

A POSITIVE & INCLUSIVE WORKPLACE

Laws, Regulations and Workplace Health and Safety Resource Guide



About this Guide

This guide has been developed as a companion guide to supplement the information from our ‘Positive & Inclusive Workplace’ workshop and webinars. Our guide is broken down into four research sections that will help women find additional information, resources and training to help increase health and safety of women in the food service and hospitality sector.

This guide is not an exhaustive list of all supportive services, but rather a starting point – feel free to contact the resources identified in this guide to explore how they could assist you in filing a claim, finding legal support and learning more about your workplace rights.

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Community Services & Resources

Assaulted Women's Helpline

Crisis support helpline

Toll free (English): 1-866-863-0511

Toll free (TTY): 1-866-863-7868

Toll free (French): 1-877-336-2433

<http://www.awhl.org/home>

Centre Francophone de Toronto

Offers free and confidential summary advice for Francophone communities in areas related to immigration, housing, social assistance, employment standards and workers rights. Services offered in French.

Toll free: 1-877-966-7345

infos@centrefranco.org

<http://www.centrefranco.org/>

Human Rights Tribunal of Ontario

Employees can file a claim if they have experienced workplace violence and harassment.

Resolves claims of discrimination and harassment brought under the Human Rights Code.

Toll free: 1-866-598-0322

hrto.registrar@ontario.ca

<http://www.sjto.gov.on.ca/hrto/#>

JusticeNet

Helps employees in need of legal expertise, whose income is too high to access legal aid and too low to afford standard legal fees. Expertise in employment law. Services offered in English, French and Mandarin.

Tel: 416-479-0551

info@justicenet.ca

<https://www.justicenet.ca/>

Ontario Human Rights Legal Support Centre

Provides self-help materials, how-to guides and online tool to help employees determine if they have experience discrimination.

Also offers legal advice and assistance to individuals who have experienced discrimination in communities across Ontario.

Services offered in the following languages: English, French, Spanish, Arabic, Mandarin, Punjabi, Somali, Tamil, Tagalog, Vietnamese, Urdu.

Toll free: 1-866-625-5179

Toll free (TTY): 1-866-612-8627

<http://www.hrlsc.on.ca/en/our-services>

Ontario Ministry of Labor

Site includes workplace violence and harassment guide for employers and employees.

Information for how to file an employment standards claim if available on the site.

Toll free: 1-877-202-0008

Toll free (TTY): 1-855-653-9260

<https://www.ontario.ca/page/ministry-labour-training-skills-development>

Ontario Office of the Worker Advisor

Offers summary advice and representation through all stages of the WSIB claims and appeals. Also provides advice on occupational health and safety claims before the Ontario Labor Relations Board. Services offered in English and French.

Toll free (English): 1-800-435-8980

Toll free (French): 1-800-661-6365

<http://www.owa.gov.on.ca/en/Pages/default.aspx>

Ontario Victim Support Line

Helpline provides access to a wide range of services, including counseling, financial assistance and other supports.

The multilingual Victim Support Line provides services across Ontario, in most languages spoken in the province.

Toll free: 1-888-579-2888

Online chat:

https://211ontario.ca/chat/?_ga=2.14863729-6.658352001.1592410793-1533951650.1590594860

<https://www.attorneygeneral.jus.gov.on.ca/english/ovss/>

Ontario Women's Justice Network

Provides information and educational materials for women on basic rights in the workplace, including information about workplace violence and harassment, sexual harassment, precarious work and workplace accommodation.

Resources available on finding and working with a lawyer to seek legal redress.

Toll free: 1-877-558-5570

info@owjn.org

<https://owjn.org/>

Pay Equity Commission

Offers free Pay Equity Webinars and Workshops for women to educate them about the existence of discriminatory compensation practices in the workplace, personal consequences of such discrimination and strategies to address these practices.

Toll free: 1-800-387-8813

Toll free (TTY): 1-855-253-8333

<http://www.payequity.gov.on.ca/en/eLearning/Pages/webinars.aspx>

Pro Bono Ontario

Connects volunteer lawyers with employees in Ontario who can't afford a lawyer. Also offers free legal advice through helpline. Services offered in both English and French.

Toll free: 1-855-255-7256

<https://www.probonoontario.org/>

Talk4Healing

Helpline that provides 24/7 help, support and resources for Indigenous women by Indigenous women across Ontario.

Services offered in the following languages: Oji-Cree Cree Algonquin Inuktitut Mohawk Oneida Odawa Potawatomi Micmac Black Foot Anishinaabe Moose Cree Swampy Cree.

