

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.

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. 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.ca/alberta.

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, Citizenship and Multiculturalism Act*
- *Individual Rights Protection Act*
- *Personal Information Protection Act*
- *Occupational Health and Safety Act, the Occupational Health and Safety Code and Regulation*
- *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, workplace 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 proceed with recruiting and interviewing potential employees, you must be careful to follow employment rules to ensure you protect applicants' human rights.

As an employer, you will also need to be aware of requirements when hiring youth, foreign workers, international students, persons with disabilities and individuals receiving income support, such as from the Canada Pension or Assured Income for the Severely Handicapped (AISH).

During the pre-hiring phase, you may have to ensure applicants meet other requirements, such as having a valid Social Insurance Number.

Security checks and bonding

You may sometimes need job applicants to undergo police information (security) checks before they are hired. Be sure to apply the same checks and standards to everyone applying for similar work. A security check will tell you whether potential employees have a criminal record that would make them unsuited for certain work, such as working with children. If employees will be working with the young, the elderly or other vulnerable people, you may want the security check to include a "vulnerable sector search." A potential employee can obtain a security clearance, which may take several days, through a local police service or the RCMP. Information about security checks is posted on the RCMP website at rcmp.ca (click *Criminal Record Verifications*) and is usually available 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, Citizenship and Multiculturalism 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 either directly or indirectly, intentionally or unintentionally ask job applicants or employees about any of the protected grounds.

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 9.)

Human rights workshops for employers

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

For information, schedules or to register for a workshop online, visit albertahumanrights.ab.ca (click *Workshops and Presentations*). For more details about customized workshops, email humanrights@gov.ab.ca.

Protecting human rights

Protecting human rights when hiring

WHEN...	DO NOT...
developing job descriptions	exclude someone from applying because of 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	<ul style="list-style-type: none"> 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" and "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 that you cannot ask based on 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

Alberta Human Rights and Citizenship Commission



albertahumanrights.ab.ca



Human Rights and You: What Can Employers Ask?
Available at alis.alberta.ca/tips



780-427-7661 (north of Red Deer)
403-297-6571 (Red Deer south)

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

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 (employment.alberta.ca/jobs) allows you to post job opportunities and be instantly matched with job seekers.

Recruiting from diverse groups



Hiring 12-, 13- and 14-year-olds

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

- can only work 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 can be found at employment.alberta.ca/es. Click on *Alberta's Standards*. Choose *Employees Under Age 18* and select *Adolescents (age 12, 13, and 14)*.

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 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 safety checklist. The parent(s) or guardian(s) must give you written consent.

To apply for a permit, visit employment.alberta.ca/es (click *Alberta's Standards*, then choose *Permits for Employment* and click *Employees Under Age 18*).

Hiring 15-, 16- and 17-year-olds

Although Alberta's *Employment Standards Code* does not restrict the type of work you can hire young persons to do, the *Code* does limit *when* employees in this age group can work. You must have the consent of the youth's parent(s) or guardian(s) and meet rules about supervision.

Alberta's Employment Standards restrict employees aged 15, 16 and 17 from working alone between 9 p.m. and 6 a.m. unless supervised by someone 18 or older.

Young persons cannot work when they are required to attend school. Exceptions for working during school hours are allowed if the young person is enrolled in Alberta's Registered Apprenticeship Program or is participating in an officially recognized unpaid work experience program, such as those organized in co-operation with school boards. Workplaces offering such apprenticeship and on-the-job experience for students must meet hazard assessment and orientation requirements. As must all Alberta employers under provincial legislation, you must identify hazards, take action to eliminate or minimize hazards and inform workers about how to protect themselves. (See *Keeping a healthy and safe workplace*, page 27.)

FIND OUT MORE

Alberta Employment Standards Contact Centre



employment.alberta.ca/es

Select *Alberta's Standards*, then choose *Employees Under Age 18*



X-treme Safety: A survival guide for new and young workers

Available at alis.alberta.ca/publications



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

780-427-3731 (Edmonton)

TTY, call 780-427-9999 in Edmonton

or 1-800-232-7215 toll-free



Recruiting from diverse groups

Participating in unpaid work experience and apprenticeship programs for students

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 safety standards and undergo safety inspections. A sample hazard assessment form and other forms are available at employment.alberta.ca/whs. Choose *Small Business*, then *Resources for Small Business*. Scroll to and select *Health and Safety Tool Kit for Small Business (Forms Only)* and choose *Appendix A: Sample Hazard Assessment Form*.

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

Alberta Apprenticeship and Industry Training



tradesecrets.gov.ab.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. (Go to the *A to Z Index*. Under *Topics for Business*, choose *Apprenticeship Job Creation Tax Credit* using the alphabetical menu.)

Hiring temporary foreign workers

All of the employment standards and human rights requirements that apply to Canadian citizens and permanent Canadian residents also apply to temporary foreign workers. However, to work in Canada and Alberta, foreign workers must meet temporary worker visa, medical and Canadian work permit requirements.

Before hiring temporary foreign workers, you must demonstrate to Service Canada's Temporary Foreign Worker Program that you have made a reasonable effort to find and train willing and available workers in Canada. Demonstrated proof involves submitting an application for a Labour Market Opinion (LMO). Service Canada administers the LMO application process, while Citizenship and Immigration Canada issues work permits required of temporary foreign workers. Some occupations are exempt from the LMO application process and from having work permits issued.

FIND OUT MORE

Service Canada

(LMOs and work permit applications)



service.canada.gc.ca

Click on the *A to Z Services Index*. Choose *Foreign Workers* from the alphabetical menu.



