rights. In addition, you will likely need to follow federal laws from

- Canada Revenue Agency
- Service Canada (Canada Pension Plan and Employment Insurance)
- Citizenship and Immigration Canada

Federal regulations

This publication focuses on the requirements of the 90 per cent of Alberta workplaces regulated by provincial rather than federal employment and occupational health and safety standards.

For federally regulated organizations, these laws apply:

- Canada Labour Code, Part II (occupational health and safety)
- Canada Labour Code, Part III (labour standards)
- *Canadian Human Rights Act*

Employees working in the following fields fall under federal jurisdiction and are not covered by Alberta's Employment Standards Code:

- interprovincial trucking
- federal Crown corporations
- broadcasting
- chartered banks
- grain elevators
- air transport
- feed and feed mills
- federal government employees
- rail and water transport
- interprovincial pipelines
- work directly for or on behalf of First Nations

Usually, requirements for federally regulated firms are similar to those followed by provincially regulated employers.

Before You Offer the Job



As you recruit and interview potential employees, you must be careful to follow employment rules to ensure you protect applicants' human rights and meet other requirements.

Criminal record checks and bonding

You may sometimes need job applicants to undergo a criminal record check before they are hired. Be sure to apply the same checks and standards to everyone applying for similar work. A criminal record check will tell you whether potential employees have a criminal record that would make them unsuited for certain work for health and safety reasons. If employees will be working with the young, the elderly or other vulnerable people, they may be required to do a more extensive vulnerable sector check.

Criminal record checks and vulnerable sector checks may be based on the employee's name and date of birth, or they may require the employee to submit fingerprints. A potential employee can obtain a criminal record check or vulnerable sector check through a local police service or the RCMP. Processing times can be anywhere from several days to several weeks. More information is available on the RCMP website at rcmp.gc.ca or on local police service websites.

For some positions, you may require that employees be bondable. Anyone convicted of fraud usually is not bondable. Insurance companies that handle commercial insurance and bonding companies—not the police—provide bonding certification.



Protecting human rights

You must meet certain requirements under Alberta's *Human Rights Act* before you begin recruiting. You cannot discriminate based on the following *protected grounds*:

- race
- religious belief
- colour
- gender
- physical disability
- mental disability
- age
- ancestry
- place of origin
- marital status
- source of income
- family status
- sexual orientation

Be aware of these protected grounds during recruiting, interviewing and hiring, while employing someone and when someone stops working for you. You cannot directly or indirectly, intentionally or unintentionally, ask job applicants or employees about any of the protected grounds.

The tip sheet *Human Rights and You: What Can Employers Ask?*, available at alis.alberta.ca/tips, provides examples of appropriate and inappropriate questions.

While recruiting, and when hiring and employing workers, you must

- build an inclusive workplace by ensuring against discrimination based on the protected grounds
- consider workplace requests to accommodate employees with special needs (see *Responding to the duty to accommodate*, page 11).



Human rights workshops for employers

The Alberta Human Rights Commission offers customized workshops on Human Rights in the Workplace, as well as public workshops covering such topics as the Duty to Accommodate and Human Rights and the Employment Process.

For information and schedules, or to register for a workshop online, visit albertahumanrights.ab.ca.

For more details about customized workshops, email educationcommunityservices@gov.ab.ca.

Protecting human rights when hiring	
Task	Do Not...
Developing job descriptions	Exclude someone from applying based on gender or other protected grounds
Writing employment notices or advertisements	Demand that candidates have certain characteristics that would discriminate against certain groups—for example, saying applicants must be under age 45
Creating standard, preprinted job application forms	Ask the applicant’s age, apart from whether he or she is older than 12, 15 or 18
	Ask if the applicant is married
	Use biased words, such as “Christian name” or “maiden name”—instead use “surname” or “last name”
Screening job applications	Use information related to protected grounds, even if the applicant freely provides the information
Interviewing applicants	Ask questions that require applicants to reveal information related to protected grounds
Asking for and checking references	Ask applicants to include in written references information related to protected grounds—do not ask for such information while following up on references
Considering pre-employment testing	Ask applicants to complete tests that may exclude them from a job for irrelevant reasons—for example, asking someone to demonstrate keyboarding skills if applying for a labour job in construction or asking an applicant for an office job to be able to lift a certain amount of weight

FIND OUT MORE

Human Rights in the Workplace

albertahumanrights.ab.ca

310-0000 (toll-free), and enter the 10-digit regional office number

780-427-7661 (north of Red Deer)

403-297-6571 (Red Deer south)

TTY, call 1-800-232-7215 toll-free, 780-427-1597 in Edmonton or 403-297-5639 in Calgary

Canada-Alberta JOBS

The Canada-Alberta Job Order Bank Service (humanservices.alberta.ca/jobs) allows you to post job opportunities and be instantly matched with job seekers.

Recruiting from diverse groups



Adolescents

Alberta's employment standards legislation restricts the hours that adolescents (12-, 13- and 14-year-olds) can work. Adolescent employees

- can work only two hours on school days and eight hours on non-school days
- cannot work between 9 p.m. and 6 a.m. or during regular school hours

Under Alberta's Employment Standards Code, adolescents can work in certain occupations. A list of approved occupations for this age group is at humanservices.alberta.ca/esfactsheets.

For some occupations, such as a clerk in a retail store or an office, an adolescent may be employed as long as a parent or guardian approves the employment and the employer ensures the employment is not harmful to the life, health, education or welfare of the adolescent.

A general permit is available for adolescents to work in certain occupations in the restaurant and food services industry. Employers must meet the requirements of the permit, including the completion of a health and safety checklist by the employer, parent(s) or guardian(s) and adolescent before employment begins.

Permits for other types of occupations are considered by the director of employment standards on a case-by-case basis. A key condition of the permit is a requirement for you, your employees and their parent(s) or guardian(s) to read and sign a health and safety checklist. The parent(s) or guardian(s) must give you written consent.

To apply for a permit, visit humanservices.alberta.ca/es.

Young persons

Workers 15, 16 and 17 years old are referred to as young persons. Although Alberta's employment standards legislation does not restrict the type of work you can hire young persons to do, it does limit when employees in this age group can work. You must have the consent of the young person's parent(s) or guardian(s) and meet rules about supervision.

Between 9 p.m. and midnight, young persons must work with one or more adults. They cannot be employed between midnight and 6 a.m. at or in connection with

- a retail store selling food or beverages or any other merchandise
- a retail business selling gasoline or other petroleum products
- a motel, hotel, inn, etc.

With the written permission of a parent or guardian, a young person can be employed in any other business between midnight and 6 a.m. but must be in the continuous presence of one or more adults.

FIND OUT MORE

Employees Under Age 18

humanservices.alberta.ca/es

1-877-427-3731 (toll-free)

780-427-3731 (Edmonton)

TTY, call 1-800-232-7215 toll-free or 780-427-9999 in Edmonton

Students in unpaid work experience and apprenticeship programs

Students participating in recognized, unpaid work experience programs are not employees. However, when partnering with a local school board in such a program, you are still expected to meet required health and safety standards and undergo health and safety inspections.

The Registered Apprenticeship Program allows high school students to earn hours toward an apprenticeship program and credits toward a high school diploma while performing paid work. Since students working as a part of such programs are covered under the Occupational Health and Safety Code, you are responsible for ensuring their health and safety on the job.

FIND OUT MORE

Apprenticeship and Industry Training

tradesecrets.alberta.ca

Check the website for the office phone number nearest you.

Apprenticeship Job Creation Tax Credit

This non-refundable tax credit available through the Canada Revenue Agency allows employers to claim a percentage of the eligible salaries and wages payable to each eligible apprentice. For more information about this program, visit the website at cra.gc.ca.

International students

International students studying full time at post-secondary institutions that have an off-campus working agreement with Citizenship and Immigration Canada can obtain an Off-Campus Work Permit. This permit allows eligible foreign students to work up to 20 hours a week during the academic year and to work full time during breaks, such as summer or winter holidays.

In addition, a Post-Graduation Work Permit program lets you hire international students who have recently completed a post-graduate program of at least eight months in Canada. With this permit, international students can work in Canada for specified periods following graduation to gain work experience in their field of study.

FIND OUT MORE

International Students Work Permits

cic.gc.ca/study

1-888-242-2100 (toll-free)

TTY, call 1-888-576-8502 toll-free



Temporary foreign workers

All of the employment standards and human rights requirements that apply to Canadian citizens and permanent residents of Canada also apply to temporary foreign workers.

The Temporary Foreign Worker Program allows employers to hire foreign workers to meet short-term, temporary labour pressures. Before hiring temporary foreign workers, you must apply to Service Canada for a labour market opinion (LMO). Service Canada will issue a positive LMO if it is satisfied that you have made a reasonable effort to find and train willing and available workers in Canada and that there will be a positive or neutral impact on the Canadian labour market. You will then provide a copy of the LMO to the foreign worker.

The foreign worker must then apply to Citizenship and Immigration Canada (CIC) for a work permit. CIC determines whether the foreign worker meets the requirements of the Temporary Foreign Worker Program and is eligible to receive a work permit. The foreign worker will be screened at the border upon entering Canada to ensure he or she meets admissibility requirements before the work permit is issued. Some jobs are exempt from requiring an LMO or work permit.