Toll free: 1-855-554-HEAL

<https://www.talk4healing.com/about/>

Victim Services Toronto (VST)

Victim Crisis Response Program assists individuals and their families with crisis intervention, practical assistance, referrals to a range of programs, services and counseling. Services available in 35 different languages.

Tel: 416-808-7066

info@victimservicestoronto.com

<https://victimservicestoronto.com/>

Women's Legal Education and Action Fund (LEAF)

LEAF at Work offers employees one hour workshops on equality rights in the workplace.

Curriculum-linked resources that provide current legal information and equality rights analysis can be found on the site.

Toll free: 1-888-824-5323

info@leaf.ca

<https://www.leaf.ca/>

Workers Action Centre

Provides information resources educating workers on their rights. Also offers workshops, call-in or drop-in counseling/advice about workplace rights.

Services offered in English, Chinese, Spanish, Tamil, Somali, Punjabi, and Bengali.

Tel: 416-531-0778

info@workersactioncentre.org

<https://workersactioncentre.org/>

Workers Health and Safety Centre

Workplace Hazard Awareness Training is available on the topic of workplace violence and harassment.

Workplace violence compliance checklist for employees can be found on the site. Services available in English and French.

Workplace Harassment Resource Line:

Toll free: 1-888-869-7950

<https://www.whsc.on.ca/Home>

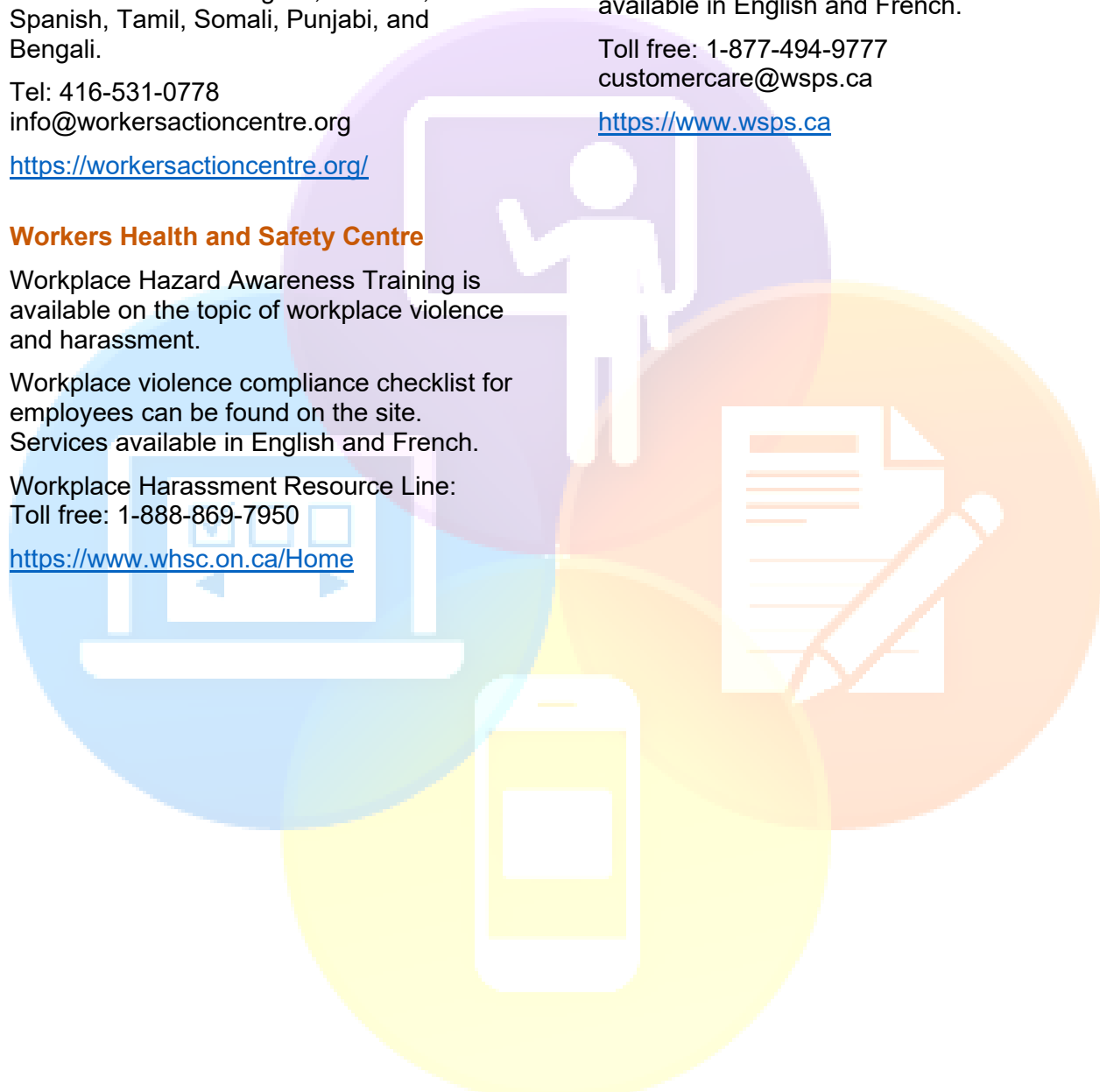
Workers Safety and Prevention Services (WSPS)