1-800-622-6232 (toll-free)

TTY, call 1-800-926-9105 toll-free

Citizenship and Immigration Canada

(Issuing work permits)



cic.gc.ca

Click on *Work Temporarily* in the left-hand column, then select *Foreign Workers*.



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

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

Alberta Foreign Worker Hotline



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

780-427-6419 (Edmonton)



At employment.alberta.ca/whs, choose *Publications*, then select *Booklets, Bulletins & Manuals* and scroll to these titles:

Temporary Foreign Worker: Guide for Employers and Temporary Foreign Worker: Guide for Employers using Employment Agencies

At albertacanada.com/immigration, select *Help for Employers* and scroll to topics under *Related Information* for these titles:

Retaining Foreign Workers in Alberta: An employers' guide to the successful settlement and integration of foreign workers

Hiring Foreign Workers in Alberta: Information for employers who want to find and hire temporary foreign workers

Available at centralalberta.ab.ca

Welcoming Communities Employer Guide

Click in the *Search Our Site* box and type "employer guide."

Recruiting from diverse groups

Employing 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

Citizenship and Immigration Canada



cic.gc.ca

Click on *Study* in the left-hand column, then select *Work Permits for Students*.



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

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



Using 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. 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.

Recruiting from diverse groups

Employing 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 a client of

- **Canada Pension Plan**, do not make employee deductions or employer contributions to CPP.
- **Alberta Works Income Support**, be aware that he or she may continue to be eligible for employment related supports and health-related benefits.
- **Assured Income for the Severely Handicapped**, be aware that he or she may continue to be eligible for employment related supports and health benefits.

FIND OUT MORE

Canada Revenue Agency

(Canada Pension Plan contributions)



cra.gc.ca

Choose *Payroll* under *Topics for Business*. Under *Calculating Deductions*, select *Canada Pension Plan*.



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

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

Alberta Works Income Support

(Alberta Employment and Immigration)



employment.alberta.ca/albertaworks

Click on *Income Support*.



1-866-644-5135 (toll-free)

780-644-5135 (Edmonton)

TTY, call 780-427-9999 in Edmonton or

1-800-232-7215 toll-free

Assured Income for the Severely Handicapped

(Alberta Seniors and Community Supports)



seniors.alberta.ca/aish



403-297-8099 (South Region)

780-415-6388 (North Region)

310-0000 toll-free, and enter the 10-digit number for the office nearest you.

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 **employment.alberta.ca/ahb** or by phone at 1-877-469-5437 toll-free or 780-427-6848 in Edmonton.

Hiring persons with disabilities

Under Alberta's *Human Rights, Citizenship and Multiculturalism 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) 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 **employment.alberta.ca/dres** or by phone at 780-422-6756. TTY callers can dial 1-800-232-7215 toll-free or 780-427-9999 in Edmonton.

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** (go to the *A to Z Services Index*, then select *Opportunities Fund for Persons With Disabilities* using the alphabetical menu).

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 someone starts working for you or after they are hired, 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.



FIND OUT MORE

Alberta Human Rights and Citizenship Commission



albertahumanrights.ab.ca

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



Employing a Diverse Workforce: Making it work

Available at alis.alberta.ca/publications



780-427-7661 (north of Red Deer)

403-297-6571 (Red Deer south)

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

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

Canadian Human Rights Commission

(Federally regulated employers)



chrc-ccdp.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.

If the employee does not provide a SIN within three days of starting work, you must tell the employee how to apply for a SIN at a Service Canada Centre. Have the employee demonstrate that they have applied for a SIN (for example, by providing you with a copy of their application form). Be sure the employee provides 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 their 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 only be used 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 Hiring temporary foreign workers, page 6.)

FIND OUT MORE

Service Canada

(SIN application and employer information)



servicecanada.gc.ca

Go to the *A to Z Services Index* in the left-hand menu and choose *Social Insurance Number* from the alphabetical list. Scroll to *Information for Employers*.



1-800-622-6232 (toll-free)

TTY, call 1-800-926-9105 toll-free

Canada Revenue Agency

(SIN payroll information)



cra.gc.ca

Click on the *A to Z Index*. Under *Topics for Payroll*, select *SIN* using the alphabetical drop-down menu. To learn more about SINs starting with 9, choose the link for *SIN beginning with the number “9.”*



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, Citizenship and Multiculturalism Act* requirements before and during hiring (see *Protecting human rights*, page 3), 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 and Citizenship 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 safety and health, provided these requirements do not interfere with employees’ religion or well-being.

FIND OUT MORE

Alberta Human Rights and Citizenship Commission



albertahumanrights.ab.ca

Click on *Information Sheets* at the top of the page. Scroll to *Appearance and Dress Code*.



780-427-7661 (north of Red Deer)

403-297-6571 (Red Deer south)

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

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



Setting standards for dress and appearance

Introducing new employees to your workplace

Make your new employee's 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, tools
 - standards for dress and appearance
 - sexual harassment or bullying policies
 - food at workstations
 - behaviour on the job (for example, cell phone use or listening to music while working)
- combining verbal communication with written material to help the employee retain information
- letting your current employees know that someone new is joining the workplace

- introducing the new employee 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 the new employee 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 the new employee's 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 and Citizenship Commission.

