



Work Experience In-School Orientation

Royal Bay Secondary School



I, _____
(Student's name)

had a **Work Experience 12A** in-school orientation which included:

- instruction on work site safety awareness,
- worker rights and responsibilities,
- employer expectations
- workplace code of conduct

I also understand the course requirements which include:

- 90/100 hours of actual work placement time
- completed written assignments include: training plan, work logs, resume, cover letter, reflection & self-evaluation, and workplace ethics & etiquettes assignment.

(Student's signature)

(Date of orientation)

(Teacher's Signature)

(Date of orientation)

(Parent's Signature)

(Date of review)

Career Programs

Work Experience-Student Orientation Booklet

The following information is provided to help prepare you for your work experience and to help you complete the work experience documents that your Career Education Teacher and Work Experience Coordinator will provide to you, prior to your work experience placement either paid or unpaid. Students who choose the **WEX12A** Career Education course can use this booklet as a reference resource for completion of the required outcomes of the course.

<u>Topics</u>	<u>Pages</u>
<input type="checkbox"/> Tips for Writing Resumes.....	3
<input type="checkbox"/> Action Verbs	4
<input type="checkbox"/> Sample Resume.....	5-6
<input type="checkbox"/> Tips for Writing Cover Letters.....	7
<input type="checkbox"/> Sample Cover letter.....	8
<input type="checkbox"/> Interview Checklist.....	9
<input type="checkbox"/> Typical Interview Questions.....	10
<input type="checkbox"/> Workplace Safety.....	11
<input type="checkbox"/> Workplace Safety: Top 7 Dangers for Young Workers.....	12
<input type="checkbox"/> Sample of Completed WCB Form 7.....	13-15
<input type="checkbox"/> Young Workers: Your Rights and Responsibilities.....	16
<input type="checkbox"/> How to refuse unsafe work.....	17
<input type="checkbox"/> Student’s Work Experience Placement Responsibilities.....	18
<input type="checkbox"/> Workplace Etiquette.....	19
<input type="checkbox"/> Employment Standards Act BC-“Working in BC”	20-21
<input type="checkbox"/> Human Rights Act-Laws against Discrimination and Harassment.....	22-23
<input type="checkbox"/> Next Steps: Where to Look for A Job.....	24

TIPS FOR WRITING RESUMES

Your resume is your first impression. It is important that you do it well! Here are some tips:

- Make an outline – a quick list of all possible experiences
- Keep it short – one page is ideal for youth
- Proofread! Proofread! Proofread!** – remember it is your first impression
- Do not include: birth date, political or religious beliefs and personal photos
- Make sure your contact information is current and appropriate
- Use dynamic words – see **Action Verbs List** and **Skills I Have Learned**
- Use good quality paper

Include All Your Activities

You may not have much actual work experience yet, so it is important to draw upon all aspects of your life:

- school activities
- volunteer work
- academic, artistic and athletic pursuits
- hobbies and interests
- people who can provide a reference

These aspects of your life will demonstrate: your character, your work ethic, your skills and your personality that will help you succeed in your search for employment.

Formatting Tips:

- Contact information:** should be at the top of your resume and should include your name, address, phone number(s), and email address (professional please).
- Objective:** you may want to use this heading when targeting your resume to a specific industry (culinary, retail, etc.) or employer/organization. You may wish to identify specific skills you have to offer. Keep it brief and succinct.
- Education:** this will most likely be your next heading as you may not have acquired much work experience at this point in your life. Highlight specific courses taken inside and outside of school, academic achievement, leadership skills and roles, etc.
- Experience:** include both volunteer and work experiences (paid and unpaid). List the employer/organization, dates of experience, supervisor and job title, and duties and responsibilities. List your experiences in order beginning with the most recent experience. Use dynamic active words – see *Action Verbs List and Skills Learned List*
- Other Possible Headings:** Skills, Awards and Achievements, Interests/Hobbies, Languages Studied and Spoken, Certifications, Personal Attributes, etc.
- References:** a reference is someone who agrees to speak to a potential employer about you and your abilities in a positive way. Identify two people who could provide information on you and your skills. One of your references should be able to speak about your personal skills and abilities. The second reference should be able to speak about your work ethic and your work experience and volunteer work or community service. Possible references may include a teacher, coach, employer, volunteer coordinator, community group leader, family friend, etc. Be sure that you have identified and spoken to your references prior to submitting your resume. Provide the name and contact information for each of your references.

Use the following to assist you in writing your resume.