Site offers training, e-courses and webinars for employers and employees covering a range of topics related to workplace violence and harassment. Services available in English and French.

Toll free: 1-877-494-9777

customer@wspss.ca

<https://www.wspss.ca>



Multilingual Resources

A Guide to the Occupational Health and Safety Act

Sets out the rights and duties of all parties in the workplace, as well as the procedures for dealing with workplace hazards and for enforcement as needed. Available in English and Spanish.

<https://www.ontario.ca/document/guide-occupational-health-and-safety-act>

A Guide for Joint Health and Safety Committees and Health and Safety Representatives in the Workplace

This guide to establish strong roles and clear procedures to support health and safety in your workplace. Available in English and Spanish.

<https://www.ontario.ca/page/guide-health-and-safety-committees-and-representatives>

Employment Standards Poster

Helps employers understand their obligations and employees know their rights, the Ministry of Labour, Training and Skills Development has prepared and published a poster, called Employment Standards in Ontario (also known as the Employment Standards Poster).

Poster available in the following languages for download: English, Arabic, Hindi, Portuguese, Punjabi, Simplified Chinese, Spanish, Tagalog, Thai, Traditional Chinese, Urdu.

<https://www.ontario.ca/document/your-guide-employment-standards-act-0/mandatory-poster-and-information-sheets-employers#hours-of-work>

Ontario Ministry of Labour

Employment Standards Information Contact Centre provides services in 23 languages from Arabic to Vietnamese.

Toll free: 1-800-531-5551

Toll free (TTY): 1-866-567-8893

<https://cleoconnect.ca/organization/ontario-ministry-of-labour/>

Settlement.org

Site provides resource information to download in a range of languages covering employment rights and accessing legal services.

Information sheets are available to download in the following languages: Amharic, Arabic, Armenian, Bengali, Chinese (simplified), Chinese (traditional), Creole (Haitian), Croatian, Dari, Farsi, Filipino, French, German, Greek, Gujarati, Hindi, Hungarian, Italian, Japanese, Korean, Kurmanji, Lingala, Nepali, Pashto, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sinhala, Somali, Sorani, Spanish, Swahili, Tamil, Thai, Twi, Ukrainian, Urdu, Vietnamese.

<https://settlement.org/translated-information>

Workers Health & Safety Centre

Information about workers health and safety rights. Offers a range of multilingual training and information resources. The Centre also assists agricultural support centres in their efforts to provide health and safety information for migrant workers in their native tongue.

Information available in the following languages: Arabic, German, Portuguese, Tamil, Chinese, Gujarati, Punjabi, Urdu, English, Italian, Russian, Farsi, Korean, Spanish, French, Polish, Tagalog.

<https://www.whsc.on.ca/Resources/For-Workers/Translated-Resources>

Your Employment Standards Rights: Temporary Help Agency Assignment Employees

Information sheets help employers understand their obligations and employees know their rights, the Ministry of Labour, Training and Skills Development has prepared and published a poster, called Employment Standards in Ontario (also known as the Employment Standards Poster).

Information sheets available to download in the following languages: English, Arabic, Hindi, Portuguese, Punjabi, Simplified Chinese, Spanish, Tagalog, Thai, Traditional Chinese, Urdu.

<https://www.ontario.ca/document/your-guide-employment-standards-act-0/mandatory-poster-and-information-sheets-employers#temp-help-agencies>

Your Rights Under the Employment Protection for Foreign Nationals Act, 2009

help employers understand their obligations and employees know their rights, the Ministry of Labour, Training and Skills Development has prepared and published a poster, called Employment Standards in Ontario (also known as the Employment Standards Poster).

Information sheets available to download in the following languages: English, Arabic, Hindi, Portuguese, Punjabi, Simplified Chinese, Spanish, Tagalog, Thai, Traditional Chinese, Urdu.