FIND OUT MORE

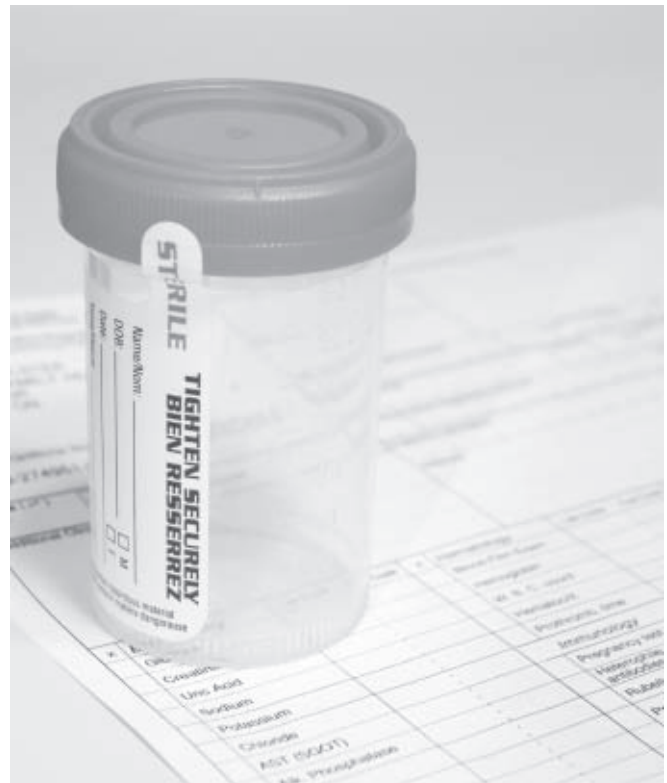
Alberta Human Rights and Citizenship Commission



albertahumanrights.ab.ca



780-427-7661 (north of Red Deer)
403-297-6571 (Red Deer south)
310-0000 (toll-free), and enter the 10-digit regional office phone number
TTY, call 1-800-232-7215 toll-free, 780-427-1597 in Edmonton or 403-297-5639 in Calgary



Meeting Canada Revenue Agency requirements

Tax and payroll seminars

The Canada Revenue Agency provides tax and payroll seminars throughout the province. For schedules or to book a seminar online, visit the website at cra.gc.ca (click *Events and Seminars* in the left-hand menu).

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 only entitled 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*.
- 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 9-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 an incorporated company with the owners as the sole employees, you should already have a BN registered with the CRA. As soon as source deductions are required to be deducted, remitted and reported from monies paid or allocated to an employee from your company, you must register for a payroll account that will be linked with your BN.

For more information about obtaining a Business Number or registering a payroll account, call the CRA at 1-800-959-5525 toll-free or visit the website at cra.gc.ca. For Business Numbers, choose *Business Registration under Business*. To register a payroll account, get a copy of the *Payroll Deductions Account Information (RC1B) Form* by choosing *Forms and Publications* in the left-hand menu and entering "RC1B" or selecting *Forms Listed by Form Number*.

FIND OUT MORE

Canada Revenue Agency



cra.gc.ca

Click on *Forms and Publications* in the left-hand menu.



1-800-959-2221 (toll-free)

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

Making the workplace safe

Orienting new employees

While workplace safety is 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
- the use, care and limitations of personal protective equipment
- 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 safety of all employees is 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.

FIND OUT MORE

Alberta Workplace Health and Safety Contact Centre



employment.alberta.ca/whs

Click on *New & Young Workers* in the left-hand menu.



X-treme Safety: A survival guide for new and young workers

Available at alis.alberta.ca/publications



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

780-415-8690 (Edmonton)

TTY, call 780-427-9999 in Edmonton or

1-800-232-7215 toll-free



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 or biological, 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. (See *Types of hazard controls*, page 15.)

When you have completed your 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.

FIND OUT MORE

Alberta Workplace Health and Safety Contact Centre



employment.alberta.ca/whs

Click on *Workplace Health & Safety* in the left-hand menu.



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

780-415-8690 (Edmonton)

TTY, call 780-427-9999 in Edmonton or

1-800-232-7215 toll-free

Making the workplace safe

Types of hazard controls

ENGINEERING CONTROLS

The preferred approach. Engineering controls involve eliminating, modifying or isolating hazards, such as removing or storing objects that could cause trips and falls.

Elimination can include

- installing mechanized lifting equipment to replace manual lifting
- good housekeeping

Modifications can include

- diluting the strength of cleaning materials and chemicals
- reducing package size or weight to reduce heavy lifting

Isolation can include

- insulating to reduce or remove noise
- installing guards on and around machinery
- ventilating harmful materials

ADMINISTRATIVE CONTROLS

The preferred approach if engineering controls are not available or practical.

Examples include

- 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

PERSONAL PROTECTIVE EQUIPMENT (PPE)

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.

Ensure

- protective equipment fits and is comfortable
- employees are properly trained to use the equipment
- the equipment is kept clean, properly stored and maintained



Making the workplace safe

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 Workplace Health and Safety Contact Centre.

FIND OUT MORE

Alberta Workplace Health and Safety Contact Centre



employment.alberta.ca/whs



WHMIS Information for Employers

Available at the Workplace Health and Safety website. Under *Workplace Health & Safety*, click on *Publications*. Select *Booklets, Bulletins & Manuals*, then scroll to title.



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

780-415-8690 (Edmonton)

TTY, call 780-427-9999 in Edmonton or

1-800-232-7215 toll-free



Reporting incidents to Workplace Health and Safety

You are required to report an incident at your workplace that

- resulted in death
- caused 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 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 properly managing employee records, protecting employees' personal information, deducting and remitting tax and other payments and meeting required standards for paying employees and providing time off work. At a minimum, you must meet the legal requirements of Employment Standards, Occupational Health and Safety and the Canada Revenue Agency, among others.

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.

Compiling a payroll record

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 the employee has 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 34)
- copies of termination notices (see Issuing and receiving termination notices, page 36)
- 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.