For more information, see the following resources:

- *Temporary Foreign Workers: A Guide for Employers*, available at humanservices.alberta.ca/ohs (scroll down to *Bulletins and Booklets*, and then scroll down to *Temporary Foreign Workers – For Employees and Employers*)
- *Hiring & Retaining Foreign Workers: Information for Alberta Employers*, available at albertacanada.com/employers

FIND OUT MORE

Temporary Foreign Worker Program

albertacanada.com/employers

1-877-427-6419 (toll-free)

780-427-6419 (Edmonton)

Work Permits

cic.gc.ca/work

Click on *Hire foreign workers* in the left-hand column, then click on *Temporary workers*.

1-888-242-2100 (toll-free)

Labour Market Opinions

service.canada.gc.ca

1-800-418-4446 (toll-free)

Alberta Temporary Foreign Worker Advisory Office

humanservices.alberta.ca/tfw

1-877-944-9955 (toll-free)

Independent contractors and contract workers

Rather than hire an employee, you may decide to have work done by an independent contractor. Independent contractors are not employees and are not covered by Alberta's employment standards legislation. A number of requirements must be met for someone to be considered an independent contractor rather than an employee. For example, independent contractors normally supply their own tools and equipment, provide their own benefits and training and make their own tax deductions.

However, if you hire a contract worker through a temporary employment agency, that worker will be covered by Alberta's Employment Standards. Normally, such agencies handle candidate screening and the temporary employee's payroll.

For more detailed information on this topic, view, download or order the publication *Employee or Contractor? Know the Difference* at alis.alberta.ca/publications.

Canada Pension Plan, Alberta Works and AISH clients

You can hire and employ persons receiving support from Canada Pension, Assured Income for the Severely Handicapped (AISH) or Alberta Works. Be aware that they do not need to divulge that they are clients of these income support programs.

If you hire someone who is under 65 years old and receiving a retirement pension from CPP, both you and the employee will have to make CPP contributions. If you hire someone who is between the ages of 65 and 70, that person has the choice of contributing to CPP or not. If he or she contributes, then you will also have to contribute. For employees who choose not to contribute, an election (CPT30) is available on the Canada Revenue Agency website (cra.gc.ca). In this latter case, do not make employee deductions or employer contributions to CPP.

If you hire clients of Alberta Works Income Support or AISH, be aware that they may continue to be eligible for employment-related supports and health-related benefits

FIND OUT MORE

Canada Pension Plan Contributions

cra.gc.ca

1-800-277-9914 (toll-free)

TTY, call 1-800-255-4786 toll-free

Alberta Works and AISH

humanservices.alberta.ca/albertaworks

1-877-644-9992 (toll-free)

780-644-9992 (Edmonton)

TTY, call 1-800-232-7215 toll-free or 780-427-9999 in Edmonton

Alberta Adult Health Benefit

The Alberta Adult Health Benefit plan, part of the Alberta Works program, helps pay for eye exams, eyeglasses, prescriptions and dental care for families and individuals with limited incomes. Employees whose income is below a certain level may qualify.

Information about the plan is available online at humanservices.alberta.ca/ahb or by phone at 1-877-469-5437 toll-free or 780-427-6848 in Edmonton.

Persons with disabilities

Under Alberta's *Human Rights Act*, you cannot discriminate on the basis of physical or mental disability when hiring, provided the person can perform the job with reasonable accommodation or adjustments. Canada's human rights law and the Canadian Human Rights Commission have similar requirements for federally regulated employers.

Supports for employees with disabilities

Disability Related Employment Supports (DRES)

DRES helps adult workers and students with disabilities overcome barriers to employment and education. As an employer, you can access DRES for help with providing workplace modifications, such as installing assistive technologies, adding a wheelchair ramp or changing the height of a countertop. More information is available online at humanservices.alberta.ca/dres.

The **Canadian Council on Rehabilitation and Work** (online at ccrw.org) works with employees and employers to develop equity and inclusion in workplaces. Along with the Government of Canada, it sponsors **WORKink** (workink.com), a virtual employment resource centre connecting qualified job seekers with employers.

The **Opportunities Fund for Persons With Disabilities** finances projects to help persons with disabilities prepare for and obtain employment. Find out more online at servicecanada.gc.ca.

Responding to the duty to accommodate

You may have to make changes in your workplace to ensure an employee's human rights are not violated. This is what is called "the duty to accommodate" under human rights law. Whether the duty or need to accommodate arises before or after someone starts working for you, you have a duty to make accommodations.

Depending on the employee's individual needs, the duty to accommodate can lead to changes and adjustments in the workplace including

- buying or modifying tools, equipment and aids (such as providing larger computer monitors, improving lighting or supplying ergonomic chairs)
- altering the premises to make them more accessible
- altering job duties (such as assigning someone with reduced mobility to office rather than outside duties)
- providing flexible work schedules
- offering rehabilitation programs
- providing support for recuperation (such as allowing someone to work temporarily from home)
- approving a transfer to a different job
- assigning other employees to provide support for some tasks
- relaxing requirements to wear a uniform

You have a legal duty to take reasonable steps, to the point of undue hardship, to accommodate an employee's individual needs based on the protected grounds. You can claim undue hardship if the adjustments would create financial loss or intolerable disruption to your business. In most situations, you would be required to provide some accommodation to meet the needs of an employee with a disability.

In addition to your duty to accommodate under human rights law, you are required to help injured workers to return to work if you are covered by workers' compensation.

For more information, see *Employing a Diverse Workforce: Making It Work*, available at alis.alberta.ca/diverseworkforce.



FIND OUT MORE

Duty to Accommodate: Alberta Human Rights Act
albertahumanrights.ab.ca

Click on *Interpretive bulletins* and see *Duty to accommodate*.

310-0000 (toll-free), and enter the 10-digit regional office number

780-427-7661 (north of Red Deer)

403-297-6571 (Red Deer south)

TTY, call 1-800-232-7215 toll-free, 780-427-1597 in Edmonton or 403-297-5639 in Calgary

Duty to Accommodate: Canadian Human Rights Act

chrc.gc.ca

1-800-999-6899 (toll-free)

780-495-4040 (Edmonton)

TTY, call 1-888-643-3304 toll-free

Confirming valid Social Insurance Numbers

Employees working in Canada must have a valid nine-digit Canadian Social Insurance Number (SIN). **You cannot ask job seekers for their SIN until after you hire them.**

Before hiring you can ask if they are entitled to work in Canada. A “yes” generally indicates they already have a SIN or are entitled to apply for one.

Once hired for pensionable or insurable employment—meaning they make contributions that may entitle them to receive future Employment Insurance or Canada Pension payments—employees must provide you with their SIN.

Ask to view the SIN card or a letter confirming the SIN, which employees can obtain at any Service Canada Centre. Beginning in 2014, plastic SIN cards will no longer be produced; new and replacement SINs will be supported by a letter only. You can also call Service Canada’s Employment Insurance telephone information service to confirm a SIN. You will need your own payroll or Business Number, along with the employee’s full name, SIN and date of birth.

If employees do not provide a SIN within three days of starting work, you must tell them how to apply for a SIN at a Service Canada Centre. Have them demonstrate that they have applied for a SIN (for example, by providing you with a copy of their application form). Be sure they provide you with their SIN once they receive it.



When an employee does not provide a SIN, you must prove that you have made a reasonable effort, such as making a written request to obtain the SIN. Without proof of such effort, you may be fined \$100 by the Canada Revenue Agency for each case where you fail to get an employee’s SIN. While waiting to receive your employee’s SIN, you continue to deduct, remit and report deductions for the employee.

The SIN is confidential and should be used only for income-related information. Do not use it as a general identification number for other purposes.

Social Insurance Numbers starting with 9

A person with a Social Insurance Number beginning with 9 is not a Canadian citizen or permanent resident but has received a valid work permit issued by Citizenship and Immigration Canada. These temporary SIN numbers have an expiry date matching the date of a work permit. If the expiry date has passed, the holder of the SIN can no longer work in Canada. If one of your employees has a temporary SIN that expires, have the employee contact Citizenship and Immigration Canada. (See Temporary Foreign Workers, page 9.)

You should also check the work permit to make sure that the employee is permitted to work for you. The permit will either include the phrase “open to all employers” or show only one employer’s name. If a person is restricted to working for a specific employer, no other company can employ that person until the work permit is changed.

FIND OUT MORE

SIN Application and Employer Information

servicecanada.gc.ca

1-800-206-7218 (toll-free)

TTY, call 1-800-529-3742 toll-free

SINs Starting With 9

cra.gc.ca

1-800-959-5525 (toll-free)

TTY, call 1-800-665-0354 toll-free

Your Employee's First Days on the Job



It is important to make new employees aware of your expectations for workplace behaviour, dress and health and safety practices.

Setting standards for dress and appearance

Just as you must meet the *Alberta Human Rights Act* requirements before and during hiring (see **Protecting human rights**, page 5), you must also obey the law—including by not discriminating on any protected grounds—once someone is working.

Questions about employee dress and appearance might arise during the hiring process but may not become an issue until someone is actually working. The Alberta Human Rights Commission lets you set what it terms a “reasonable, not arbitrary” appearance and grooming code in keeping with the dress standard in your community. (The Commission can provide further information on what it considers “reasonable.”) This may include requiring your employees to meet standards for neatness, grooming and health and safety, provided these requirements do not interfere with employees’ religion or well-being.

FIND OUT MORE

Appearance and Dress Codes

albertahumanrights.ab.ca

Click on *Information Sheets*. Scroll to *Appearance and Dress codes*.