<https://www.ontario.ca/document/your-guide-employment-standards-act-0/mandatory-poster-and-information-sheets-employers#foreign-nationals>

Your Rights Under the Employment Standards Act, 2000

Helps employers understand their obligations and employees know their rights, the Ministry of Labour, Training and Skills Development has prepared and published a poster, called Employment Standards in Ontario (also known as the Employment Standards Poster).

Information sheets available to download in the following languages: English, Arabic, Hindi, Portuguese, Punjabi, Simplified Chinese, Spanish, Tagalog, Thai, Traditional Chinese, Urdu.

<https://www.ontario.ca/document/your-guide-employment-standards-act-0/mandatory-poster-and-information-sheets-employers#foreign-nationals>

Additional Training

ACE Safety

ACE Safety Training: training facilitated at employer location after hours, night shift, or weekends. Instructor led with a minimum of 4 participants.

Courses available in the following format:

- Toolbox Talks (1.5 to 2 hours)
- Half Day Workshop (3.5 hours + break)
- Full Day Workshop (full day, 7 hours and 2 breaks)

Tel: 416-821-5245

info@acesafetyontario.com

<https://www.acesafetyontario.com/training-formats-levels-topics>

Canadian Centre for Occupational Health and Safety

Health and Safety Awareness for Ontario Workers: This course explains your rights and responsibilities as a worker on the job in Ontario, and what the province's Occupational Health and Safety Act (OHSA) requires from workers, supervisors and employers. This course is available in both English and French.

Course Details:

1 hours e-course

\$15 per person

https://www.ccohs.ca/products/courses/work_ontario/

Go2HR

Foundations of Workplace Safety

Course: Designed specifically for young or new workers, the online course will help employees enter the workplace with knowledge and confidence. The course also provides a great refresher for anyone already working in the tourism and hospitality industry.

Course Details:

Free course registration

Registration available online on website

<https://www.go2hr.ca/health-safety/our-services/foundations-workplace-safety-course>

Ontario Ministry of Labour, Training, and Skills Development

Worker Health and Safety Awareness Training E-Module/Workbook: This training introduces workers to the Occupational Health and Safety Act. It focuses on the health and safety rights and responsibilities of workers, supervisors and employers. It also serves as a general introduction to workplace health and safety.

Workers can use this free training program as one way to meet the minimum training required by the Occupational Health and Safety Awareness and Training regulation. The program can be completed using the workbook or the eLearning module.

Course Details:

e-Learning modules take 45 to 60 minutes to complete. You will receive Proof of Completion certificate once you complete the training. Course can be accessed for free online

<https://www.labour.gov.on.ca/english/hs/elearning/worker/foursteps.php>

Ontario Tourism Education Corporation

It's Your Shift: This exclusive hospitality training program for creating a safe and welcoming work environment, consists of two online learning modules and includes case studies on successful industry practices. Frontline and management teams will be equipped with the knowledge and up to date resources they need to implement safe intervention practices.

Course Details:

5 Online Modules. Contact OTEC to review training options -

Emma Dixon
Assistant Manager, Client Solutions
416.622.1975 ext. 245
edixon@otec.org

<https://www.otec.org/Training-Solutions-Overview/Its-Your-Shift.aspx/>

Workplace Safety Group

Workplace Orientation and Awareness Course: this training introduces workers to the Occupational Health and Safety Act. It focuses on the health and safety rights and responsibilities of workers, supervisors and employers. It also serves as a general introduction to workplace health and safety.

Course Details:

1.5 hours, \$45 per person (learner workbook provided)

Toll free: 1-866-347-7707

<https://www.workplacesafetygroup.com/site/training-shop/detail/training-shop-worker-awareness-niagara>

Worksite Safety Compliance Centre

Health and Safety for Workers: this course is for workers and will help you gain a better understanding of the Occupational Health and Safety Act. This course consists of 4 chapters and a final test. Once you pass the final test, you can print your certificates of completion (wall & wallet sized variations).

Course Details:

2-hour online course
\$14.95 per person

<https://worksitesafety.ca/product/training/online/health-and-safety-awareness-for-workers/>

Yow Canada**Workplace Violence and Harassment:**

designed for all Canadian workers including employees, manager and supervisors. This course is an effective and interactive way to keep you and your employees up-to-date with Workplace Violence & Harassment training requirements. A training certificate is issued and emailed to the Training Administrator upon completion. This course is available in English or in French.