Creating and maintaining pay administration records

Besides maintaining payroll records required by Employment Standards (see Compiling a payroll record, this page), 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 employees. While you may need to collect, use and disclose certain personal information about applicants and employees, you must, according to privacy legislation, tell applicants and employees the reason for collecting personal information and how it may be used or disclosed. Generally, you will be gathering the personal information directly from the employee or applicant. 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
- education history
- beneficiary information

Because of human rights protection, some information, such as an employee's Social Insurance Number or date of birth, can only be requested *after* someone is hired.

As an employer, you may be collecting and using personal information about employees for

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

FIND OUT MORE

Office of the Information and Privacy Commissioner



oipc.ab.ca
email: generalinfo@oipc.ab.ca



1-888-878-4044 (toll-free)
TTY, call 780-427-9999 in Edmonton or
1-800-232-7215 toll-free



Protecting personal information

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

When requested by the employee, you must

- correct their 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 an employee's personal information beyond your workplace.

Privacy legislation does allow you to share an employee's personal information

- to contact family in an emergency
- to assist police and accident investigations
- in situations where the release is authorized by the employee (for instance, confirming earnings for a bank)

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.

FIND OUT MORE

Alberta Employment Standards Contact Centre



employment.alberta.ca/es
Click on *Alberta's Standards*. Select *Payment of Earnings*.



1-877-427-3731 (toll-free)
780-427-3731 (Edmonton)
TTY, call 780-427-9999 in Edmonton or
1-800-232-7215 toll-free

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, life insurance and dental coverage. In some cases employees may sign a waiver declining certain benefit programs that you offer.

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 a place to stay. Check with Employment Standards to determine the current board and lodging rates.

FIND OUT MORE

Alberta Employment Standards Contact Centre



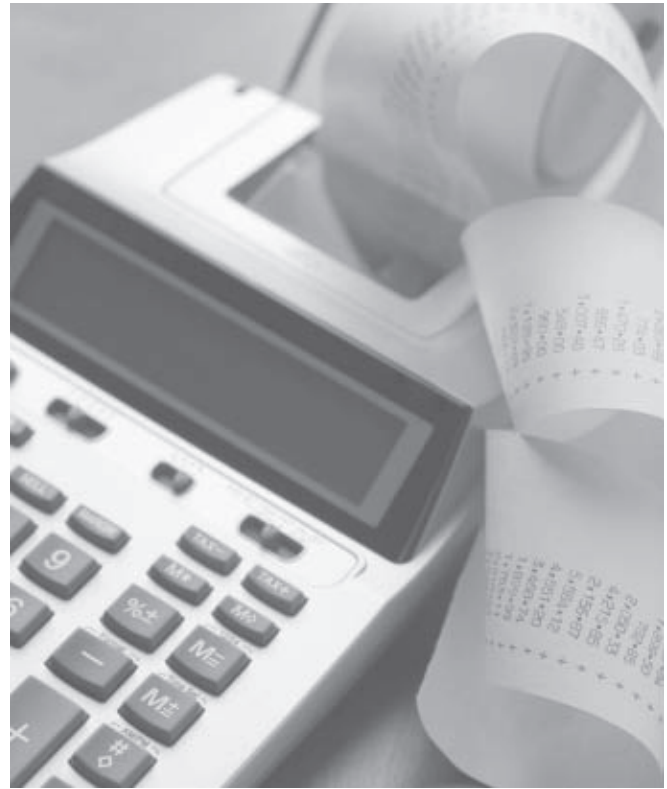
employment.alberta.ca/es
Click on *Facts & Information*. Scroll to the fact sheet *Deductions for Board, Lodging and Uniforms*.



1-877-427-3731 (toll-free)
780-427-3731 (Edmonton)
TTY, call 780-427-9999 in Edmonton or
1-800-232-7215 toll-free



Processing pay deductions



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.

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 garnish 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



justice.gov.ab.ca/mep

Click on *Employer info & forms* on the left-hand menu.

Remitting to Canada Revenue Agency

You must calculate and remit to the Canada Revenue Agency (CRA) federal and provincial income tax deductions, Employment Insurance premiums and Canada Pension Plan contributions deducted from your employees' earnings. You are responsible for remitting both the employee and employer portions for Canada Pension Plan (CPP) and Employment Insurance (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. (Click on the *A to Z Index*. Using the alphabetical list under *Topics for Business*, select *Calculating: deductions, payroll*.) 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 Canada Revenue Agency

- 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 Canada Pension Plan contribution, Employment Insurance premium and income tax deductions you made to the Canada Revenue Agency (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

Canada Revenue Agency



cra.gc.ca

Click on the *A to Z Index* to search for a topic alphabetically.



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.

FIND OUT MORE

Alberta Employment Standards Contact Centre



employment.alberta.ca/es

Click on *Alberta's Standards*. Select *Payment of Earnings*.



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

780-427-3731 (Edmonton)

TTY, call 780-427-9999 in Edmonton or

1-800-232-7215 toll-free



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, job performance or education.

FIND OUT MORE

Alberta Human Rights and Citizenship Commission



albertahumanrights.ab.ca



780-427-7661 (north of Red Deer)

403-297-6571 (Red Deer south)

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

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.

FIND OUT MORE

Alberta Employment Standards Contact Centre



employment.alberta.ca/es

Click on *Alberta's Standards* and select *Minimum Pay*.

Paying employees

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.

FIND OUT MORE

Alberta Employment Standards Contact Centre



employment.alberta.ca/es

Click on *Alberta's Standards* and select *Payment of Earnings*.

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, below.

