



## To contact the Temporary Foreign Worker Advisory Office (Monday to Friday)

Open 8:15am – 4:30pm  
Closed weekends and general holidays  
Email: LBR.TFWAO@gov.ab.ca

**North location – Edmonton**  
2nd Floor, 9925 – 109 Street NW  
Edmonton AB T5K 2J8  
Telephone: 780-644-2584 Fax: 780-422-4349

**South location – Calgary**  
Suite 150, 717-7 Avenue SW  
Calgary AB T2P 0Z3  
Telephone: 403-476-4540 Fax: 403-476-4542

## Did you know?

Foreign workers in Alberta have the same rights and responsibilities as any other worker and are protected under:

- Alberta's Employment Standards – minimum wage, hours of work, overtime, rest periods, vacation, general holidays and termination
- Alberta's Occupational Health and Safety – workplace hazards, safety requirements, protective equipment
- Alberta's Human Rights – human rights discrimination under protected grounds
- Service Alberta – illegal recruitment fees, housing / landlord issues
- Workers' Compensation Board – workplace injuries



You can also contact the TFWAO by calling Government of Alberta toll-free at 310-0000.

# Temporary Foreign Worker Advisory Office



Helping foreign workers and employers understand their rights and responsibilities

## Important Information for Foreign Workers

- Only the Canadian government has the authority to deport a foreign worker
- The Government of Canada prohibits employer applicable fees be paid by foreign workers
- Foreign workers are allowed to stay in Canada until the expiry date of their work or study permit

# Temporary Foreign Worker Advisory Office (TFWAO)

- Temporary Foreign Worker Programs are an initiative of the Government of Canada. Alberta works closely with the federal government to assist employers and foreign workers during their time in the province
- Foreign workers come to Alberta from all parts of the world to fill temporary labour shortages in fields such as food and hospitality services, food processing, trades, health care, trucking, agriculture, and more
- Support services are essential in order for Alberta to be considered the destination of choice for foreign workers
- In 2007, the Government of Alberta opened the TFWAO with locations in Edmonton and Calgary to serve all of Alberta
- Alberta's TFWAO can help foreign workers, international students with work authorization and their employers understand their rights and responsibilities, and help find solutions to situations involving unfair, unsafe or unhealthy working conditions
- TFWAO locations are located on public transportation routes for easy access
- The TFWAO works closely with government and non-government agencies to provide support and assistance that foreign workers and employers need to succeed in Alberta

## Our services

- Respond to complaints, questions and requests for information through in-person meetings, telephone consultations and emails
- Assess allegations of mistreatment and make referrals to the proper authorities when requested by the foreign worker
- Assess elements of human trafficking, support victims and work closely with appropriate agencies
- Work with all levels of government and non-government agencies to facilitate safe, fair and healthy workplaces
- Help individuals access Temporary Foreign Worker Program resources
- Provide outreach services across Alberta, including:
  - Information sessions for foreign workers, international students with work authorization, employers and other stakeholders
  - One-on-one appointments with clients
- Ask about available translation and interpretation services

**All allegations of mistreatment are taken seriously. All services are free and confidential.**

## Additional Information

### Temporary Foreign Workers – Guide for Employees

This guide provides information on employment standards, occupational health and safety and the federal Temporary Foreign Worker Programs.

This publication is available in English and French at the TFWAO locations. Additional languages of this guide can be found at our website: [alberta.ca/temporary-foreign-workers.aspx](http://alberta.ca/temporary-foreign-workers.aspx)

### Temporary Foreign Workers – Guide for Employers

This guide helps employers understand Alberta's employment standards and occupational health and safety legislation. It also provides useful information on contacting an employment agency, workers' compensation, Office of the Information and Privacy Commissioner of Alberta and other services in Alberta.

This publication is available in English at the TFWAO locations. This guide can also be found at our website: [alberta.ca/temporary-foreign-workers.aspx](http://alberta.ca/temporary-foreign-workers.aspx)



## Presentations and online webinars

The TFWAO offers presentations and online webinars for foreign workers, international students with work authorization, employers and other stakeholders. A session can be arranged for your group upon request.

Participants have the opportunity to learn about the TFWAO's services, available resources, their rights and responsibilities and ask questions of an advisor.

**To register or request a session please contact the office via email at [LBR.TFWAO@gov.ab.ca](mailto:LBR.TFWAO@gov.ab.ca) or call the Calgary or Edmonton offices directly.**