310-0000 (toll-free), and enter the 10-digit regional office number

780-427-7661 (north of Red Deer)

403-297-6571 (Red Deer south)

TTY, call 1-800-232-7215 toll-free, 780-427-1597 in Edmonton or 403-297-5639 in Calgary



Introducing new employees to your workplace

Make your new employees' first few days easier by

- telling them what actions and behaviour are expected and acceptable in your workplace, to prevent accidents and misunderstandings. Expectations can include a discussion of
 - punctuality and attendance
 - personal use of company equipment, such as computers, phones, vehicles and tools
 - standards for dress and appearance
 - sexual harassment or bullying policies
 - food at workstations
 - behaviour on the job (for example, cellphone use or listening to music while working)
- combining verbal communication with written material to help employees retain information
- letting your current employees know that someone new is joining the workplace

- introducing new employees to their immediate supervisors and co-workers
- touring them around the entire workplace, or at least those areas near their workstations, to point out washrooms, lunchrooms, rest areas, first aid stations, emergency equipment and exits, and any other facilities
- providing them with the tools, supplies or resources to do their job
- providing administrative procedures or codes, such as how to use or access computers, photocopiers or phones
- having a co-worker check in on new employees during their first few days to ask about any questions or concerns

Some employers choose to capture this information, as well as information on benefits, entitlements, safe work practices and performance reviews, in an employee handbook or orientation sheet. Depending on your workplace and new employees' background and experience, your approach may vary.

Testing for drugs and alcohol

Employment-related testing for drugs and alcohol is an area of Canadian law that is still evolving. Once you have hired employees' and are considering such testing, seek guidance from the Alberta Human Rights Commission.

FIND OUT MORE

Drug and Alcohol Testing

albertahumanrights.ab.ca

310-0000 (toll-free), and enter the 10-digit regional office number

780-427-7661 (north of Red Deer)

403-297-6571 (Red Deer south)

TTY, call 1-800-232-7215 toll-free, 780-427-1597 in Edmonton or 403-297-5639 in Calgary



Meeting Canada Revenue Agency requirements

The Canada Revenue Agency (CRA) collects both federal and provincial personal income taxes, as well as Canada Pension Plan contributions and Employment Insurance premiums. On your employees' behalf, you must make the proper deductions from their earnings, remit the deducted funds along with your employer's portion and report the information to the CRA.

All source deductions are to be held in trust for the Receiver General.

Completing TD1 forms

You must have every new employee complete a Personal Tax Credits Return (TD1) form and the provincial Alberta Personal Tax Credits Return (TD1AB) form. The TD1 and TD1AB forms help you determine what credits an employee is entitled to and what deductions you make from the employee's earnings. These forms also help you obtain and record key information, such as an employee's name, address and Social Insurance Number.

Keep the TD1 and TD1AB forms on file (CRA may ask for them) and use them in combination with payroll deduction tables to calculate your employees' net pay. Employees paid by commission and claiming expenses use the TD1X, Statement of Commission Income and Expenses for Payroll Tax Deductions.

Follow these procedures when completing TD1 or TD1X forms:

- If an employee does not fill in a TD1 or TD1X form, the employee is entitled only to the basic personal deduction.
- If you believe any information supplied on a TD1 or TD1X to be fraudulent, report it by calling 1-800-959-5525 toll-free.
- If an employee's status changes (for example, adds a dependant), have the employee fill out and sign a new TD1 or TD1X no later than seven days after the change.
- Retain paper and electronic CRA records for six years from the end of the last tax year they relate to.

Your Business Number and CRA payroll account

The Business Number (BN) is a nine-digit identifier that allows Canadian businesses to register program accounts with the CRA for payroll deductions, the goods and services tax (GST), corporate taxes and import/export levies.

If you currently operate a business as a sole proprietorship, partnership or corporation, you should already have a BN registered with the CRA. When you hire one or more employees, you must register for a CRA payroll account to be linked to your BN before the first remittance due date. Your remittance due date is the 15th day of the month after the month in which you begin withholding deductions from your employee's pay.

To register a payroll account, get a copy of the Payroll Account Information (RC1B) form.

For more information about obtaining a BN or registering a payroll account, call the CRA at 1-800-959-5525 toll-free or visit the website at cra.gc.ca.

FIND OUT MORE

Payroll Information

cra.gc.ca

To view the video series "Payroll Information for a New Small Business," under *Links for businesses*, click *Payroll*, and then scroll down to *Multimedia*.

1-800-959-5525 (toll-free)

TTY, call 1-888-768-0951 toll-free

Making the workplace healthy and safe

Orienting new employees

While occupational health and safety are essential for all employees, those new to a workplace may be particularly vulnerable to workplace hazards. It is especially important that all new employees be made aware of

- any physical, chemical, biological and psychosocial (e.g. work-related stress, fatigue, verbal abuse) hazards present in their work environment
- proper use of machinery and equipment
- use, care and limitations of personal protective equipment
- health and safety procedures
- actions to take in the event of an emergency

The extra time you take to orient your employees will help ensure their health and safety while they are working. Do not just rely upon on-the-job experience to teach health and safety lessons. It is your responsibility to ensure workers can competently perform their job safely.

Keeping young workers safe

In the case of younger employees, you may be their first employer or the current job may be the first time they have done this type of work. While the health and safety of all employees are important, it is especially important to safeguard younger employees, ages 15 to 24, who are one-third more likely than older workers to be injured on the job.

For more information, see *X-treme Safety: A Survival Guide for New and Young Workers*, available at alis.alberta.ca/publications.

FIND OUT MORE

Young Worker Safety

humanservices.alberta.ca/ohs-youngworkers

1-866-415-8690 (toll-free)

780-415-8690 (Edmonton)

TTY, call 1-800-232-7215 toll-free or 780-427-9999 in Edmonton



Identifying and managing workplace hazards

To meet the requirements of Alberta's *Occupational Health and Safety Act, Regulation and Code*, you must identify, assess and take action to eliminate hazards in your workplace before hiring your first employee, even if those hazards are not identified in occupational health and safety legislation.

Hazards, whether physical, chemical, biological or psychosocial, are any situation, condition or thing that may endanger a worker's immediate or long-term health and safety. Once a hazard has been identified, you must assess the risk and first try to eliminate the hazard. If you cannot eliminate the hazard, use engineering or administrative controls, personal protective equipment or a combination of controls to protect your employees.

When you have completed your written hazard assessment, you must share the results with all current employees and any new employees you hire. The hazard assessment must be updated each time there are changes to equipment, materials or work procedures, or at least every three years.

Two helpful occupational health and safety resources are the *Occupational Health and Safety Tool Kit for Small Business* and the *Occupational Health and Safety Code Explanation Guide*. To find these publications, go to humanservices.alberta.ca/ohs and type the publication title into the search function.

Types of hazard controls

<p>Engineering controls</p>	<p>Using engineering controls is the preferred approach. Engineering controls involve the elimination, modification or isolation of hazards, such as removing or storing objects that could cause trips and falls.</p> <p>Elimination can include</p> <ul style="list-style-type: none"> ■ installing mechanized lifting equipment to replace manual lifting ■ practising good housekeeping <p>Modifications can include</p> <ul style="list-style-type: none"> ■ diluting the strength of cleaning materials and chemicals ■ reducing package size or weight to reduce heavy lifting <p>Isolation can include</p> <ul style="list-style-type: none"> ■ insulating to reduce or remove noise ■ installing guards on and around machinery ■ ventilating harmful materials
<p>Administrative controls</p>	<p>Using administrative controls is the preferred approach if engineering controls are not available or practical.</p> <p>Examples include</p> <ul style="list-style-type: none"> ■ changing the work location to avoid hazards ■ increasing the length or number of breaks to reduce employee fatigue ■ using safe work procedures (for example, workplace rules prohibiting use of equipment on wet or frozen surfaces) ■ rotating jobs or tasks to reduce length of exposure to potentially hazardous conditions
<p>Personal protective equipment (PPE)</p>	<p>Use PPE if engineering or administrative controls are not available or practical. Examples include protective gloves and clothing, steel-toed boots, earplugs, safety glasses, fall harnesses and respirators.</p> <p>Ensure</p> <ul style="list-style-type: none"> ■ protective equipment fits and is comfortable ■ employees are properly trained to use the equipment ■ equipment is clean, properly stored and well maintained

Workplace Hazardous Materials Information System (WHMIS)

Alberta's *Occupational Health and Safety Act* requires that controlled products—including poisonous, infectious, hazardous and flammable materials—be properly handled, labelled, stored and disposed of according to Workplace Hazardous Materials Information System (WHMIS) regulations. WHMIS is a national hazard communication system.

You must keep a current inventory of controlled products used at your workplace. Material Safety Data Sheets (MSDS), which provide basic technical information about a product's physical characteristics and hazardous properties, should be completed for all controlled products and be accessible to employees. Employees who may be exposed to a harmful substance must be trained to both identify and protect themselves from hazards.

More information, including a list of firms providing hazard assessment and safety services and WHMIS training, is available from the Occupational Health and Safety website (humanservices.alberta.ca/ohs).



Reporting incidents to Occupational Health and Safety

You are required to report an incident at your workplace that

- results in death
- causes your worker to be admitted to hospital for more than two days
- involves an unplanned or uncontrolled explosion, fire or flood that causes, or has the potential to cause, a serious injury
- involves the collapse or upset of a crane, derrick or hoist
- involves the collapse or failure of any component of a building or structure critical to its structural integrity

Report the details of the incident by calling the Occupational Health and Safety Centre at 1-866-415-8690 toll-free or 780-415-8690 in the Edmonton area.