Action Verbs

<p>Management Skills</p> <p>Administered Analyzed Assigned Chaired Consolidated Contracted Coordinated Developed Directed Evaluated Executed Improved Increased Organized Oversaw Planned Prioritized Produced Recommended Reviewed Scheduled Strengthened Supervised</p> <p>Communication Skills</p> <p>Arranged Authored Collaborated Convinced Developed Directed Drafted/edited Formulated Interpreted Mediated Moderated Negotiated Persuaded Promoted Publicized Reconciled Recruited Translated Wrote</p>	<p>Research Skills</p> <p>Clarified Collected Critiqued Diagnosed Evaluated Examined Extracted Identified Inspected Interpreted Interviewed Investigated Organized Reviewed Summarized Surveyed</p> <p>Technical Skills</p> <p>Assembled Built/Calculated Computed Designed Devised Engineered Fabricated Maintained Operated Overhauled Programmed Remodeled Repaired Solved Upgraded</p> <p>Technical Skills</p> <p>Adapted Advised Clarified Coached Communicated Coordinated Demystified Development</p>	<p>Enabled Encouraged Evaluated Explained Guided Informed Instructed Persuaded Set goals Stimulated Trained</p> <p>Financial Skills</p> <p>Allocated Analyzed Appraised Audited Balanced Budgeted Calculated Computed Developed Forecasted Managed Marketed Planned Projected Researched</p> <p>Creative Skills</p> <p>Acted Created Customized Designed Developed Directed Established Founded Illustrated Initiated Instituted Integrated Introduced</p>	<p>Invented Originated Performed Planned Revitalized Shaped</p> <p>Helped Skills</p> <p>Assessed Assisted Clarified Coached Counseled Demonstrated Diagnosed Educated Expedited Facilitated Familiarized Guided Motivated Referred Rehabilitated Represented</p> <p>Clerical or Detail Skills</p> <p>Approved Arranged Catalogued Classified Collected Compiled Dispatched Executed Generated Implemented Inspected Monitored Operated Organized Prepared Processes Purchased Recorded</p>
--	---	--	--

SAMPLE RESUME: Typically, one page is the maximum for the student resumes.

Sarah Job

999 Silver Smith Way
 Sooke, BC V9J 1N0
 H. (240) 642.9999 C: (250) 514.9999
ivannaog@hotmail.com

OBJECTIVE To obtain a part-time job in a grocery store as a cashier

EDUCATION Edward Milne Community School, Sooke, BC
 Currently enrolled in Grade 11

Academic and Special Courses

Math 11	Website technology 11
AP Biology 11	English 11
Accounting 11	Law 12

AWARDS AND ACHIEVEMENTS

2014	Top Math 10 student
2013	Bronze Medallion-Swimming
2011	Recognition for perfect attendance

WORK EXPERIENCE

June 2013-present Cashier at a Sooke Dollar Store, Western Foods Complex, Sooke BC
 -responsible for stocking shelves, managing the cash register, balancing cash float, responsible for general clean-up of service area.

July 2012-August 2012 Babysitter for owner of Pure Elements Hair Salon, Sooke, BC
 -cared for three children ages 2 to 6, made snacks and took children to the park.

VOLUNTEER EXPERIENCE

August 2011 Sooke Fine Arts Show, Seaparc Arena, Sooke, BC
 -help distribute programs, assisted with the set-up of the show, and answered any questions from the public.

October 2010 Sooke Fall Fair, Sooke Community Center, Sooke, BC
 -help the exhibitors set up booths, distribute programs, and answer any questions from the public

OTHER SKILLS AND ATTRIBUTES

-Computers: familiar with Microsoft Word, Excel, PowerPoint, and Basic Web Page design
 -Languages: basic conversational French and Spanish

ACTIVITIES AND INTERESTS

-school sport teams: senior girls' basketball and volleyball
 -hobbies: surfing, fishing, and running
 -leadership skills: currently enrolled in the Edward Milne leadership class

REFERENCES AVAILABLE UPON REQUEST

TIPS FOR WRITING COVER LETTERS

Your cover letter is an important marketing tool. The cover letter introduces you to the employer and indicates why you think you are the right person for the job. Here are some tips:

Length: make it short and concise, no longer than one page. Only include information that is relevant to the job you are applying for. Use quality paper.

Contact information: should be set up the same way as it appears on your resume

Employer contact and address: research the company and identify the name and title of who you would like to receive the letter. Include the contact's full name and complete mailing address.

Salutation: should include the last name of the contact person along with the title of Ms., Mr. etc. Example: Dear Mr. Smith:

First paragraph: state your interest in the job/position and how you became aware of the opportunity.

Second paragraph: it is very important to research specific details of the company you are applying to and mention them in your letter. Briefly highlight your experience and skills that you can offer to the company/organization. Use dynamic verbs to make it interesting and refer the employer to your resume.

Focus: study the job qualifications and focus your letter on your skills and abilities and how they match with the stated qualifications.

Third paragraph: thank the contact for considering your application and indicate your desire to meet with them to discuss the position further and how best to contact you (email, cell phone, etc.)

Proofread and sign: make sure there aren't any spelling mistakes or errors. Sign the letter between the complementary closing and your typed name.

Refer to Sample Cover Letter on next page for further information.

SAMPLE COVER LETTER

Sarah Job
605 Church Road
Sooke, BC V0S 1N0

September 10, 2015

Ms. Madeline Button
Day Camp Director
Camp Thunderbird
598 Sooke Road
Sooke, BC V0S 1N0

Dear Ms. Button:

I am interested in applying for the position of Junior Day Camp Leader at Camp Thunderbird as advertised on a flyer in the Career Centre at my high school.

I love summer camp. As you can see from my resume, until last year, I spent a month of every summer as a camper at Camp Thunderbird, an educational camp for children. Over my years there, I learned 50 camp songs and many activities. I learned how to set an example for the younger campers and to be a positive role model. I was often responsible for planning and leading games and craft activities.