FIND OUT MORE

Alberta Employment Standards Contact Centre



employment.alberta.ca/es

Click on *Alberta's Standards* and select *Overtime and Overtime Pay*.



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

FIND OUT MORE

Alberta Employment Standards Contact Centre



employment.alberta.ca/es

Click on *Alberta's Standards* and select *Vacations and Vacation Pay*.

Paying employees

Paying general holiday pay

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

However, to be eligible for general holiday pay, an employee must have

- worked for you for at least 30 working days or shifts in the 12 months before the general holiday
- worked the last scheduled shift before the holiday and the first scheduled shift after the holiday. If you allow the employee to be off from work on one or both of these shifts, the employee is entitled to holiday pay.
- not refused to work on the general holiday when asked to do so

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.



FIND OUT MORE

Alberta Employment Standards Contact Centre



employment.alberta.ca/es

Click on *Alberta's Standards* and select *General Holidays and General Holiday Pay*.



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

780-427-3731 (Edmonton)

TTY, call 780-427-9999 in Edmonton or

1-800-232-7215 toll-free

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 a fact sheet on this topic, visit employment.alberta.ca/es. Choose *Facts and Information*, then *Construction and Brush Clearing (Vacation Pay and General Holiday Pay)*.

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.

Service Canada's HR for Employers website contains useful information on performance reviews and other human resources topics. Visit hrmanagement.gc.ca (click *Managing Employees* in the left-hand menu).

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 provide employees during working hours and between shifts.

FIND OUT MORE

Alberta Employment Standards Contact Centre



employment.alberta.ca/es
Click on *Alberta's Standards*, then choose *Hours of Work, Rest Periods and Days of Rest*.



1-877-427-3731 (toll-free)
780-427-3731 (Edmonton)
TTY, call 780-427-9999 in Edmonton or
1-800-232-7215 toll-free



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.

Arranging work breaks and vacations

Granting vacation time

Employment Standards requirements for paying employees' vacation pay has been noted earlier in this publication (see Paying for vacation time, page 23). 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.



Basic vacation pay entitlement

WHEN AN EMPLOYEE HAS WORKED...	THEY ARE ENTITLED TO...
1, 2, 3 or 4 years	2 weeks' paid vacation
5 years or more	3 weeks' paid vacation

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.

FIND OUT MORE

Alberta Employment Standards Contact Centre



employment.alberta.ca/es

Click on *Alberta's Standards* and select *Vacation and Vacation Pay*.



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

780-427-3731 (Edmonton)

TTY, call 780-427-9999 in Edmonton or

1-800-232-7215 toll-free



Keeping a healthy and safe workplace

Your responsibilities under Alberta's *Occupational Health and Safety Code* 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
- properly labelling, storing and disposing of 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 Workplace Health and Safety, page 16.)

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 in the home. Employees in federally regulated industries are covered by the *Canada Labour Code*, Part II.

The financial benefits of 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



Continuing to assess 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 16.)

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 14). Managing workplace hazards is an ongoing responsibility once employees are on the job. Hazards must be reassessed at reasonable intervals (at least three years but preferably annually) and when there are additions or changes to work processes. In addition to physical, chemical, biological and psychosocial (for example, verbal abuse) hazards, other hazards may arise from employees working alone or due to violence or stress in the workplace.

Keeping a healthy and safe workplace

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 exercise drills to help them competently carry out their duties

FIND OUT MORE

Alberta Workplace Health and Safety Contact Centre



employment.alberta.ca/whs



The following are available at the Workplace Health and Safety website.

Health and Safety Tool Kit for Small Business

Click on *Small Business* in the left-hand menu, then choose *Resources for Small Business*.

Occupational Health & Safety Explanation Guide

Click on *Publications*. Select *Explanations of OHS Legislation*.

Working Alone Safely: A Guide for Employers and Employees. Click on *Working Alone* from the left-hand menu.



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

780-415-8690 (Edmonton)

TTY, call 780-427-9999 in Edmonton or

1-800-232-7215 toll-free



Employees working alone

An employee is considered to be working alone if the employee works alone at a work site in circumstances where 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 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 practically 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.

Keeping a healthy and safe workplace

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 or religion. (See *Protecting human rights*, page 3.)

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 *Individual Rights Protection Act*.

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 Government of Alberta helps employers, employees, safety and industry associations, unions and chambers of commerce by offering workshops and facilitation services to improve workplace relationships. For more information, contact Workplace Effectiveness by phone at 780-415-0529 in Edmonton or 310-0000 toll-free (after the prompt, enter the 10-digit telephone number) or by email at workplace.effectiveness@gov.ab.ca.

The tip sheet *Talking It Out: 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

Alberta Workplace Health and Safety Contact Centre



employment.alberta.ca/whs



Preventing Violence and Harassment in the Workplace Available at the Workplace Health and Safety Website. Choose *Publications*. Select *Booklets, Bulletins & Manuals*. Scroll to the publication title.

Available at alis.alberta.ca/tips

Employers: What You Need to Know About Bullying in the Workplace and Sexual Harassment: What You Need to Know tip sheets



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

780-415-8690 (Edmonton)

TTY, call 780-427-9999 in Edmonton or

1-800-232-7215 toll-free

Alberta Human Rights and Citizenship Commission



albertahumanrights.ab.ca

Click on *Information Sheets* to find a *Sample Harassment Policy* and links to other human rights topics.



780-427-7661 (north of Red Deer)

403-297-6571 (Red Deer south)

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

TTY, call 1-800-232-7215 toll-free, 780-427-1597 in

Edmonton or 403-297-5639 in Calgary

Workers' Compensation Board of Alberta



www.wcb.ab.ca



Workplace Violence seminars for employers

For more information or to register, visit the WCB website, click *Employers*, then select *Seminars for Employers*.