While Employees Are Working



Your legal responsibilities once an employee is working include managing employee records, protecting employees' personal information, deducting and remitting tax and other payments and meeting requirements for paying employees and providing time off work.

Managing employee records

Apart from helping you meet legal requirements for the provincial and federal government, keeping good employment records ensures proper deductions are made and your employees receive correct pay, entitlements and benefits. When a new employee starts, you will have to obtain information from them in order to set up their payroll records so you can make the proper deductions. Maintaining complete and up-to-date records also ensures payments and deductions are not too high or too low, which improves your cash flow management.

Payroll records

Alberta's Employment Standards Code requires that you keep a current payroll record for each employee, listing

- the employee's name, address and date of birth
- when the employee began current employment
- regular and overtime hours worked (recorded daily)
- deductions (for income tax, Canada Pension Plan contributions and Employment Insurance premiums) and other tax-related information, including information about any pay garnishees
- time off for overtime provided by you and taken by the employee, as well as details of the changes
- start and end date of the employee's vacation and the period of employment in which the vacation was earned
- starting wage and overtime rates and any changes in rates

- information about maternity and parental leave (see **Providing maternity and parental leave**, page 36)
- copies of termination notices (see **Issuing and receiving termination notices**, page 38)
- written requests for return to work after temporary layoffs

Keep the employee's payroll record on file for at least three years from the date each record is made.

Pay administration records

Besides maintaining payroll records required by Alberta's Employment Standards Code, you must set up a pay administration record for each employee that contains

- the employee's job title and job description
- any correspondence with or related to the employee
- discipline reports
- copies of TD1 forms and waivers

In addition to these requirements, you may also find it helpful to include

- copies of workers' compensation information and claims
- copies of the employee's performance reviews, signed and dated by the reviewer and the employee
- information about any benefits the employee is receiving

Safeguarding personal information and privacy

Alberta's *Personal Information Protection Act*, which affects for-profit and not-for-profit private sector employers, outlines the collection, use, disclosure and sharing of personal information about applicants and employees. While you may need to collect, use and disclose certain personal information, you must, according to privacy legislation, explain the reason for collecting the information and how it may be used or disclosed. Generally, you will be gathering the information directly from the individual. In some cases, privacy legislation allows you to collect it indirectly from other sources, such as from someone's previous workplace.

Collecting personal information

General employee personal information might include

- name
- address
- telephone number
- date of birth
- Social Insurance Number (SIN)
- education history
- beneficiary information

Some information, such as an employee's SIN or date of birth, can be requested only *after* someone is hired.

As an employer, you may collect and use personal information about employees for

- staffing, including recruitment and termination
- payroll and benefits
- performance evaluation
- training and development programs
- workplace health and safety programs

Protecting personal information

Carefully limit access to an employee's personal information. Within the workplace, those who need access might include the employee, the employee's supervisor and other staff handling accounting, payroll, deductions, benefits or related issues.

When requested by the employee, you must

- correct his or her personal information
- allow access to the employee's own personal information or explain why it cannot be released
- explain how any personal information is being used

Apart from sharing relevant information with government agencies, such as the Canada Revenue Agency, or benefit providers, such as Alberta Blue Cross, restrict sharing personal information beyond your workplace.

Legislation does allow you to share personal information

- to contact family in an emergency
- to assist in law enforcement investigations
- in situations authorized by the employee (for instance, confirming earnings for a bank)

FIND OUT MORE

Personal Information and Privacy

servicealberta.ca/pipa

oipc.ab.ca

1-888-878-4044 (toll-free)

TTY, call 780-422-6860 in Edmonton or 403-297-2728 in Calgary

Processing pay deductions

Providing a statement of earnings and deductions

Under Alberta's Employment Standards Code, you must provide employees with a written statement of earnings and deductions (a pay slip or pay stub) each time they are paid. You can distribute the pay slip electronically if your employees can receive and print an electronic version.

Your pay statement must include

- the worker's name
- the pay period the statement covers
- the wage rate and the overtime rate
- general holiday pay
- regular hours worked and earnings from regular hours
- overtime worked and earnings from overtime work
- time off earned and taken instead of overtime
- the amount of each deduction and the reason for the deduction

If asked by your employees, you must provide them with a detailed accounting of earnings and deductions.

Employees may agree to deductions from their pay, such as union dues covered by a collective agreement or authorized deductions such as social club dues or charitable contributions. Have employees sign a date specific and amount-specific authorization for each type of deduction. These additional deductions must be included on the pay statement. In some cases, employees may sign a waiver declining certain coverage.

Deducting for clothing, board and lodging

Under Alberta's Employment Standards Code, you cannot charge your staff more than your cost for buying, cleaning and maintaining work clothes and uniforms.

There are also limits to the rates you can charge employees for providing them with a place to stay. Check with Employment Standards to determine the current board and lodging rates.

Deducting for cash shortages

Cash shortages can be deducted from an employee's pay only

- if the employee has sole access to the cash in question (no one else, including the employer, manager or supervisor, can have access) and
- if the employee also signs an authorization specific to the amount and date of the shortage in question. Employers cannot ask employees to sign a blanket authorization stating that any shortages will be deducted from their pay.

FIND OUT MORE

Earnings and Deductions

humanservices.alberta.ca/esfactsheets

1-877-427-3731 (toll-free)

780-427-3731 (Edmonton)

TTY, call 1-800-232-7215 toll-free or 780-427-9999 in Edmonton

Garnisheeing earnings

If employees do not make satisfactory payment arrangements for an outstanding debt, they may face a judgment or court order requiring you to make mandatory regular deductions from their earnings. If an employee faces a garnishee, you will be notified by the organization involved and informed of what steps to follow.

The usual sources of such orders to garnishee earnings are the courts of law, Canada Revenue Agency and Alberta's Maintenance Enforcement Program (MEP).

MEP collects debts owing for child support under the terms of court orders and certain legal agreements. If you receive a Support Deduction Notice from MEP, you must calculate the amounts to be paid to MEP in accordance with the notice. Contact MEP if you require assistance with calculating these amounts.

FIND OUT MORE

Alberta Maintenance Enforcement Program

mep.alberta.ca/employers



How entitlements and benefits differ

Entitlements are what you must *legally provide* your employees. Alberta's Employment Standards Code specifies a number of requirements that amount to entitlements, such as how many hours an employee can work before being *entitled* by law to a work break.

Benefits are items you *may* offer in addition to entitlements. Benefits might include health club memberships, supplemental insurance coverage or company pension plans paid in part or in whole by you. Employees may agree in writing for you to make deductions for benefits, such as medical and life insurance and dental coverage. In some cases employees may sign a waiver declining certain benefit programs that you offer.

Remitting to Canada Revenue Agency

You must calculate and remit to the Canada Revenue Agency (CRA) federal and provincial income tax deductions, Employment Insurance (EI) premiums and Canada Pension Plan (CPP) contributions deducted from your employees' earnings. You are responsible for remitting both the employee and employer portions for CPP and EI when applicable. Do not deduct CPP contributions from employees who are 70 or older, from anyone already receiving CPP retirement or disability benefits or from employees younger than 18.

Knowing when to remit

If you are a new employer or if your average monthly withholding amount was below an established amount (which could be reset over time), the CRA considers you a regular remitter. This means you must remit your deductions so the CRA receives them no later than the 15th day of the month following the month you made the deductions. The CRA will look at your average monthly withholding amount and adjust it if necessary. If your average monthly withholding amount is lower than the set amount and you have a perfect compliance history with the CRA, the agency may make you a quarterly remitter and inform you of the change.

Filing late or submitting an insufficient amount will result in penalties and interest charges. Even if you do not have a remittance to make, you must inform the CRA. You can use the TeleReply service to let CRA know that you have no payroll deduction remittance to make during a specific remittance period. Call the CRA payroll deductions TeleReply service at 1-800-959-2256 toll-free and follow the step-by-step instructions.

Calculating remittances

Use the employee's earnings and information from the Personal Tax Credits Return (TD1) form and the provincial Alberta Personal Tax Credits Return (TD1AB) form to determine how much to remit to CRA. For information on how to calculate remittances, visit the CRA website at cra.gc.ca. Or, call the CRA Business Information Service at 1-800-959-5525 toll-free (TTY, call 1-800-665-0354 toll-free).

Filing regular remittances

Remit deductions and premiums to the CRA

- electronically by telephone or Internet banking
- at a bank or other financial institution
- at an automated teller machine
- by mail with a cheque or money order

Although you keep individual records for each employee, you will submit the tax, CPP and EI remittance in a bulk amount for all employees.

Issuing T4 forms

Each year, prepare a Statement of Remuneration Paid (T4) form for each of your employees and report the CPP contribution, EI premium and income tax deductions you made to the CRA on behalf of each employee for the previous calendar year. You must deliver copies of the T4 to your employees on or before the last day of February, in one of the following ways:

- two copies, sent by mail to their last known address
- two copies, delivered in person
- one copy distributed electronically (for example, by email), if your employees have provided written consent

Prepare and submit to the CRA a Summary of Remuneration Paid (T4 Summary) form, to report the total amount of CPP contributions, EI premiums and tax deductions you have remitted for all of your employees during the previous calendar year, along with your employer portion.

Send a copy of the T4 and T4 Summary electronically or by mail to the CRA on or before the last day of February.

FIND OUT MORE

CRA Remittances

cra.gc.ca

1-800-959-5525 (toll-free)

TTY, call 1-800-665-0354 toll-free

Paying employees

Employment Standards workshops

Wages at Work, a full-day workshop provided by Employment Standards, provides business owners, managers, supervisors and payroll and accounting staff with detailed information on Alberta's standards.