I will be finishing Grade 11 in June and will be available all summer. I think I would make an excellent day camp leader and I look forward to hearing from you about an interview. You can reach me at 250-642-1111 or via email at sarahjob@hotmail.com. Thank you for your time and consideration.

Sincerely,

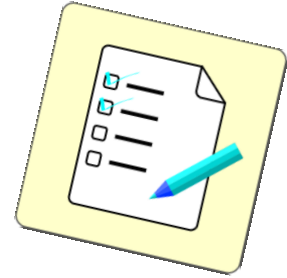
Sarah Job

Sarah Job

INTERVIEW CHECKLIST

Before the Interview

- Become familiar with the company - learn more about the company by **researching online**
- Prepare a list of **typical interview questions** that might be asked
- **Prepare and practice answers** to these questions
- Prepare two or three relevant **questions that you will ask**



Detail Preparation

- Confirm the **exact location and time**
- Plan your transit route to ensure you **arrive early**
- Plan and organize **what to wear** (business appropriate)
- Remember important **grooming details** (hair, hands, nails, minimal scent etc.)
- Prepare a **folder** to take with you:
 - your resume & list of references**
 - pen & paper** to take notes if necessary
 - your list of **questions to ask** at the interview

Arriving at Interview

- Go **alone**—no friends!
- Arrive at least **15 minutes early**
- Find washroom, check your appearance and **wash your hands with soap**
- **Turn off** your phone
- First impressions count: **introduce yourself politely to the receptionist**

During Interview

- Introduce yourself clearly, **shake hands firmly** and smile
- Make eye contact and say the interviewer's name clearly
- **Wait** to be asked to sit down
- Maintain **eye contact** throughout the interview
- Sit up **straight** and avoid —nervous mannerisms
- Answer questions **positively**
- Focus on your **strengths**
- **Have your questions ready** when the interviewer asks if you have any

End of Interview

- **Thank the interviewer** for his/her time
- Politely ask when you can expect to be contacted regarding a decision
- **Maintain eye contact** and **shake hands firmly** as you leave

After the Interview

- Send a **thank you card or an email** expressing appreciation for the interviewer's time and the opportunity to learn more about the position

TYPICAL INTERVIEW QUESTIONS

Interviewers utilize some of the questions listed below to help them decide whether you are the best person for the job. To answer questions such as: —tell me about yourself, you need to **focus** on your **interests, skills** and **accomplishments** relevant to the job.

A good source for preparing answers to these questions is:

www.best-interview-strategies.com/questions.html

- Tell me about yourself.
- What five words best describe you? (be prepared to support these with examples)
- What are some of your strengths and weaknesses?
- What are your favorite subjects in school and why do you like them?
- What do you do in your spare time?

- What has been your greatest school or work-related accomplishment?
- Give an example of how you are able to work under pressure.
- Describe an experience where team work was an important aspect.

- Why do you feel you are a good candidate for this job?
- Where do you see yourself in five years? ten years?
- Why do you want to work here?
- What do you want to get out of this experience?

- Describe a difficult school or work situation and how you handled it.
- How would your teachers describe you?
- How would your fellow students describe you?

- What was the toughest problem you've had to face and how did you overcome it?
- What are you most proud of?
- What have you done that shows initiative and willingness to work?
- Do you prefer working independently or on a team?
- What have you learned from some of the jobs you have held?

- What are your educational goals?
- What appeals to you about this area of study?
- What career/s are you considering and why?
- What are the most important rewards you expect from a career?

WORKPLACE SAFETY

Are you safe at work? Every year, hundreds of youth are injured or killed on the job, many of them within days of starting a new job. In 2006, 97 workers between 15 and 29 died in the workplace in Canada. You and your employer each have rights and responsibilities for creating a safe and healthy workplace. Want to learn more? Start by reviewing the information below.

The Basics:

Why is health and safety awareness important?

- It could save your life!
- Proper training is vital for your safety and could prevent you from getting injured
- You need to be aware of potential hazards in the workplace
- You need to help others become aware
- You need to know what protection and compensation are available to you

You have three fundamental rights as an employee

- The right to know;
- The right to participate; and
- The right to refuse unsafe work



Employer's responsibilities:

- To provide a safe and healthy workplace
- To train employees on potential hazards and to ensure employees have the required certification
- To correct unsafe actions and conditions
- To ensure protective equipment is available and being used
- To report and investigate all accidents and incidents

Employee's responsibilities:

- To know and comply with all regulations
- To protect yourself, your co-workers and members of the public who may be affected by your actions
- To report unsafe actions and unsafe conditions to your employer
- To use protective equipment, as required by the employer
- To report any accident, incident, or illness immediately to your employer

Observation, learning and experience are the keys to recognizing potential safety hazards in the workplace!

If you are injured at work experience you must report the injury to your employer and to your school's CPAdvisor. Your school advisor will assist with the appropriate accident report.

Top 7 Dangers for Young Workers

Out of all the tasks you workers do, there are seven in particular that seem to be the most dangerous, or results in the most injuries. It's important to educate employers and workers on dangers associated with these, because they are common tasks, present in a vast number of industries and occupations. In fact, young workers will likely perform at least one of these tasks in any job they do, and if they're not properly trained, they may get injured.

