

# Temporary Foreign Worker Advisory Office

Helping foreign workers and employers understand their rights and responsibilities

## Overview

- Foreign workers come to Alberta from all parts of the world to fill temporary labour shortages in fields such as food and hospitality services, food processing, trades, health care, trucking, agriculture, and more
- Temporary Foreign Worker Programs are led by the Government of Canada. Alberta works closely with the Government of Canada to help employers and foreign workers during their time in the province
- Alberta's Temporary Foreign Worker Advisory Office (TFWAO) can help foreign workers, international students with work authorization and their employers understand their rights and responsibilities. The office can also help find solutions to situations involving unfair, unsafe or unhealthy working conditions
- The TFWAO works closely with government and non-government agencies to provide support and assistance that foreign workers and employers need to succeed in Alberta

## Services

All allegations of mistreatment are taken seriously.

All services are free and confidential.

Services provided by Alberta's Temporary Foreign Worker Advisory Office include:

- Respond to complaints, questions and requests for information through virtual or in-person meetings, telephone consultations and emails
- Inform foreign workers and employers about their rights and responsibilities
- Make referrals to appropriate authorities where there are allegations of mistreatment, including potential elements of human trafficking
- Work with all levels of government and non-government agencies to facilitate safe, fair and healthy workplaces
- Help individuals access provincial, federal and community resources

- Provide outreach services across Alberta, including:
  - Presentations for foreign workers, international students with work authorization, employers and other stakeholders
  - One-on-one appointments with clients
- Ask us about available translation and interpretation services

## Important information for foreign workers

- Only the Government of Canada can deport a foreign worker
- The Government of Canada does not allow employers to make foreign workers pay application fees
- Foreign workers are allowed to stay in Canada until the expiry date of their work or study permit

## Temporary foreign worker rights and responsibilities

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

- Alberta's Employment Standards – minimum wage, hours of work, overtime, rest periods, vacation, general holidays, job-protected leaves and termination
- Alberta's Occupational Health and Safety – workplace hazards, safety requirements, protective equipment
- Alberta's Human Rights – protects people from discrimination in certain areas based on specified grounds
- Consumer Protection Act – unfair practices, illegal recruitment fees
- Residential Tenancies Act - housing / landlord issues
- Workers' Compensation Board – workplace injuries

## Presentations

The Temporary Foreign Worker Advisory Office (TFWAO) offers presentations for foreign workers, international students with work authorization, employers and other stakeholders. A session can be arranged for your group upon request.

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

To request a presentation please email  
[LBR.Outreach@gov.ab.ca](mailto:LBR.Outreach@gov.ab.ca)

## Contact

Email: [LBR.TFWAO@gov.ab.ca](mailto:LBR.TFWAO@gov.ab.ca)

Telephone: 1-877-944-9955

Website: [alberta.ca/temporary-foreign-workers.aspx](https://alberta.ca/temporary-foreign-workers.aspx)

## Office hours

8:15am – 4:30pm (Monday to Friday)

Closed weekends and general holidays