Employment Standards can also provide employers with short customized presentations of one to four hours, based on the needs of your business.

To book a Wages at Work workshop or customized presentation, call the workplace education co-ordinator in Edmonton at 780-644-3940 or in Calgary at 403-297-5792. To call toll-free, dial 310-0000 and enter the 10-digit number.

You can pay employees by cash, money order, cheque or direct deposit. You can also decide when to pay your employees—every week, every second week or once a month (the longest pay period allowed). Alberta's Employment Standards Code requires that employees be paid no later than 10 days after the end of a pay period.

Ensuring equal pay for similar work

Alberta's human rights law requires you to pay men and women the same rate if they are working at the same place and performing the same or similar work. If you pay different rates, your decision must be based on factors other than gender, such as experience or education.

FIND OUT MORE

Equality of Pay

albertahumanrights.ab.ca

310-0000 (toll-free), and enter the 10-digit regional office number

780-427-7661 (north of Red Deer)

403-297-6571 (Red Deer south)

TTY, call 1-800-232-7215 toll-free, 780-427-1597 in Edmonton or 403-297-5639 in Calgary



Paying minimum regular pay

Alberta's Employment Standards Code enforces

- the minimum hourly pay rate
- the minimum number of hours per shift employees must be paid for
- pay requirements for employees on call

While most employees are paid a minimum hourly rate, some pay rates are based on minimum weekly or monthly pay levels set by Employment Standards. A weekly minimum wage applies to many salespersons and professionals, while a monthly minimum wage applies to domestic employees working in a private dwelling and living in their employers' homes.

Reducing earnings

If you are reducing an employee's wage rate, or overtime, vacation, general holiday or termination pay, you must give the employee notice before the start of the pay period in which the reduction takes effect. If you do not notify the employee of the reduction before the start of the pay period, you must pay the employee at the old rate.

Paying for overtime work

Make your overtime policy clear to employees when they are hired.

You must pay your employees overtime pay for hours worked in excess of eight hours per day or 44 hours per week, whichever is greater.

Different rules apply to different industries. For information on overtime policy and overtime pay in different occupations or industries, see **Find Out More**, on the following page.

Paying for travel time, meetings and training

Employees are working when they are providing services for you as an employer. Work includes the time employees spend at meetings or training that you request them to attend, and time spent travelling between job locations. It does not include the time employees spend travelling to and from work.

Paying for vacation time

The vacation pay you owe an employee depends on

- how long the employee has worked for you
- whether the employee is paid by the month
- whether the employee works in construction or brush clearing

Under the Employment Standards Code, if an employee

- has worked for you for a year, you must provide two weeks' paid vacation
- has worked for you for five years, you must provide three weeks' paid vacation
- leaves before working a year, you must pay out vacation pay at four per cent of his or her regular earnings
- is a construction or brush clearing employee as defined in the Code, you must pay vacation pay equal to six percent of his or her regular pay

Although you can pay vacation pay at any time, it must be paid no later than the first scheduled payday after the employee's vacation begins.



Paying general holiday pay

When a general holiday falls on a regular workday and employees are not scheduled to work, they are entitled to be paid at least their average daily wage.

However, an employee is not entitled to general holiday pay if he or she

- has not worked for you for at least 30 working days or shifts in the 12 months before the general holiday
- does not work on the general holiday when required or scheduled to do so
- is absent from employment without your consent on the last regular workday before the holiday or the first regular workday after the holiday

General (statutory) holidays in Alberta

There are nine general (statutory) holidays in Alberta: New Year's Day, Alberta Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Remembrance Day and Christmas Day. Some employers provide Easter Monday, Heritage Day and Boxing Day as optional general holidays. If you designate any of these optional days as a general holiday, all rules for general holiday pay will apply.



Paying for working on general holidays

Employees working on a general holiday who are eligible for general holiday pay are entitled to be paid their average daily wage plus a minimum of time and a half (1.5 times) their regular hourly wage for the hours they work.

Different rules apply to employees in the construction and brush clearing industries. For more information on this topic, visit humanservices.alberta.ca/esfactsheets and scroll down to *Construction Industry*.

For more information, including eligibility requirements and special circumstances (e.g. when an employee's scheduled vacation falls on a general holiday), check with Employment Standards.

Performance reviews and employee feedback

Performance reviews are an important means of assessing performance and providing and receiving feedback. Such periodic evaluations involving employers (or their representatives) and employees help

- set individual performance expectations
- provide ongoing feedback
- review performance

Performance reviews provide an opportunity to discuss an employee's strengths or weaknesses. Comments and suggestions from employees can also help you improve your operation.

FIND OUT MORE

Paying Employees

humanservices.alberta.ca/es

1-877-427-3731 (toll-free)

780-427-3731 (Edmonton)

TTY, call 1-800-232-7215 toll-free or 780-427-9999 in Edmonton

Arranging work breaks and vacations

You must provide employees with

- breaks during work time
- paid time off work for vacation

Scheduling work breaks

Alberta's Employment Standards Code states the frequency and minimum length of breaks you must give employees during working hours and between shifts.



Required rest and break periods

Time period	Break or rest requirement
After 5 hours	Employees are entitled to at least 30 minutes of rest, paid or unpaid.
12 hours	Maximum work period in a day, except in emergencies and some industries (such as geophysical exploration and oil well servicing).
8 hours	Minimum rest period between shifts when an employee is asked to change from one shift to another (for example, moving from the night shift to the day shift).
24 hours	Minimum period for being notified of a shift change.
1 day	Minimum rest period for each week. Rest days can be accumulated for use at one time within a four-week period.
24 consecutive days	Maximum consecutive days an employee can work. This period must be followed by four consecutive days of rest.

Granting vacation time

Employment Standards requirements for paying employees' vacation pay have been noted earlier in this publication (see **Paying for vacation time**, page 25). In addition to these payment requirements, the Employment Standards Code states the entitlements for granting your employees with time off for vacation.

Employees are entitled to take their vacation in an unbroken period or in shorter periods of not less than a day. Ask employees to state in writing if they want to take only part of their annual vacation.

The amount of vacation time employees are entitled to depends on how long they have worked for you.

If you cannot agree with employees on when they will take their vacation, you can set the time but you must provide at least two weeks' notice.

You may establish a common anniversary date for all employees in your workplace and start calculating vacation entitlements from that date. However, employees cannot have their vacation time reduced because you have set a common anniversary date.

Basic vacation pay entitlement

Time worked	Entitlement
1, 2, 3 or 4 years	2 weeks' paid vacation
5 years or more	3 weeks' paid vacation

FIND OUT MORE

Work Breaks and Vacations

humanservices.alberta.ca/es

1-877-427-3731 (toll-free)

780-427-3731 (Edmonton)

TTY, call 1-800-232-7215 toll-free or 780-427-9999 in Edmonton



Keeping a healthy and safe workplace

Your responsibilities under Alberta's occupational health and safety legislation include but are not limited to

- protecting the health and safety of workers
- identifying, assessing and controlling workplace hazards
- informing workers of any danger on the work site
- setting safe practices and ensuring they are followed
- ensuring workers have the proper equipment, skills and training to do their jobs safely
- keeping equipment in safe working order
- labelling, storing and disposing properly all hazardous materials
- monitoring workers who may be exposed to certain controlled products (and in some cases, may require health examinations)
- reporting serious workplace injuries (see **Reporting incidents to Occupational Health and Safety**, page 18.)

The Occupational Health and Safety Code allows employees to refuse unsafe or unhealthy work. You are violating the Code if you fire an employee for refusing to work in unsafe or unhealthy conditions.

Provincial occupational health and safety laws cover most Alberta workers. Exceptions include farm workers, domestic workers, such as nannies and housekeepers, and those working from homes. Employees in federally regulated industries are covered by the Canada Labour Code, Part II.

The financial benefits of health and safety

A healthy and safe workplace

- enhances workers' productivity and morale
- saves replacement worker costs
- saves equipment repair costs
- may reduce your WCB premiums
- reduces the likelihood of Occupational Health and Safety officers laying charges against your company or organization or ordering costly shutdowns of your workplace



Assessing workplace hazards

You have a continued responsibility under Alberta's Occupational Health and Safety Code to maintain an up-to-date Workplace Hazardous Materials Information System (WHMIS). You must provide general information about WHMIS to your employees, as well as ensure they receive information about specific hazards and safe work procedures. (See Workplace Hazardous Materials Information System (WHMIS), page 18.)

The Code requires that you identify and eliminate or control existing or potential workplace hazards. You must conduct a hazard assessment even *before* employees are hired in your workplace (see Identifying and Managing Workplace Hazards, page 16). Managing workplace hazards is an ongoing responsibility once employees are on the job. Hazards must be reassessed at reasonable intervals (preferably annually) and when there are additions or changes to work processes.