Danger #1: lifting objects



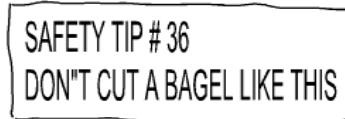
Danger #5: Operating mobile equipment or motor vehicles



Danger #2: working at elevation



Danger #6: Danger working with slicers when preparing food



Danger #3: working with knives



Danger #7: working near running Equipment and machinery



Danger #4: working with hot substances and objects





Employer's Report of Injury or Occupational Disease

As an employer, the *Workers Compensation Act* requires you to submit this report **within three days** of an injury to one of your workers, even if you disagree with the claim. By submitting your report promptly, you avoid penalties and delays in the adjudication of the claim. Please report using one of the following options:

- Online – The quickest and easiest option:** The online screen application customizes questions to the worker's injury. You can save your report and update it later with new information. Once submitted, you can follow the status of the claim online. Go to worksafebc.com and select "Report injury or illness."
- Fillable PDF form:** Type in your details online, print the form, and submit it by **fax** or **mail**. Go to worksafebc.com and select "Report injury or illness."
- Paper form:** Clearly **print** details, sign the form, and submit it by **fax** or **mail**.

Fax: 604.233.9777 in Greater Vancouver or **toll-free** within BC at 1.888.922.8807

Mail: WorkSafeBC, PO Box 4700 Stn Terminal, Vancouver BC V6B 1J1

Employer information		WorkSafeBC claim number (if known)	
Employer's name (as registered with WorkSafeBC)		Type of business	
WorkSafeBC account number	Classification unit number	Operating location number	
Employer address line 1 (mailing)	Employer contact last name	First name	
Employer address line 2 (mailing)	Employer contact telephone (and area code)	Extension	Employer contact fax (and area code)
City	Province/state	Employer payroll contact last name	First name
Country (if not Canada)	Postal code/zip	Employer payroll contact telephone (and area code)	Extension Employer payroll contact fax (and area code)

Worker information

Worker last name	First name	Middle initial	Gender <input type="checkbox"/> M <input type="checkbox"/> F
Date of birth (yyyy-mm-dd)	Home phone number (include area code)	Social insurance number	
Address line 1		Address line 2	
City	Province/state	Country (if not Canada)	Postal code/zip

1. What is the worker's occupation?	2. Has the worker been employed by this firm for less than 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No	3. If yes, start date (yyyy-mm-dd)
4. At the time of injury, was the worker (check all that apply)		
<input type="checkbox"/> Permanent	<input type="checkbox"/> Apprentice	<input type="checkbox"/> Self-employed
<input type="checkbox"/> Temporary	<input type="checkbox"/> Volunteer	<input type="checkbox"/> Principal/partner or relative of employer
<input type="checkbox"/> Full time	<input type="checkbox"/> Student	<input type="checkbox"/> Fisher
<input type="checkbox"/> Part time	<input type="checkbox"/> New entrant to workforce	<input type="checkbox"/> Other (specify)
	<input type="checkbox"/> Hired on a contract basis	

Incident information

5. Date of incident (yyyy-mm-dd)	Time of incident (hh:mm) <input type="checkbox"/> am <input type="checkbox"/> pm OR	6. Period of exposure resulting in occupational disease (yyyy-mm-dd) From _____ To _____
7. Did worker report injury or exposure to employer? <input type="checkbox"/> Yes <input type="checkbox"/> No	8. The injury or disease was first reported to employer on (yyyy-mm-dd) To: <input type="checkbox"/> First aid <input type="checkbox"/> Supervisor <input type="checkbox"/> Office <input type="checkbox"/> Other (specify)	
9. Name of person reported to		
10. Describe how the incident happened	11. Describe the injury in detail (what part of the body was injured)	
	12. Side of body injured <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Both <input type="checkbox"/> Not applicable	
13. Describe the work incident location (address, city, province) and where incident occurred (e.g. shop floor, lunchroom, parking lot)		
14. Did the injury(ies) or exposure result from a specific incident? <input type="checkbox"/> Yes <input type="checkbox"/> No		





If faxing form, please complete this section and fax both sides of page. Missing pages may result in delays in processing.

Worker last name	First name	Middle initial	WorkSafeBC claim number (if known)
Social insurance number	Personal health number (CareCard)	Date of incident (yyyy-mm-dd)	Date of birth (yyyy-mm-dd)

15. Contributing factors — select **at least one**, and as many as applicable

<input type="checkbox"/> Lifting	<input type="checkbox"/> lb	<input type="checkbox"/> kg	<input type="checkbox"/> Struck	<input type="checkbox"/> Assault
<input type="checkbox"/> Overexertion			<input type="checkbox"/> Crush	<input type="checkbox"/> Motor vehicle accident
<input type="checkbox"/> Repetitive (activity repeated over and over again)			<input type="checkbox"/> Sharp edge	<input type="checkbox"/> Unsure/other (please explain below)
<input type="checkbox"/> Slip or trip			<input type="checkbox"/> Fire or explosion	
<input type="checkbox"/> Twist			<input type="checkbox"/> Harmful substances in the work environment	
<input type="checkbox"/> Fall			<input type="checkbox"/> Animal bite	