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

780-498-3999 (Edmonton)

403-517-6000 (Calgary)

TTY, call 780-498-7895 in Edmonton or 1-866-922-9221

toll-free and enter 780-498-7895

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 *Tobacco Reduction Act*, stricter rules will apply. For more information, visit health.alberta.ca (click on *Tobacco Reduction*).

Providing Workers' Compensation coverage

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 Seminar 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 www.wcb.ab.ca (click on *Employers*).



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 9)

You can open a WCB account online at www.wcb.ab.ca. (Click on the *Employers* tab and select *Open/Close an Account*.)

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

Providing Workers' Compensation coverage

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 www.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 safety, contributing to inattention on the job or failure to follow proper safety procedures. Achieving a healthy work-life balance can help employees better deal with emotional and psychological stress. The publication *Better Balance, Better Business* (available at alis.alberta.ca/publications) provides useful information about how a healthy balance between the times spent on and off the job can contribute to your employees' well-being.

Reporting injuries to WCB

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



FIND OUT MORE

Workers' Compensation Board of Alberta



www.wcb.ab.ca
Click *Employers*.



1-866-922-9221 (toll-free)
780-498-3999 (Edmonton)
403-517-6000 (Calgary)
TTY, call 780-498-7895 in Edmonton or
1-866-922-9221 toll-free and enter 780-498-7895

Understanding Alberta's *Labour Relations Code*

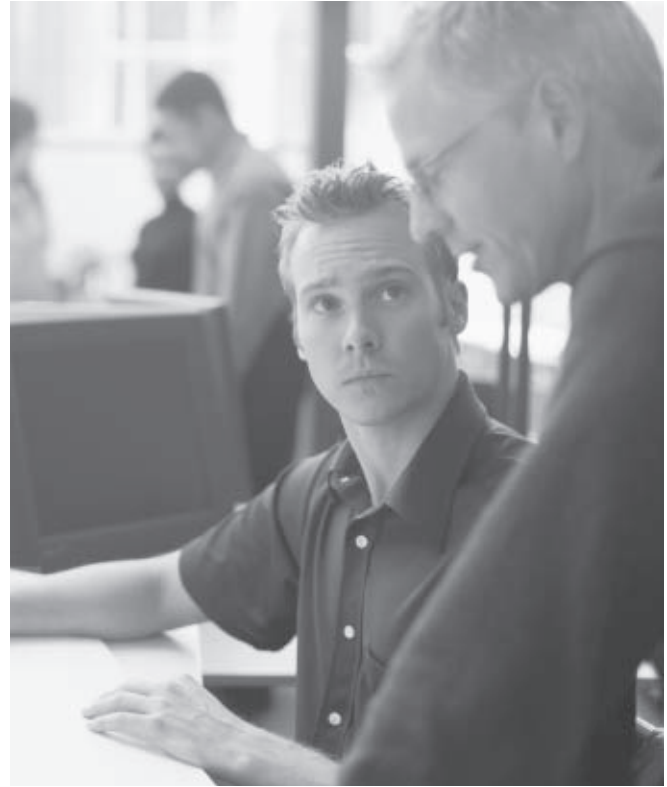
Alberta's labour laws outline the rights and responsibilities of employers, employees and trade unions in labour relations matters. Most employees in the province are subject to Alberta's *Labour Relations Code*. The *Code* excludes

- employers and employees in farming and ranching
- professionals, such as doctors, dentists and architects
- workers employed in a confidential labour relations capacity
- 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 they are 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 Relations Board

 alrb.gov.ab.ca

 *A Guide to Alberta's Labour Relations Laws*
Available at the Labour Relations Board website. Click on the *Publications* tab, then select the title from the drop-down list.

 **780-422-5926** (Edmonton)
403-297-4334 (Calgary)
1-800-463-2572 (toll-free)
TTY, call 780-427-9999 in Edmonton or
1-800-232-7215 toll-free

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 employees off temporarily for limited periods without permanently terminating them. Examples might include a plant shutting for some time due to a lack of raw materials or because of storm damage. If employees are eligible for and ask for maternity or parental leave, you must grant them time off work and allow them to return to work following such leave.



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, unpaid leave or dismissal.

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 a 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

Click on the *A to Z Services Index* and select *Record of Employment* using the alphabetical list.



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

TTY, call 1-800-529-3742

A photograph of a Record of Employment (ROE) form. The form is titled "RECORD OF EMPLOYMENT (ROE)" and includes fields for "SERIAL NO.", "EMPLOYER'S NAME AND ADDRESS", "EMPLOYEE'S NAME AND ADDRESS", and "OCCUPATION". The form is partially filled out and is resting on a wooden surface.

Providing maternity and parental leave

When an employee has worked for you for at least 52 consecutive weeks, the *Employment Standards Code* entitles the employee 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. For more information on this topic, visit albertahumanrights.ab.ca. Select *Interpretive Bulletins* and click on *Rights and responsibilities related to pregnancy, childbirth and adoption*.



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

FIND OUT MORE

Alberta Employment Standards Contact Centre



employment.alberta.ca/es

Click on *Alberta Standards*. Select *Maternity & Parental Leave*.



The following are available at the Employment Standards website:

Becoming a Parent in Alberta

Click on *Employment Standards Publications*. Select the publication title.

Maternity Leave and Parental Leave Fact Sheet

Click on *Employment Standards Facts and Information*. Select the fact sheet title.