Preparing for emergencies

Despite preventive efforts, injuries and emergencies sometimes happen. The Occupational Health and Safety Code requires you to have a response plan for all potential emergencies in your workplace—including but not limited to fires and chemical spills—that may require rescue or evacuation. Your emergency preparedness plan should

- be in writing
- be shared with all affected workers and employees
- be updated to reflect current work site conditions
- designate who will provide rescue services and supervise evacuation procedures in an emergency

In addition, you must provide designated rescue and evacuation persons with

- emergency response training
- appropriate personal protective clothing and equipment, if required
- regular emergency drills to help them competently carry out their duties

Employees working alone

An employee is considered to be working alone at a work site if assistance is not readily available when needed. For any of your employees who will be working alone, you must

- closely examine and identify existing or potential health and safety hazards in the workplace. The assessment must be in writing and communicated to all affected staff members who work alone.
- eliminate or reduce the hazards. You must take practical steps to remove the hazards identified. If you cannot eliminate these hazards, you must apply procedures that will reduce or control them.
- establish an effective means of communication for employees to contact other people who can respond to the employee's need. The system must be appropriate to the hazards involved.
- ensure employees are trained and educated so they can perform their jobs safely. Employees must be made aware of the hazards of working alone and the preventive measures in place to reduce or eliminate potential risks.

For more information, see *Working Alone Safely: A Guide for Employers and Employees*, available at humanservices.alberta.ca/workingalone.

Preventing violence and harassment

Alberta's Occupational Health and Safety Code requires that you have procedures to prevent, investigate and report cases of threatened, attempted or actual workplace violence (including physical assault or aggression).

The Code does not address workplace violence such as harassment or bullying. Personal harassment can include

- verbal abuse or threats
- unwelcome remarks about a person's body or attire
- displaying pornographic, racist or other offensive or derogatory pictures
- making awkward or embarrassing jokes

Personal harassment may also take the form of bullying. Under Alberta's human rights law, you are responsible for eliminating discrimination in your workplace related to any of the protected grounds, including age, gender, marital status, race, ancestry, sexual orientation or religion. (See Protecting Human Rights, page 5.)

Unwanted sexual advances, unwanted requests for sexual favours and other unwanted verbal or physical conduct of a sexual nature constitutes sexual harassment and can result in charges under Alberta's *Human Rights Act*.

For more information, see *Preventing Violence and Harassment at the Workplace*, available at humanservices.alberta.ca/VAH001, and the tip sheets *Sexual Harassment: What You Need to Know* and *Employers: What You Need to Know About Bullying in the Workplace*, available at alis.alberta.ca/tips.

Resolving workplace conflicts

It is unlikely that everyone in a workplace will agree about everything. Recognize the dangers of workplace conflicts. Don't let differences of opinion generate negative conflicts that hinder performance or, worse, spiral into physical confrontations.

The tip sheet *Talking It Out in Resolving Conflict at Work* (available at alis.alberta.ca/tips) and the publication *Let's Talk: A Guide to Resolving Workplace Conflicts* (online at alis.alberta.ca/publications) also contain useful information about resolving workplace conflicts.

FIND OUT MORE

Occupational Health and Safety

humanservices.alberta.ca/ohs

1-866-415-8690 (toll-free)

780-415-8690 (Edmonton)

TTY, call 1-800-232-7215 toll-free or 780-427-9999 in Edmonton

Developing a Harassment Policy

albertahumanrights.ab.ca

Click on *Information Sheets* and scroll down to *Developing and implementing an effective harassment and sexual harassment policy*.

310-0000 (toll-free), and enter the 10-digit regional office number

780-427-7661 (north of Red Deer)

403-297-6571 (Red Deer south)

TTY, call 1-800-232-7215 toll-free, 780-427-1597 in Edmonton or 403-297-5639 in Calgary

Workplace Violence Seminars

wcb.ab.ca

1-866-922-9221 (toll-free)

780-498-3999 (Edmonton)

403-517-6000 (Calgary)

TTY, call 1-866-922-9221 toll-free and enter 780-498-7895 or call 780-498-7895 in Edmonton

Smoking in the workplace

Alberta's *Tobacco Reduction Act* prohibits smoking in a workplace building, defined by the Act as "all or any part of a building, structure or other enclosed area in which employees perform the duties of their employment," including a work vehicle. Where municipal bylaws are stricter than the Act, stricter rules will apply.

Providing workers' compensation coverage

Most Alberta employers are required to protect themselves and their employees by providing liability and disability insurance for work-related injuries and illness. Coverage is provided through the Workers' Compensation Board of Alberta (WCB), which

- pays an injured worker's disability payments and medical expenses whether or not that worker was responsible for the work-related injury
- assists with the worker's treatment program
- helps injured workers gradually return to their regular jobs through modified work programs

WCB coverage means that those included in your policy give up the right to sue for workplace injuries and illnesses. This provides you with valuable protection as an employer.

If you have WCB coverage, you must

- tell workers about their coverage
- keep records of WCB payments and claims information
- help injured workers return to work (see Responding to the Duty to Accommodate, page 11)

You can open a WCB account online at wcb.ab.ca.

You pay the entire WCB premium and cannot deduct any portion from your employees' earnings to cover WCB costs. How much you pay depends on

- the employee's gross earnings
- your WCB claims record
- your industry



WCB seminars for employers

The Workers' Compensation Board of Alberta provides free seminars and workshops for employers on topics including an overview of workers' compensation, workplace violence, disability management, modified duties and understanding the appeals system. The half-day employer information session covers WCB basics such as managing your WCB account, who's a worker, insurable earnings and coverage for business owners. Workshops and seminars are offered in Edmonton and Calgary and, based on demand, elsewhere in the province. For more information or to register online, visit wcb.ab.ca.

Who is covered

WCB regulations do not refer to “employees” but to “workers,” a term that includes employees but may also include independent contractors or even those volunteering at your workplace.

WCB coverage includes workers who are

- full time
- part time
- casual
- temporary
- contract employees
- apprentices
- subcontractors
- trained foreign workers
- volunteers
- working on commission

Students taking part in recognized work-experience programs are covered by a WCB account paid for by the Government of Alberta.

Certain industries are not required to have WCB coverage. A list of exempted industries can be found on the WCB website at wcb.ab.ca.

Businesses whose partners, sole proprietor or directors are its only employees are not required to have WCB coverage, but many obtain voluntary coverage. Organizations registered with Alberta’s Corporate Registry as societies, associations or corporations are required to have a WCB account.

If you must have WCB coverage but operate without it, you face retroactive assessments and penalties.

Managing workplace wellness

Your employees’ workplace stressors may be an invisible threat to health and safety, contributing to inattention on the job or failure to follow proper health and safety procedures. Achieving a healthy work-life balance can help employees better deal with emotional and psychological stress. *Better Balance, Better Business: Options for Work-Life Issues* (available at alis.alberta.ca/betterbalance) provides useful information about how a healthy balance between the times spent on and off the job can contribute to your employees’ well-being.

When to report injuries to the WCB

You must report to the WCB within 72 hours of being notified of an injury if

- there is a fatality
- the worker will be off the job beyond the day the injury happened
- the worker will need to do different work as a result of the injury
- the injury requires ongoing medical treatment or results in permanent disability

You must also report to the WCB when an employee returns to work following an injury.

FIND OUT MORE

Workers’ Compensation

wcb.ab.ca

1-866-922-9221 (toll-free)

780-498-3999 (Edmonton)

403-517-6000 (Calgary)

TTY, call 1-866-922-9221 toll-free and enter 780-498-7895 or call 780-498-7895 in Edmonton

Understanding Alberta's Labour Relations Code

Alberta's labour laws outline the rights and responsibilities of employers, employees and trade unions in labour relations matters. Most employees in the province are subject to Alberta's Labour Relations Code. The Code excludes

- professionals, such as doctors, dentists and architects
- workers employed in a managerial or confidential labour relations capacity
- employers and employees in farming and ranching
- employees and employers in industries subject to federal legislation

Specific legislation also exists for provincial public servants, police officers and some post-secondary institutions.

Employers whose employees are unionized or are considering unionization should be aware of Alberta's labour laws and should understand the restrictions placed by legislation on an employer's behaviour and actions. The Code outlines a number of prohibited practices for employers, including

- discriminating against a person because he or she is a member or supporter of a trade union
- threatening or intimidating an employee against joining or continuing to be a member of a union
- bargaining with a trade union that is not the certified bargaining agent
- imposing a penalty on, or otherwise disciplining an employee, for participating in a legal strike

The Code also prohibits unilateral changes to rates of pay and terms and conditions of employment during unionization and at certain points in the collective bargaining cycle. Employers in the construction industry are subject to special rules when their employees wish to join a union, including the possibility of being subject to pre-existing provincial collective agreements.



FIND OUT MORE

Alberta Labour Laws

alrb.gov.ab.ca

See *A Guide to Alberta's Labour Relations Laws*

1-800-463-2572 (toll-free)

780-422-5926 (Edmonton)

403-297-4334 (Calgary)

TTY, call 1-800-232-7215 toll-free or 780-427-9999 in Edmonton

When Employees Leave Temporarily



Your employees may ask for time off work—perhaps weeks, months or years. With important exceptions, you have the right to decide whether to grant your employees leave and allow them to later return to your workplace. You can also lay off employees temporarily for limited periods without permanently terminating them.

Providing Records of Employment for temporary leave

You must provide employees with a Record of Employment (ROE) if they leave work temporarily as a result of pregnancy, injury, illness, parental leave, layoff or unpaid leave.

The federal government uses the ROE to determine whether the employee qualifies for Employment Insurance benefits, at what rate and for how long. With some exceptions, you must issue an ROE within five calendar days of the interruption of earnings or when you become aware of the interruption. An interruption of earnings occurs when employees

- quit their job
- are laid off or terminated
- have had (within the last 52 weeks or since the last ROE), or are anticipated to have, seven consecutive calendar days without both work and insurable earnings from the employer

You must store a copy of each ROE for six years.