16. Were there any witnesses?
 Yes No

17. Did the incident occur in British Columbia?
 Yes No

18. Were the worker's actions at time of injury for the purpose of your business?
 Yes No

19. Did the incident occur on employer's premises or an authorized worksite?
 Yes No

20. Did the incident happen during the worker's normal shift?
 Yes No

21. Was the worker performing their regular duties at the time of the incident?
 Yes No

22. Did the worker receive first aid?
 Yes No Date (yyyy-mm-dd) ▶

If yes, please provide first aid attendant name (if known)

23. Did the worker go to hospital, clinic, or visit a physician or qualified practitioner?
 Yes No Date (yyyy-mm-dd) ▶

If yes, please provide provider name (if known)

If yes, please provide provider address (if known)

24. Are you aware of any recent pain or disability in the area of the worker's reported injury?
 Yes No

25. Do you have any objections to the claim being allowed?
 Yes No ▶

If yes, please explain

Wage information

26. Did the worker miss any time from work beyond the date of injury or exposure?
 Yes No

If no work was missed and no change to duties/pay, proceed to bottom of page to sign, date, and submit this report. If work was missed or if duties/pay have been modified, please answer all questions on this form.

27. Provide the **base salary** amount for this employment position at the time of injury
 \$ _____ Hourly Daily Weekly Monthly Yearly

28. Does worker receive other amounts of compensation in addition to **base salary**? Yes No
 Does worker receive vacation pay on every cheque? Yes No
 If yes, vacation pay _____%

29. If worker is disabled from work, will you continue to pay:
Base salary? Yes No
Other amounts of compensation in addition to base salary? Yes No
 Will worker receive vacation pay on every cheque? Yes No
 If yes, vacation pay _____%

Please select check boxes for any of the following amounts worker receives in addition to **base salary** AND provide the amount for each:

<input type="checkbox"/> Tips and gratuities \$ _____	<input type="checkbox"/> Room and board \$ _____
<input type="checkbox"/> Shift differential \$ _____	<input type="checkbox"/> Other \$ _____
<input type="checkbox"/> Overtime \$ _____	

Please select check boxes for any of the following amounts worker will continue to receive in addition to **base salary** AND provide the amount for each:

<input type="checkbox"/> Tips and gratuities \$ _____	<input type="checkbox"/> Room and board \$ _____
<input type="checkbox"/> Shift differential \$ _____	<input type="checkbox"/> Other \$ _____
<input type="checkbox"/> Overtime \$ _____	

30. Provide the amount of **gross** earnings for the past 3 months or 12 weeks prior to the date of injury or exposure
 \$ _____ 3 months 12 weeks

31. Does the worker have a fixed-shift rotation? Yes No

32. If no, please explain

33. If yes, show the normal work week by entering the paid hours

Sun	Mon	Tues	Wed	Thu	Fri	Sat

34. Did the worker continue to work past day of injury?
 Yes No

35. Last day worked (yyyy-mm-dd)

36. Number of hours scheduled to work on last day worked

37. Number of hours worked on last day

38. Number of hours paid by employer on last day worked





If faxing form, please complete this section and fax both sides of page. Missing pages may result in delays in processing.

Worker last name	First name	Middle initial	WorkSafeBC claim number (if known)
Social insurance number	Personal health number (CareCard)	Date of incident (yyyy-mm-dd)	Date of birth (yyyy-mm-dd)

Return-to-work information

39. Has the worker returned to work? <input type="checkbox"/> Yes <input type="checkbox"/> No	
40. If Yes : Date (yyyy-mm-dd) Since the return to work, have the worker's duties, hours of work, work schedule, and/or rate of pay changed? <input type="checkbox"/> Yes <input type="checkbox"/> No	
41. If No : Do you have any modified or transitional duties available? <input type="checkbox"/> Yes <input type="checkbox"/> No Have the modified or transitional duties been offered to the worker? <input type="checkbox"/> Yes <input type="checkbox"/> No	42. If yes, please describe modified or transitional duties

Signature and report date

43. Employer signature	44. Employer title	45. Date of report (yyyy-mm-dd)
------------------------	--------------------	---------------------------------

For assistance, please call our Claims Call Centre at 604.231.8888 or toll-free within Canada at 1.888.967.5377, M-F, 8:00 a.m. to 6:00 p.m.

Please note: If you have concerns with this claim, please contact the officer handling the claim at the WorkSafeBC office to make known your objections or you may submit a letter detailing your specific concerns. **Impartial advice on WorkSafeBC claims** — To ensure you have an opportunity to obtain impartial advice on WorkSafeBC claims matters, the BC legislature has provided impartial advisers. **Employers' Advisers** are available to provide independent advice or clarification on a WorkSafeBC claim related to your firm. For additional information on the Employers' Advisers, please refer to their website at www.labour.gov.bc.ca/eao/.

Lower Mainland
604.713.0303 (Richmond)
Toll-free within Canada 1.800.925.2233

Abbotsford, Kamloops, Kelowna, Nanaimo, Trail, Prince George, Victoria
Toll-free within Canada 1.800.925.2233

WorkSafeBC collects information on this form for the purposes of administering and enforcing the *Workers Compensation Act*. That Act, along with the *Freedom of Information and Protection of Privacy Act*, constitutes the authority to collect such information. To learn more about the collection of personal information, contact WorkSafeBC's freedom of information coordinator at PO Box 2310 Stn Terminal, Vancouver BC, V6B 3W5, or call 604.279.8171.



