

Occupational Health & Safety

For Newcomers in British Columbia

RESOURCE GUIDE



HEALTH & SAFETY CENTRE

Health & Safety: WorkSafeBC

WorkSafeBC is the official agency responsible for promoting and enforcing workplace health & safety regulations in British Columbia, based on their **Occupational Health and Safety Regulation**. They also provide mandatory insurance for workplaces in BC, and are responsible for compensating & supporting workers if they are injured at work.

WorkSafe Health & Safety Assistance

Call WorkSafe's **Prevention Information Line** to report an incident or unsafe working conditions, to request a workplace inspection, or to ask general questions about workplace health & safety issues. You can call anonymously (without giving your name) and you can ask to speak in your preferred language.



Prevention Line: 1-888-621-7233 (1-888-621-SAFE)

WorkSafe Claims Assistance

To start a claim for compensation if you are injured at work, especially if you had to miss work or pay for medical care, call WorkSafe's Teleclaim line.



Teleclaim: 1-888-967-5377 (1-888-WORKERS)



Workers' Advisers Office: Offers free advice, support, and representation for workers having issues or disagreements with WorkSafeBC compensation claims. Watch this video overview for more information about their services, or visit the website and follow the instructions to start a new inquiry with them.

Employment Standards

In British Columbia, the government's **Employment Standards Branch** is responsible for deciding and enforcing the **basic minimum standards for workplaces in BC**, including minimum wage, hours of work, and other employment conditions.

Make a Complaint: If you have issues that you can not resolve with your employer around wages, hours of work, and other employment conditions, you can make a complaint with the Employment Standards Branch. **In unionized workplaces, collective agreement override these standards so you will need to contact your union instead**



1-833-236-3700 | Text quick questions: 604-660-2421)

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Discrimination & Human Rights

BC's **Human Rights Code** protects the equal rights of all British Columbians in employment and other areas. This means you can not be discriminated against because of protected characteristics like race, religion, gender, sexual orientation, age, disability, and more.

BC's Human Rights Tribunal: Workers who have experienced discrimination at work and want to file a complaint, or have questions about filing a human rights complaint against an employer, can contact the BC Human Rights Tribunal.

 **604-775-2000 | Toll free 1 888-440-8844**

 **BCHumanRightsTribunal@gov.bc.ca**



BC Human Rights Clinic: Offers free assistance and legal services to people who need help with filing a BC Human Rights Tribunal complaint. **Call 604-622-1100 in Vancouver** or toll free 1-855-685-6222 in Canada.

Islamophobia Legal Assistance Hotline: Free, confidential legal advice for anyone who feels they have been discriminated against or faced violence because they are Muslim or are perceived to be Muslim. **Call 604-343-3828.**

Unions & Unionizing

A union is a group of workers who have joined together to negotiate with their employers for better pay, working conditions, and other benefits! People in BC have the right to form or join a union without fear of being punished or fired.

Unions - BC Federation of Labor : Offers information, resources, and supports related to labor unions in British Columbia, including steps on **How to Join a Union**.

Unionizing 101 - Worker Solidarity Network: Introductory guide to starting a union from the Worker Solidarity Network..

The Labour Relations Board : Deals with issues between unions and employers in workplaces that are unionized or that are becoming unionized. In certain cases, an individual may be able to file a grievance against their union.

Crisis & Mental Health Support

If you or someone you know is in immediate danger/has a medical emergency, dial 9-1-1. If you or someone you know is suicidal or having a mental health crisis, dial 9-8-8.

WorkSafe BC's Crisis Support Line - Contact if you or your family have been injured at work and are in crisis. Staff can provide support to you and your family and refer you to other services. You do not need to have a WorkSafe Claim open to call.



 **1-800-624-2928 | 7 days a week, 24 hours a day**

Specific Industries

Click [here](#) for health & safety regulations for federally regulated industries. See the list of federally regulated industries [here](#).

SafetyDriven: Trucking Safety Council of BC: Provides resources and support specifically for the trucking and transportation industry in British Columbia, focusing on safety.

BC Construction Safety Alliance (BCCSA): Offers resources, training, and support for workplace safety in the construction industry in British Columbia.

Committee for Domestic Workers' and Caregivers' Rights (CDWCR): Provides assistance to foreign care workers in British Columbia in seeking improvements to their employment conditions and immigration status.

SafeCareBC: Offers resources, training, and support for workers in the continuing (long-term) care industry in British Columbia.

Immigrant & Migrant Support

Temporary Foreign Worker Protection Act: Regulates employers who hire and your employment or recruitment, you can [file a complaint](#) on the BC government website.

Migrant Workers Centre of BC: Offers support and advocacy for temporary foreign workers, including legal advice, information on rights, and resources. Their helpline number is 604-669-4482, or toll-free at 1-888-669-4482.

Immigration and Refugee Legal Clinic : The only legal clinic specialising in immigration and refugee matters in BC, they offer free legal advice and representation (with language interpretation services) for low-income refugees and immigrants across BC.

MOSAIC's Migrant Workers Program : Helps migrant workers with closed work permits in BC learn about workplace rights, how to access services, and helps employers understand their responsibilities when hiring migrant workers.

DiverseCity Temporary Foreign Workers Program : Supports Migrant Workers with closed work permits by providing one to one case management, mental health supports, rights and responsibilities education, and support for English language skills.

Migrant Rights Network: A Canada-wide network of organizations advocating for Migrant rights, including in employment, healthcare, and more.

Community Support & Advocacy

BC Federation of Labour: Represents the interests of workers in British Columbia by advocating for and supporting workers' rights, unionising efforts, collective bargaining, employment standards, and safe working conditions. Our [Healthy & Safety Centre](#) offers many valuable workshops, educational resources, and worker safety programs.



Worker Solidarity Network: Unites and supports non-unionised and precarious workers across BC by providing worker rights education, advocating for better long-term labour rights, and offering advocates support to workers making claims for WorkSafeBC.

CDWCR : Vancouver Committee for Domestic Workers and Caregivers Rights (CDWCR) is a volunteer-run non-profit supporting migrant domestic workers and caregivers through education, peer counselling, and advocacy.

CONTACT US

BC Federation of Labour, Health & Safety Centre



604-433-1453 or 1-888-223-5669 (toll free)



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The BC Federation of Labour operates on the the traditional, occupied lands of the x̱m̱ʷəθkəʷy̓əm (Musqueam), Sḵw̱x̱w̱ú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations. We are committed to respecting and supporting Indigenous safety and sovereignty in this place and across Turtle Island.



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