FIND OUT MORE

Record of Employment

servicecanada.gc.ca

1-800-561-3992 (toll-free)



Providing maternity and parental leave

When employees have worked for you for at least 52 consecutive weeks, the Employment Standards Code entitles them to

- 15 weeks of unpaid maternity leave and 37 weeks of unpaid parental leave
- return to the position they held when their maternity or parental leave began or to be provided with similar alternate work
- not be terminated or laid off once maternity or parental leave has started or if entitled to parental leave (exceptions apply if you discontinue a business in whole or in part)

It is increasingly common for couples with a newborn to share the 37 weeks of parental leave.

Even if your employee has not worked 52 consecutive weeks, Alberta's human rights law prevents you from firing, laying off, reducing the hours of work or forcing a resignation because of pregnancy or childbirth. You may also have a need to meet human rights requirements regarding the duty to accommodate. For example, an employee who can no longer lift heavy items could be provided with different tasks.

Notice required by the employer for maternity or parental leave

Before taking leave	6 weeks' notice
Before planning to return to work	4 weeks' notice
If the return to work date has changed	4 weeks' notice

For more information on this topic, see the following resources:

- *Rights and responsibilities related to pregnancy, childbirth and adoption*, available at albertahumanrights.ab.ca (click *Interpretive bulletins*)
- The publication *Becoming a Parent in Alberta* and the fact sheet *Maternity Leave and Parental Leave*, available at humanservices.alberta.ca/es

FIND OUT MORE

Maternity and Parental Leave

services.alberta.ca/es

1-877-427-3731 (toll-free)

780-427-3731 (Edmonton)

TTY, call 1-800-232-7215 toll-free or call 780-427-9999 in Edmonton

Maternity or parental leave pay

Employees who are new parents, through birth or adoption of a child, may qualify for maternity or parental leave pay under the federal Employment Insurance (EI) program. EI pays the benefit. Your obligations relate only to granting time off and allowing the employee to return following the maternity and parental leave.

Find out more online at servicecanada.gc.ca.

Or, call Service Canada at 1-800-206-7218 (TTY, call 1-800-529-3742).

Maternity and parental leave under Alberta's Employment Standards Code

Type of leave	Who is eligible	Length	Start date
Maternity leave (unpaid)	Birth mothers	Up to 15 weeks	From 12 weeks before due date to date of child's birth
Parental leave (unpaid) Can be taken by one of the parents or shared by two parents if employers are notified	Birth parents Adoptive parents	Up to 37 consecutive weeks	When maternity leave is finished Birth fathers or adoptive parents can start their parental leave any time within 52 weeks after the child is born or adopted

Laying off and recalling employees

You can temporarily lay off employees for up to 59 days without giving them a termination notice. However, if you do not recall the employees before the 60th day, you must give them a termination notice or termination pay. (See Issuing and Receiving Termination Notices, page 38.)

If your employee does not return to work within seven days of receiving a recall notice, you do not have to provide the employee with a termination notice or termination pay.



© Government of Alberta, Human Services

Sick or compassionate care leave

Alberta's Employment Standards Code does not require you to provide sick leave to your employees.

You do, however, have a duty under *Alberta's Human Rights Act* to make workplace adjustments for employees who require disability supports as a result of an employee illness or injury. (See Responding to the Duty to Accommodate, page 11.)

Though not required by law to provide sick leave or long- and short-term disability pay, many Alberta employers provide such benefits.

Similarly, although Alberta's Employment Standards Code does not require you to provide paid or unpaid bereavement leave to attend a funeral or to care for a dying relative, it is a benefit employers often provide.

The Employment Insurance (EI) program provides a compassionate care benefit for eligible employees or current EI clients to care for a seriously ill family member with a significant risk of death. More information is available at serviccanada.gc.ca.

When Employees Leave Permanently



Sometimes employees decide to leave a job or you decide to dismiss them. You may terminate an employee because of a lack of work or because of something the employee did or failed to do. In either case, you must give the proper notice and be sure the termination does not violate the employee's human rights.

Issuing and receiving termination notices

Alberta's Employment Standards Code specifies the notice period employers and employees must give when someone is asked to leave or decides to leave a job. This termination notice period depends on how long the employee has worked for you.

You or your employees must give termination notice in writing. Once an employee hands in his or her notice, you cannot reduce pay or change any other employment conditions, such as overtime or vacation pay. If you ask an employee to stop working immediately or partway through a notice period, you must pay the employee until the end of the notice period.

Under the Code, when terminating an employee you can provide

- a termination notice. In this case, the employee works and is paid regular pay until the end of the notice period.
- pay instead of a termination notice. In this case, the employee ends work immediately but is paid for the duration of the notice period.
- a combination of a termination notice and pay in lieu of the termination notice period if you ask the employee to stop work before the end of the notice period required by the Code.

You do not need to provide termination notice if the employee is a construction employee. Other situations that do not require a termination notice include

- if the layoff is temporary (up to 59 days)
- if an employee refuses your offer of reasonable alternative work
- if work is unavailable because of a strike or lockout
- if the employee is terminated for just cause

Your employees do not have to give a termination notice if they stop work for personal health or safety reasons or because of reductions in wage rates.

FIND OUT MORE

Termination Notice and Pay

humanservices.alberta.ca/es

1-877-427-3731 (toll-free)

780-427-3731 (Edmonton)

TTY, call 1-800-232-7215 toll-free or 780-427-9999 in Edmonton

Notice employer required to give

How long employee has worked for you	Advance notice you must give
3 months or less (probation period)	None
More than 3 months but less than 2 years	1 week
2 years or more but less than 4 years	2 weeks
4 years or more but less than 6 years	4 weeks
6 years or more but less than 8 years	5 weeks
8 years or more but less than 10 years	6 weeks
10 years or more	8 weeks

Notice employee required to give

How long employee has worked for you	Advance notice employee must give
3 months or less	None
More than 3 months but less than 2 years	1 week
2 years or more	2 weeks



Protecting human rights when terminating

When you terminate an employee, be sure you safeguard the employee’s human rights based on the protected grounds. Particular circumstances may determine whether you are justified in dismissing an employee. Contact Employment Standards and the Alberta Human Rights Commission if you are uncertain.

FIND OUT MORE

Termination and Human Rights

albertahumanrights.ab.ca

310-0000 (toll-free), and enter the 10-digit regional office number

780-427-7661 (north of Red Deer)

403-297-6571 (Red Deer south)

TTY, call 1-800-232-7215 toll-free, 780-427-1597 in Edmonton or 403-297-5639 in Calgary

Making final payments

When an employee leaves permanently, you must make your final payment to them within the following time frames.

Paying employees when employment is terminated

Circumstance	When pay is due
You give the termination notice or payment instead of notice.	3 days after the last day of work
Your employee gives termination notice.	
You are not required to give termination notice.	10 days after the last day of work
Your employee does not have to give termination notice.	
Your employee is required to give termination notice but does not do so.	10 days after the date when notice would have ended if notice had been given

Issuing a Record of Employment

Just as you must issue a Record of Employment (ROE) to employees who have a temporary disruption of seven consecutive days of both work and insurable earnings (see Providing Records of Employment for Temporary Leave, page 35), you must also issue an ROE when employees leave permanently as a result of quitting or being terminated. As with temporary work disruptions, the federal government uses the ROE when determining the departing employee's eligibility for Employment Insurance.

Deciding to lay off employees

Laying off employees is a difficult decision to make and to carry out. If you are thinking about cutting staff, there are many practical and legal considerations to keep in mind before, during and after layoffs.

For information on alternatives to layoffs, relevant legislation and more, see *Thinking About Layoffs? What You Need to Know Before Letting People Go*, available at alis.alberta.ca/aboutlayoffs.

FIND OUT MORE

Record of Employment

servicecanada.gc.ca

1-800-561-3992 (toll-free)

When is an ROE necessary?

An ROE can be produced for various temporary reasons, such as shortage of work, strike or lockout, return to school, illness or injury, maternity, work-sharing (with a Service Canada agreement), apprentice training, leave of absence, or parental or compassionate care.

Regardless of whether the employee intends to file a claim for Employment Insurance (EI) benefits, you have to issue an ROE

- each time an employee experiences an interruption of earnings
- when Service Canada requests one

An interruption of earnings occurs when

- a full-time employee has had or is anticipated to have seven consecutive calendar days with no work and no insurable earnings from you
- an employee's salary falls below 60 per cent of regular weekly earnings as a result of specific circumstances identified on the Service Canada website
- a part-time, on-call or casual worker is no longer on your active employment list, or has not done any work or earned any insurable earnings for 30 days

Service Canada might request an ROE when

- an employee is working two jobs and experiences an interruption of earnings in one of them (because although the employee is still working for you, he or she may qualify for some EI benefits)
- your pay period type changes
- there is a change in ownership
- an employer declares bankruptcy

Keep a copy of each ROE for six years.

Resources

Alberta Human Services

Alberta Human Services provides programs and services to support workplaces that are safe, healthy, fair and stable for employees and employers alike. The department also provides career and workplace information to Albertans, along with financial and health benefits and employment training to support Albertans in need.

For general information about Alberta's employment standards, workplace health and safety and other workplace topics, visit humanservices.alberta.ca/working-in-alberta.

Publications

For a copy of the free government workplace, occupational health and safety publications listed below

- order or download from the Alberta Learning Information Service (ALIS) website at alis.alberta.ca/hrseries
- call the Alberta Career Information Hotline at **1-800-661-3753** toll-free or **780-422-4266** in Edmonton, Monday through Friday, from 8:15 a.m. to 4:30 p.m.
- visit an Alberta Works Centre. Call the Career Information Hotline to find the centre nearest you.