Young Workers: Your Rights and Responsibilities

- Has anyone ever asked you to do something that you felt uncomfortable doing?
- Have you ever felt intimidated because you were new to a workplace?
- Being new on the job is hard, and learning to speak up for your rights as a worker can sometimes be difficult; but no pay cheque's worth getting hurt for.
- You need to make sure you stay safe and get home in one piece no matter what.
- Take the initiative to know what your rights and responsibilities are, and how to stay safe in the workplace.

What are your RIGHTS as a worker?

You have the right to KNOW:

- √ To know what hazards are present on the job and how these hazards can affect you
- √ To learn about chemical safety through WHMIS (Workplace Hazardous Materials Information System)
- √ To receive information, instruction, and training about safe work procedures
- √ You have the right to BE OUTFITTED with equipment and safety gear required to do the job safely.
- √ You have the right to SPEAK UP.
- √ You have the right to report unsafe practices and conditions without worrying that you will lose your job or get in trouble.
- √ All workers have the right to participate in workplace health and safety activities. For example, you can be chosen to be a health and safety representative or a member of a committee.
- √ You have the right to REFUSE.
- √ You can refuse to do tasks and to work in conditions you think are unsafe, without being fired or being disciplined for refusing.
- √ You have the right to be supervised to make sure you are working without unnecessary risk to yourself or others.

How to refuse unsafe work

Your employer is legally responsible for putting safe work practices in place, and you're responsible for following them. If you have safety and health concerns, it's your responsibility to report them. Here's where to raise questions:

1. If a task feels unsafe, tell your immediate supervisor, and explain why you're not comfortable. In most cases, the issue will be resolved at this stage.
2. If you don't get a satisfactory answer from your immediate supervisor, or that person is not available, go to up to the next higher supervisor.
3. If you're still not satisfied, ask your safety representative, a member of the safety committee, or a shop steward to help.
4. Most problems are solved before getting to this stage, but your last recourse is WorkSafeBC. Phone and explain your safety concerns (you can do it anonymously).

Call toll-free 1 (888) 621-7233.



STUDENT'S WORK EXPERIENCE PLACEMENT RESPONSIBILITIES

As part of my responsibilities at the workplace, I understand and agree to participate on Career Programs Work Experience under the following conditions:

Illness, Absence or Lateness

I must telephone my work experience employer or work site supervisor and inform him/her of the situation. I must also leave a message for my Career Programs Advisor informing him/her of the situation.

Work Experience Activity

I agree to perform, without payment, those duties assigned by the work experience employer in consultation with the Career Programs Advisor.

Appointments

I will schedule all personal appointments outside my designated working hours. The only exceptions are emergencies that I must inform and clear with my work experience employer or work site supervisor.

Company Rules

As I will be considered an entry-level employee, I will follow all company rules and regulations, including safety rules, regulations and procedures while on work experience.

Confidentiality

I understand the necessity and importance of confidentiality of the company's business and workplace operations and that of the company's clients, and agree to not communicate any information relative to this company, its staff and its clients

Cell Phone and Electronic Device Usage

I understand that I am not to use my cell phone or electronic devices during Work Experience duties.

Dress Code

I will participate as an entry-level employee and comply with the company/organization's dress code and wear appropriate attire.

Transportation to and from the worksite

I am solely responsible for all transportation to and from the work experience worksite. If my responsibilities require me to travel during the placement, having arrived at the worksite, I will be covered by Workers' Compensation during the stipulated hours of work for the work experience activity.

Problems or Difficulties Arising at the Placement

I will contact the Career Programs Advisor at my school and will remain at my placement until advised of appropriate procedures.

Work Experience Documents

I will submit all Work Experience documents to my worksite

I, _____ have read the above information.

Signature: _____

WORKPLACE ETIQUETTE

Responsibility

- Be punctual and dependable. If you are going to be late or absent call your supervisor.
- Listen carefully, follow instructions and ask questions when you are unsure of what to do.
- Follow through and complete all tasks as assigned.
- Take initiative. Watch carefully to see what needs to be done and be ready to step in and help as required.
- Demonstrate a positive work ethic. Approach all assigned tasks with energy and enthusiasm.
- Assess any workplace situation and consider your response carefully.
- Respect the confidentiality of your employer and fellow employees. Don't gossip.
- Dress appropriately for the workplace. Be clean and modest in your attire.
- Observe company rules and regulations. Review any questions with your supervisor.
- Be personally responsible for the quality of your work and personal interactions.

Respect

- Be courteous and respectful to all (customers, clients, co-workers, supervisors).
- Limit personal calls or text messages to lunch or break times.
- Remain unplugged while at work. Listening to music while at work may be considered disrespectful and impolite. Most importantly, it is unsafe.
- Think before you send an e-mail. Consider your wording and how your message will be received or who else may see it. A conversation may be more appropriate.
- Be honest and ethical. Understand that taking company tools/supplies is considered theft.
- Speak calmly and respectfully when stating a differing opinion. Raising your voice or insulting another person does not lead to a positive solution.

Teamwork

- Be willing and able to work with others to complete tasks at hand.
- Be open to the ideas of others and share your point of view respectfully.
- Be tolerant and respectful of co-worker's experience and opinions.
- Demonstrate willingness to participate in all tasks as assigned as part of a team.