Course Details:

1.5 hour online course
Price per person, \$35.95

https://www.yowcanada.com/course_outline_s_WVH.asp?lang=E

Community Legal Clinics

Black Legal Action Centre (BLAC)

Non-profit legal clinic that provides free legal services for low or no incomes black residents of Ontario. BLAC can help people who are employed in non-unionized workplaces and provides summary advice for employment standards, WSIB and wrongful dismissal matters.

Toll free: 1-877-736-9406
Toll free (TTY): 1-800-855-0511

<https://www.blacklegalactioncentre.ca/>

Chinese and Southeast Asian Legal Clinic

Offers legal advice and representation to low-income, non-English speaking members of the Chinese, Vietnamese, Laotian, and Cambodian communities throughout Ontario. Provides public legal education and advocates on issues affecting these communities.

Toll free: 1-844-971-9674

www.csalc.ca

Downtown Legal Services (University of Toronto Faculty of Law)

Provides advice and representation to workers who have been denied their rights in the course of, or in the termination of their employment. Represents workers at the Ministry of Labor where the employer has contravened the Employment Standards Act.

Also represent workers who have been wrongfully dismissed at Small Claims Court. In addition, also represents individuals at the Human Rights Tribunal of Ontario who have been discriminated against contrary to the Code in the course of, or the cessation of their employment.

416-934-4535
law.dls@utoronto.ca

<http://downtownlegalservices.ca/>

Human Rights Legal Support Centre

The HRLSC provides services throughout Ontario and has lawyers located in Toronto, Guelph, Hamilton, London, Thunder Bay, and Windsor. The HRLSC provides legal advice and assistance to individuals who have experienced discrimination in communities across Ontario.

Toll free: 1-866-625-5179
Toll free (TTY): 1-866-612-8627

<http://www.hrlsc.on.ca/en/home>

Industrial Accident Victim's Group of Ontario (IAVGO)

Provides legal advice and representation to injured workers in Ontario. Provides training and public legal education to advocates, workers and community groups, and produces publications for workers and advocates. Operates a satellite student legal clinic with University of Toronto law students. Advocates for injured workers.

Toll free: 1-877-230-6311

www.iavgo.org

Injured Workers Community Legal Clinic (IWC)

Provides information and advice and represents injured workers. Provides public legal education and works with injured worker and community organizations trying to improve the workers' compensation system.

416-461-2411

www.injuredworkersonline.org

Mobile Legal & Social Justice Initiative

We administer a permanent program called the Mobile Legal and Social Justice Initiative (“MLSJI”), whose purpose is to enhance employment law services in community legal clinics all throughout southwestern Ontario.

Helps clients with issues related to wrongful dismissal, employment standards, some employment insurance, recovery of unpaid wages and damages, reprisals arising out of the Occupational Health and Safety Act and the Employment Standards Act, and human rights.

905-896-2050 (TTY equipped)

<https://www.mississaugalegalclinic.ca/about/mobile-legal-social-justice-initiative/>

Parkdale Community Legal Services (Workers’ Rights Division)

PCLS is a community legal clinic and a teaching clinic. We provide legal and other services, free of charge, to low income individuals in our community.

The Workers’ Rights Division works on rights in the workplace, including unpaid wages; human rights, including discrimination and harassment; employment insurance benefits and workplace rights for independent contractors.

416-531-2411
info@parkdalelegal.org

<https://www.parkdalelegal.org/what-we-do/workers-rights/>

Pro Bono Ontario

Pro Bono Ontario develops and manages high quality programs that connect volunteer lawyers with Ontarians who can’t afford a lawyer. If you are a victim of workplace sexual harassment, call Pro Bono’s Workplace Sexual Harassment Hotline at 1-855-776-1855.

<https://www.probonoontario.org/>

South Asian Legal Clinic of Ontario (SALCO)

Provides advice and representation to low-income South Asians in the Greater Toronto Area. Also conducts public legal education, law reform, and community development activities in the South Asian communities throughout Ontario.

416-487-6371

www.salc.on.ca

Workers’ Health and Safety Legal Clinic

Advises and represent individuals with employment and safety related issues, including those advocating for a healthier and safer workplace. Services available free of charge to low-income non-unionized workers who need assistance with legal matters that fall within the Clinic’s area of practice.

Toll free: 1-877-832-6090
whslc@lao.on.ca

<http://workers-safety.ca/>

Contact Information:

For more information about our project and the training resources we have developed, you can find us at -

Riverdale Immigrant Women's Centre
1326 Gerrard Street East
Toronto, Ontario M4L 1Z1
Tel: 416-465-6021
Email: info@riverdalehub.ca
www.riwc.ca