HR Series for Employers

Employing a Diverse Workforce: Making It Work

Finders & Keepers: Recruitment and Retention Strategies

*Labour Market Information for Your Business:
A Practical Guide*

*Leaving Your Small Business:
Your Plan for a Successful Transition*

*Safe and Healthy: A Guide to Managing an Aging
Workforce*

*Succession Planning: Retaining Skills and Knowledge in
Your Workforce*

*Thinking About Layoffs? What You Need to Know Before
Letting People Go*



ALIS Tip Sheets

For tip sheets on workplace topics, visit the Alberta Learning Information Service (ALIS) website at alis.alberta.ca/tips. Search by keyword, topic or audience.

Workplace Rights and Responsibilities poster

Lists contact information for government agencies that support fair work practices in Alberta. Order free of charge at alis.alberta.ca/publications.

eLearning programs

Web-based programs for employment standards and occupational health and safety topics are available for employers. To view or download eLearning programs relating to employment standards, visit humanservices.alberta.ca/es-elearning. For programs on occupational health and safety, visit humanservices.alberta.ca/ohs-elearning.

Employment Standards videos

This series of short educational videos is designed to help businesses understand and comply with the Employment Standards Code. The videos cover topics that include keeping employment records; employing adolescents and young persons; providing overtime, general holiday and vacation pay; terminating employment; and providing maternity, parental and reservist leaves. View the videos at humanservices.alberta.ca/esvideos.

Employment Standards Tool Kit for Employers

The tool kit offers concise explanations of Alberta's Employment Standards Code and Regulation, including real-world examples, best practice guidelines, templates, checklists and sample letters. To get a copy

- go to humanservices.alberta.ca/es-toolkit
- order from the Employment Standards Contact Centre at **1-877-427-3731** (toll-free) or **780-427-3731** (Edmonton)



Provincial resources at a glance

Apprenticeship

- certification and supervision of apprentices
- requirements for apprentice employees
- Registered Apprenticeship Program for students
- temporary foreign worker program for designated trades

tradesecrets.alberta.ca

Assured Income for the Severely Handicapped (AISH)

- income and employment supports for AISH clients

humanservices.alberta.ca/aish

Disability Related Employment Supports (DRES)

- individualized employment supports
- assistive technologies
- modifications in the workplace

humanservices.alberta.ca/dres

Employment Standards

- deductions from earnings
- employee entitlements
- exempted industries and occupations
- general (statutory) holidays
- hiring youth
- hours of work and rest
- maternity and parental leave
- maintaining employment records
- minimum wage
- overtime and overtime pay
- termination and termination pay
- vacations and vacation pay
- working alone

humanservices.alberta.ca/es

Human Rights

- duty to accommodate
- dress and appearance
- drug and alcohol testing
- personal and sexual harassment
- protected grounds
- workplace discrimination
- workplace diversity

albertahumanrights.ab.ca

Income Support

- income, health, employment and training supports for low-income Albertans

humanservices.alberta.ca/albertaworks

Information and Privacy

- employee privacy
- employee records and files

servicealberta.ca/pipa
oipc.ab.ca

Job Order Bank Service (JOBS)

- post online recruitment ads

Canada-Alberta Job Order Bank Service (JOBS)
humanservices.alberta.ca/jobs

Labour Relations

- labour relations issues
- strikes and lockouts
- unfair labour practices
- collective bargaining process
- union membership and dues

alrb.gov.ab.ca

Occupational Health and Safety

- assessing and controlling workplace hazards
- emergency response and preparedness
- informing workers of workplace dangers
- monitoring exposure to controlled products
- drug and alcohol testing
- reporting injuries and fatalities
- setting up safe work practices
- WHMIS
- working alone
- workplace violence/harassment/bullying

humanservices.alberta.ca/ohs

Smoking in the Workplace

- regulations relating to tobacco use in the workplace
- tobacco reduction strategies

health.alberta.ca

Temporary Foreign Workers

- recruiting, hiring and retaining foreign workers
- using employment agencies

albertacanada.com/employers

Workers' Compensation

- applying for a WCB account
- disability payments
- reporting injuries
- WCB exempted industries
- WCB records and claims
- premiums
- violence prevention programs

wcb.ab.ca

Federal resources at a glance

Canada Pension Plan <ul style="list-style-type: none"> calculating CPP deductions <hr/> cra.gc.ca
Employment Insurance - Benefits Eligibility <ul style="list-style-type: none"> employee eligibility for compassionate care leave and maternity and parental benefits <hr/> servicecanada.gc.ca
Employment Insurance - Premiums <ul style="list-style-type: none"> employer portion of EI premiums calculating and deducting EI premiums <hr/> cra.gc.ca
Federally Regulated Employers <ul style="list-style-type: none"> federal workplace health and safety federal employment standards federal labour legislation <hr/> labour.gc.ca
Human Rights <ul style="list-style-type: none"> for federally regulated industries only <hr/> chrc-ccdp.ca
Immigration <ul style="list-style-type: none"> Canadian work permits hiring foreign workers labour market opinion and work permit applications <hr/> cic.gc.ca servicecanada.gc.ca
International Students <ul style="list-style-type: none"> work permits for students <hr/> cic.gc.ca/study

Opportunities Fund for Persons With Disabilities <ul style="list-style-type: none"> financing that helps persons with disabilities prepare for and maintain employment <hr/> servicecanada.gc.ca
Payroll Deductions <ul style="list-style-type: none"> Business Numbers Canada Pension CRA payroll account Employment Insurance forms including T4 and TD1 personal income tax Social Insurance Numbers (payroll) submitting payroll deductions tax credits for apprenticeship and other job creation programs withholding payroll deductions <hr/> cra.gc.ca
Record of Employment <hr/> servicecanada.gc.ca
Social Insurance Numbers - Payroll <ul style="list-style-type: none"> using Social Insurance Numbers for payroll <hr/> cra.gc.ca
Social Insurance Numbers - Temporary <ul style="list-style-type: none"> temporary numbers issued Social Insurance Numbers for international students <hr/> servicecanada.gc.ca

Other business resources

Business Link

Sponsored by the provincial and federal governments, the Business Link provides access to business resources and tools, as well as information on taxation, financing and loan programs, managing a business, regulatory requirements, government services and programs and more.

canadabusiness.ab.ca
1-800-272-9675 (toll-free)

Canadian Centre for Occupational Health and Safety

The centre provides access to occupational health and safety resources on topics including health and wellness, legislation, WHMIS and control and elimination of workplace hazards.

ccohs.ca
1-800-668-4284 (toll-free)

Canadian Federation of Independent Business

The federation represents the interest of small- and medium-sized firms and provides practical advice and links relating to business operations, including managing employees.

cfib.ca
403-444-9290 (Calgary)
780-421-4253 (Edmonton)

Canadian Council on Rehabilitation and Work (CCRW)

The council works with employees and employers to develop equity and inclusion in workplaces. CCRW sponsors *WORKink*, a virtual employment resource centre that connects qualified job seekers with employers (visit **workink.com** for more information).

ccrw.org
1-800-664-0925 (toll-free)

Canadian Legal Information Institute

The institute provides the public with free online access to legal decisions in Canada. When searching the database for cases and decisions, use keywords.

canlii.ca

Law Information Centres (LInC)

These centres provide information to help the public understand civil and criminal matters, as well as Alberta's legal system.

albertacourts.ab.ca

310-0000 (toll-free), and enter the 10-digit number for the Centre nearest you

780-644-8217 (Edmonton)

780-833-4234 (Grande Prairie)

403-755-1469 (Red Deer)



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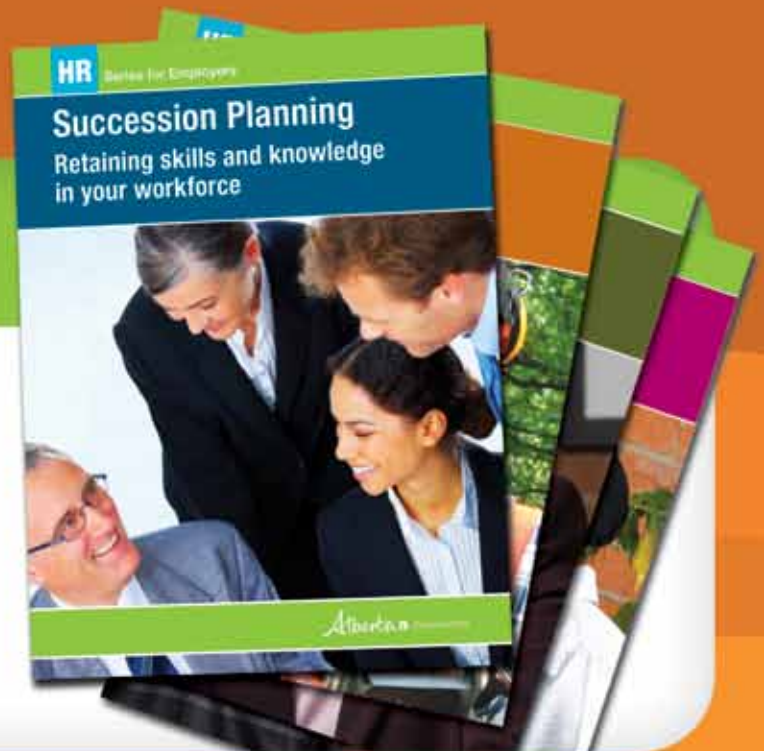
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