Be sure to leave a good impression. Leave a thank you note or send a follow-up email thanking employer and co-workers for your workplace experience. The contacts you make while on Work Experience may prove invaluable in providing you with a reference for future employment, scholarship or post-secondary program application.

WORKING IN BC EMPLOYMENT STANDARDS ACT

The *Employment Standards Act* sets out the **minimum** standards that apply in most workplaces in BC. This Act applies to all **non-union employees** who fall under provincial jurisdiction, including temporary foreign workers.

Minimum Wage

- as of September 15, 2016: \$10.85 per hour (exception: liquor server minimum \$9.60/hour – minimum 19 years of age)
- minimum wage applies to all employees regardless of how they are paid: hourly rate, salary, commission or other incentive-based pay
- tips or gratuities are **not** to be considered wages
- salespersons on straight commission must be paid at least minimum wage for all hours worked in a pay period



Minimum Daily Pay



- an employee who reports for work must be paid for a minimum of 2 hours
- an employee who is scheduled to work more than eight hours, but works less, must be paid for a minimum of 4 hours
- if work stops for a reason beyond the employer's control, an employee must be paid for a minimum of two hours or the actual hours work, whichever is greater
- an employee who is unfit for work, or is not in compliance with WorkSafe BC regulations, only has to be paid for actual hours worked



Meal Breaks

- employers are not required to provide coffee breaks
- a 30-minute **unpaid** meal break is required for an employee working more than five hours in a row. An employee required to work or be available during the meal break must be paid for the meal break

Paydays and Payroll Records

- an employee must be paid at least twice a month
- pay period cannot be longer than 16 days
- an employee must be paid in full within 48 hours if the employer terminates employment or within six days if the employee quits

Overtime - Daily

- time-and-a-half after eight hours worked in a day
- double time after twelve hours worked in a day
- weekly overtime is time-and-a-half after forty hours worked in one week

Uniforms and Special Clothing

- if a uniform is required, the employer must provide the clothing, clean and maintain it, at no cost to the employee
- a dress code is **not** a uniform
- personal safety equipment required by WorkSafe BC is **not** considered special clothing
- it is the employee's responsibility to have basic safety wear (ex. steel-toed boots)

Deductions from Pay For more information: www.labour.gov.bc.ca/esb/

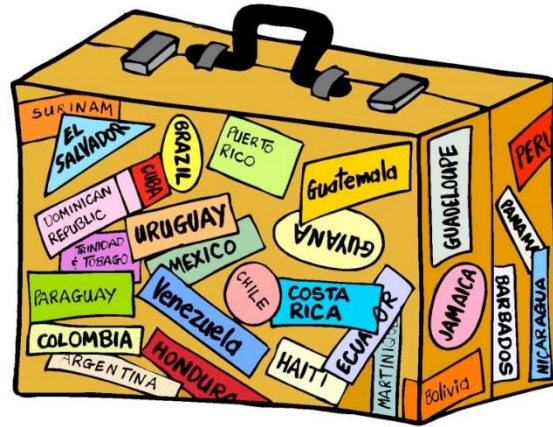
- required deductions are: Income Tax, Employment Insurance (EI), Canada Pension Plan (CPP)
- business costs such as cash shortage, breakage, damage to company property or loss resulting from a customer leaving without paying **are not deductible**

Statutory Holidays

there are 10 statutory holidays that an employee must be paid for if the employee has worked with the company for at least 30 calendar days and worked 15 of the 30 days prior to the holiday

- New Year's Day
- BC Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

- Family Day
- Good Friday
- Victoria Day
- Canada Day



√ the following three days are **not** statutory holidays: **Easter Sunday, Easter Monday and Boxing Day**

√ qualified employees who work on a statutory holiday must be paid —time-and-a-half for the first 12 hours worked and —double time after 12 hours

Annual Vacation

- an employee is entitled to **two week's vacation after one year of employment** and **three weeks vacation after five years of employment**
- vacation must be scheduled in weekly periods unless employee requested otherwise
- vacation must be taken within 12 months of being earned

Vacation Pay

- after one year: vacation pay must be at least four percent of the employee's total earnings from the previous year
- an employee who works less than one year is not entitled to vacation time but must be paid four percent vacation pay upon termination of employment. Vacation pay is not payable if a employee is only employed for five calendar days or less
- after five consecutive years: vacation pay increases to six percent

Leave from Work

- employers are required to provide the following unpaid leaves: Pregnancy Leave, Parental Leave, Family Responsibility Leave, Compassionate Care Leave, Bereavement Leave, Jury Duty Leave, Reservists' Leave
- employees are expected to provide as much notice as possible and sufficient information for their employers to understand the reason for the leave request.
- employees are not required to give notice in writing or disclose personal or private information
- an employee cannot be terminated, or have their job changed, because of a pregnancy or a leave

HUMAN RIGHTS CODE LAW AGAINST DISCRIMINATION

Discrimination

It is illegal for employers to discriminate against people, or treat them unfairly, based on the following grounds:

race, national or ethnic origin, colour, religion, age, gender, sexual orientation, marital status, family status, disability, a conviction for which you have been granted a pardon.

Examples of Discrimination in the Workplace

Gender:

- fired because you become pregnant
- different pay rates for men and women doing the same work

Family Status Discrimination

- fired because you have children or you are divorced, etc.