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

780-427-3731 (Edmonton)

TTY, call 780-427-9999 in Edmonton or

1-800-232-7215 toll-free

Maternity or parental leave pay

Employees who are new parents, through birth or adoption of a child, may qualify for maternity or parental 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 (click on the *A to Z Services Index*, then choose *Employment Insurance Maternity and Parental Benefits* using the alphabetical menu). Or, call Service Canada at 1-800-206-7218 (TTY, call 1-800-529-3742).

Providing maternity and parental leave

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 36.)

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.



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, Citizenship and Multiculturalism 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 9.)

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 online at servicecanada.gc.ca (click on the *A to Z Services Index* and choose *Employment Insurance Compassionate Care Benefits* using the alphabetical menu).

When Employees Leave Permanently

Sometimes employees decide to leave a job or you decide to dismiss them. Terminating employees may happen because of a lack of work for the employee or because of something they did or failed to do. You can terminate employment provided

- you give the proper notice required by Alberta's *Employment Standards Code*
- the termination does not violate the employee's human rights, such as ending their employment due to discrimination (for example, because the employee is homosexual)



Issuing and receiving termination notices

The *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.

Notice required by employer

HOW LONG EMPLOYEE HAS WORKED FOR YOU	ADVANCE NOTICE YOU MUST PROVIDE
3 months or less (probation period)	None
More than 3 months but less than 2 years	1 week
More than 2 years but less than 4 years	2 weeks
More than 4 years but less than 6 years	4 weeks
More than 6 years but less than 8 years	5 weeks
More than 8 years but less than 10 years	6 weeks
More than 10 years	8 weeks

Issuing and receiving termination notices

Notice required by employee

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

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.

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

Alberta Employment Standards Contact Centre



employment.alberta.ca/es

Click on *Alberta Standards*, then choose a specific topic.



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

780-427-3731 (Edmonton)

TTY, call 780-427-9999 in Edmonton or

1-800-232-7215 toll-free

Alberta Human Rights and Citizenship Commission



albertahumanrights.ab.ca



780-427-7661 (north of Red Deer)

403-297-6571 (Red Deer south)

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

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

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 33), 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.

Keep a copy of each ROE for six years.



FIND OUT MORE

Record of Employment



servicecanada.gc.ca

Click on the *A to Z Services Index* and select *Record of Employment* using the alphabetical list.



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

Conducting exit interviews

Exit interviews, which should be voluntary, are normally done with employees who have not been fired but are leaving of their own initiative. Face-to-face interviews of this kind can provide valuable insight about skills and abilities required to perform the job and can help you improve your operations. Find out more online about exit interviews at hrmanagement.gc.ca (click on *Managing Employees*, then select *Performance Appraisals*).

Alberta Employment and Immigration

Alberta Employment and Immigration (AE&I) 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, child support services and employment training to support Albertans in need.

For general information about the labour market, Alberta's employment standards, workplace health and safety and other workplace topics, visit employment.alberta.ca.

AE&I Publications

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

- order or download from the Alberta Learning Information Service (ALIS) website at alis.alberta.ca/publications
- 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 AE&I service centre. Call the Career Information Hotline to find the centre nearest you.

Human Resource Strategies for Employers series

*Better Balance, Better Business:
Options for work-life issues*

*Beyond Pay and Benefits:
Effective practices from Alberta 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

Skills by Design: Strategies for employee development

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.

Other publications for employers

Alberta Career and Industry Outlook: Economic and other trends affecting the world of work

Employee or Contractor? Know the difference

Let's Talk: A guide to resolving workplace conflicts

X-treme Safety: A survival guide for new and young workers

Employer Toolkit

An online list of publications and resources to help you inform, attract, develop and retain workers. Visit employment.alberta.ca/etoolkit.

AE&I eLearning Programs

The following web-based programs for employment standards and workplace health and safety topics are available for employers. Some programs are also available on CD-ROM or as downloadable files.

To access these programs, visit employment.alberta.ca. Click on *Safe and Fair Workplaces*. Under *Employment Standards* or *Workplace Health & Safety*, select the *Education and Promotion* tab.

Alberta OHS Legislation Awareness—Guides employers through the *Occupational Health and Safety Act*, *Regulation* and *Code*.

Basic Health and Safety—Includes practical tools to help employers follow Alberta's health and safety laws.

Basics of Employment Standards—Provides an overview of Employment Standards legislation.

Dispute Resolution—Outlines options to address disputes in the workplace relating to payment of earnings, leaves, etc.

Hazard Assessment and Control—Introduces the process for identifying, assessing and controlling hazards in the workplace.

Recognizing Workplace Hazards—Discusses the five steps in field hazard assessments.

Provincial resources at a glance

FOR QUESTIONS ABOUT	CONTACT	FOR QUESTIONS ABOUT	CONTACT
Apprenticeship <ul style="list-style-type: none"> certification and supervision of apprentices requirements for apprentice employees Registered Apprenticeship Program for students temporary foreign worker program for designated trades 	Alberta Advanced Education and Technology tradesecrets.gov.ab.ca	Information and Privacy <ul style="list-style-type: none"> employee privacy employee records and files 	Office of the Information and Privacy Commissioner oipc.ab.ca
Assured Income for the Severely Handicapped (AISH) <ul style="list-style-type: none"> income and employment supports for AISH clients 	Alberta Seniors and Community Supports seniors.alberta.ca/aish	Job Order Bank Service (JOBS) <ul style="list-style-type: none"> post online recruitment ads 	Canada-Alberta Job Order Bank Service (JOBS) employment.alberta.ca/jobs
Disability Related Employment Supports (DRES) Program <ul style="list-style-type: none"> individualized employment and training supports assistive technologies modifications in the workplace 	Alberta Employment and Immigration employment.alberta.ca/dres	Labour Relations <ul style="list-style-type: none"> labour relations issues strikes and lockouts unfair labour practices collective bargaining process union membership and dues 	Alberta Labour Relations Board alrb.gov.ab.ca
Employment Standards <ul style="list-style-type: none"> 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 	Alberta Employment and Immigration, Employment Standards Contact Centre employment.alberta.ca/es	Smoking in the workplace <ul style="list-style-type: none"> regulations relating to tobacco use in the workplace tobacco reduction strategies 	Alberta Health and Wellness health.alberta.ca Click on <i>Tobacco Reduction</i>
Human Rights <ul style="list-style-type: none"> duty to accommodate dress and appearance drug and alcohol testing personal and sexual harassment protected grounds workplace discrimination workplace diversity 	Alberta Human Rights and Citizenship Commission albertahumanrights.ab.ca	Temporary Foreign Workers <ul style="list-style-type: none"> tips on recruiting, hiring and retaining foreign workers tips on using employment agencies 	Alberta Foreign Worker Hotline albertacanada.com/immigration <i>Select Help for Employers</i>
Income Support <ul style="list-style-type: none"> income, health, employment and training supports for low-income Albertans 	Alberta Employment and Immigration, Alberta Works employment.alberta.ca/albertaworks	Workplace Health and Safety <ul style="list-style-type: none"> 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 	Alberta Employment and Immigration, Workplace Health and Safety Contact Centre employment.alberta.ca/whs
		Workers' Compensation <ul style="list-style-type: none"> applying for a WCB account disability payments reporting injuries WCB exempted industries WCB records and claims premiums violence prevention programs 	Workers' Compensation Board of Alberta www.wcb.ab.ca Click <i>Employers</i>

Federal resources at a glance

FOR QUESTIONS ABOUT	CONTACT
Canada Pension Plan <ul style="list-style-type: none"> calculating CPP deductions 	Canada Revenue Agency cra.gc.ca Click the <i>A to Z Index</i> to search for Canada Pension
Employment Insurance <ul style="list-style-type: none"> employee eligibility for compassionate care leave and maternity and parental benefits employer portion of EI premiums calculating and deducting EI premiums 	Service Canada servicecanada.gc.ca Click the <i>A to Z Services Index</i> to search by topic Canada Revenue Agency cra.gc.ca Click the <i>A to Z Index</i> to search by topic
Federally Regulated Employers <ul style="list-style-type: none"> federal workplace health and safety federal employment standards federal labour legislation 	Federal Labour Program www.labour.gc.ca
Human Rights <ul style="list-style-type: none"> for federally regulated industries only 	Canadian Human Rights Commission chrc-ccdp.ca
Immigration <ul style="list-style-type: none"> Canadian work permits hiring foreign workers LMO and work permit applications 	Citizenship and Immigration Canada cic.gc.ca Service Canada servicecanada.gc.ca Click the <i>A to Z Services Index</i> and select <i>Immigration</i> using the alphabetical menu.
International Students <ul style="list-style-type: none"> work permits for students Social Insurance Numbers for international students 	Citizenship and Immigration Canada cic.gc.ca Under <i>Come to Canada</i> on the left-hand menu, choose <i>Study</i> Service Canada servicecanada.gc.ca Click the <i>A to Z Services Index</i> and select <i>Social Insurance Numbers</i> using the alphabetical menu

FOR QUESTIONS ABOUT	CONTACT
Opportunities Fund for Persons With Disabilities <ul style="list-style-type: none"> financing that help persons with disabilities prepare for and maintain employment 	Service Canada servicecanada.gc.ca Click the <i>A to Z Services Index</i> ; select <i>Opportunities Fund for Persons With Disabilities</i> using the alphabetical menu
Payroll Deductions <ul style="list-style-type: none"> Business Numbers Canada Pension CRA payroll account Employment Insurance forms including <i>T4</i> and <i>TD1</i> personal income tax Social Insurance Numbers (payroll) submitting payroll deductions tax credits for apprenticeship and other job creation programs withholding payroll deductions 	Canada Revenue Agency cra.gc.ca Click the <i>A to Z Index</i> to search for a specific topic
Record of Employment	Service Canada servicecanada.gc.ca Click the <i>A to Z Services Index</i> ; select <i>Record of Employment</i> using the alphabetical menu
Social Insurance Numbers <ul style="list-style-type: none"> temporary numbers issued using Social Insurance Numbers for payroll 	Service Canada servicecanada.gc.ca Click the <i>A to Z Services Index</i> ; select <i>Social Insurance Number</i> using the alphabetical menu Canada Revenue Agency cra.gc.ca Click the <i>A to Z Index</i> ; under <i>Topics for Payroll</i> , select <i>SIN</i> using the drop-down menu

Other business resources

Alberta Law Line

Provides Albertans with free legal information, advice and referrals.

www.lawline.legalaid.ab.ca

1-866-845-3425 (toll-free)

780-644-7777 (Edmonton)

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.ca/alberta

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.

www.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.

www.cfib.ca

403-444-9290 (Calgary)

780-421-4253 (Edmonton)

Canadian Council on Rehabilitation and Work

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 www.workink.com for more information).

ccrw.org

1-800-668-4284 (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.

www.canlii.ca

Law Information Centres (LInC)

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

albertacourts.ab.ca

Select Court Services

780-644-8217 (Edmonton)

780-833-4234 (Grande Prairie)

403-755-1469 (Red Deer)

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



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