Examples of Non-Discrimination in the Workplace

- difficulties working with your boss or other employees
- hiring requirements: physical attributes required for specific jobs (eg: vision requirements for Pilots), certain job-specific, justifiable physical attributes may be required for specific jobs (agility, ability to handle heavy objects, etc.)

Employer Rights

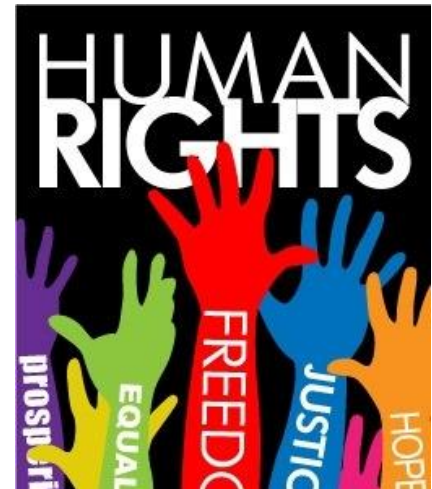
Employers have the right to:

- define specific employment needs
- require job-related qualifications and/or experience
- hire, promote and assign the most qualified person for a position
- define job descriptions and performance criteria
- evaluate job performance
- discipline, demote or dismiss incompetent, negligent or insubordinate employees
- set employment terms and conditions
- establish salary and wage scales
- expect a full and impartial investigation of any complaint filed against them under the Code

Employees Rights

Employees have the right to:

- work in an environment that is free from discrimination and harassment
- file a complaint without fear of reprisals
- be considered for jobs based on your individual skills and abilities
- be given a clear statement of skills, experience and education required for a specific job
- be informed of duties and performance expectations
- be advised of areas requiring improvement and permitted an opportunity to improve **work**



Harassment

What is Harassment?

A common discriminatory practice that:

- offends or humiliates you physically or verbally
- threatens or intimidates you
- makes unwelcome remarks or jokes about race, religion, sex, age, disability, etc.
- makes unnecessary physical contact with you such as touching, patting, pinching, or punching. This may be considered an assault.

What should you do if you are harassed?

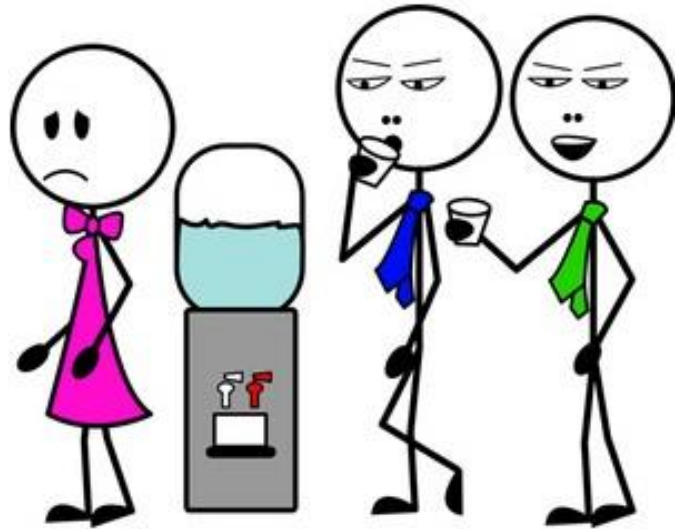
- tell the person who is harassing you that their offending behaviour is unacceptable and tell them to stop – **don't ignore it**
- document your case – keep a written record of the incidents, including times, places and witnesses**
- if it persists, report it to your employer
- if you fear for your safety or the safety of others, contact the police

Where can you get help?

- try to solve the problem within your workplace or community
- file a complaint with the Human Rights Commission – a complaint requires grounds of discrimination, a discriminatory practice and a negative effect on you
- complaints must be filed within 12 months from when the discrimination first occurred

More information:

<http://bchrcoalition.org/files/lawoverview.html> or



http://www.bclaws.ca/eplibraries/bclaws_new/document/id/freeside/00_96210_01 (detailed original language)

NEXT STEPS: WHERE TO LOOK FOR A JOB

Friends and Family

Tell your friends and family that you are looking for a job. They might be able to put you in touch with potential employers.

Teachers

Talk to your teachers. They might know of job opportunities that are not advertised. Visit the Career Centre and talk to your Advisor to ask about job postings.

Newspaper “Help Wanted” Ads

A good place to start, but keep in mind that only about 20% of jobs are advertised in the newspaper, so this shouldn't be your only method!

Employers

Contact or visit organizations that offer the kind of work you would like, and arrange to talk to the people who do their hiring or who can give you advice and answer your questions.

Internet

A great place to check out companies you are interested in applying to. Companies usually have a link on the company web-site with job postings!

Jobs listed on sites such as Craigslist and Kijiji might not be trustworthy or safe opportunities. Talk to your parents before you apply to a job on a classified or —buy & sell website.

Service Canada Centres for Youth (SCCYs)

They list available jobs that are suitable for youth, and provide information and advice on job search techniques. www.jobbank.gc.ca

Career Cruising

Use the Job Search function to find current, available positions in a specific career area.

Organizations that Need Volunteers

If you don't have the experience you need to get the job(s) you are interested in, try volunteering!

