

# OFFICE COPY



## LABOUR SOURCE ORIENTATION HANDBOOK FOR EMPLOYEES and CANDIDATES

### Welcome to LABOUR SOURCE

This Handbook provides information and answers questions for Labour Source Employees and Candidates.

If you have additional questions,  
please call *Labour Source*  
Monday to Friday - 8:00 a.m. to 5:00 p.m.

**WEST** call: 905-264-9675  
**EAST** call: 416-499-9675

**Website:** [www.laboursource.com](http://www.laboursource.com)

**Twitter:** @LabourSource ... follow us!

**Facebook:** Labour Source ... like us!

## LABOUR SOURCE TEMPORARY EMPLOYEE ORIENTATION HANDBOOK

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## IMPORTANT INFORMATION YOU NEED TO KNOW

### **Will I be offered employment?**

When you leave our office, LABOUR SOURCE will process your application. If your application meets our standards, we will consider you for suitable assignments.

### **What type of employment does LABOUR SOURCE offer?**

LABOUR SOURCE employs people to work on a temporary basis for client companies in many different workplaces across the GTA.

Work assignments vary in duration from a couple of days or weeks to several months. Duties will also vary depending on the client and the jobs available. Jobs include unskilled and skilled labour, trades, clerical, supervisory, management and professional positions.

### **When will my employment start?**

If you accept an offer of employment with Labour Source, you will be provided with a start date for your assignment. Your employment with LABOUR SOURCE will begin on the first date of completed work listed in the Labour Source payroll system.

### **When I get an assignment, what is next?**

When a new assignment is offered, you will be provided with the following information:

#### 1. Important Details about your assignment:

- Name of our agency (Labour Source) and contact information,
- Client company's name and contact information (address, phone number, major intersection, directions, TTC info / bus numbers...),
- Instructions on where to go on your first day,
- Supervisor's name,
- Wage rate,
- Start date,
- Hours of work (days of week, shift, hours – start and end time),
- Pay period,
- Estimated term of the assignment (if known),
- Position title and general description of the work,
- Physical requirements of the job,
- Machinery or equipment used at workplace,
- Types of product/material you will be working with,
- Dress code,
- PPE required, including steel toed safety shoes/boots,
- Potential hazards of the workplace, including description of environment
- Any special requirements (food industry standards)

#### 2. Ministry of Labour Information Sheet – Your Employment Standard Rights – Working in the Temporary Employment industry.

This information will be communicated to you orally prior to starting the job and in writing. If you don't receive this information by email or with your pay cheque you must contact Labour Source.

I acknowledge and agree that I am responsible for confirming that I obtain the above information both orally and in writing. If not received, I will contact Ashley/Parisa at 905-264-9675 at Labour Source to obtain the information.

### **Candidate Contract**

1. I understand that my application, written or electronic, does not constitute formal acceptance of employment by Labour Source Inc. (Labour Source).
2. I am applying to be considered for assignments by Labour Source. I agree, that if I accept an offer of employment with Labour Source my employment shall begin on the first date of completed work listed in the Labour Source payroll system.
3. I understand that my employment with Labour Source, has no guarantees of regular work, and may involve extensive periods of non-work. Labour Source makes no warranty of assignment length, or duration unless in writing.
4. I understand that failing to appear to any accepted assignments will result in the termination of employment with Labour Source.
5. I understand when my work assignment at a client company ends, Labour Source, as a temporary help agency, will attempt to place me on other work assignments.
6. I understand that when I am not on assignment, I must be available for work and call or email Labour Source at least once a week, during business hours to verify my availability. I understand that failure to do so will result in my termination from Labour Source.
7. I acknowledge that failing to respond to two (2) separate attempted contacts by Labour Source during business hours will be grounds for termination under this agreement. I also agree that not accepting a position that meets my employment criteria checked in the application shall be grounds for termination.
8. I understand that should my employment terminate with Labour Source; my employment file shall be closed. If I wish to be considered for future assignments, it is understood that I must reapply as a new candidate.
9. I agree that should I be eligible upon termination, that appropriate notice, termination pay, and severance pay will be calculated based only on the standards as set out by the Ontario Employment Standards Act, 2000("ESA") including amendments made by Bill 148, Fair Workplaces, Better Jobs Act, 2017.
10. If any provision of this contract shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions of this agreement shall not in any way be affected or impaired thereby.

### **How am I paid?**

Pay-cheques and automatic deposit receipts are issued at your workplace by Friday for the previous week's work. If you are not scheduled to work on payday, your pay-cheque or deposit slip may be picked up at Labour Source. Our office hours are 8:00 a.m. to 5:00 p.m. Monday to Friday.

### **Will I receive vacation pay?**

Yes. You will receive 4% vacation pay, paid weekly on each cheque; unless you choose vacation accrual in writing, in which case you will be paid your accrued vacation upon written request, at termination or by November 30 of each year.

### **Will I receive holiday pay, termination pay, or severance pay?**

In Ontario, there are nine public holidays: New Year's Day, Family Day Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day. Generally, holiday pay will be paid as follows:

- Holiday pay requires that you work your scheduled shift before and after the holiday.
- Holiday pay for those eligible will be calculated in accordance with the Ontario Employment Standards Act, 2000, including amendments made by Bill 148, Fair Workplaces, Better Jobs Act, 2017, and will be based on number of days worked in the pay period immediately preceding the holiday pay.
- If you work on a public holiday, you will be paid one and one-half times your regular wage for shifts that start on the holiday, unless you accept another day off in lieu of scheduled holiday, in which case, written notice will be provided.
- If you work on a holiday, other than the nine public holidays listed above, you will be paid your regular wage.
- If applicable upon termination, appropriate termination pay, and severance pay will be calculated based only on the standards as set out by the Ontario Employment Standards Act, 2000("ESA").

### **Who should complete my time sheet?**

You are responsible for completing your time sheet and/or punching your card. You must record your working hours on a LABOUR SOURCE time sheet and/or punch your card, and have it signed by your supervisor. Failure to properly record your hours may result in not being paid for the unrecorded hours.

### **Can I take days off?**

As an employee, you must notify Labour Source in writing at least 2 weeks in advance to be considered for non-emergency time off. Permission may/or may not be granted. If permission is not granted, and the time is missed, your employment with Labour Source may be terminated.

You must attempt to schedule medical and other appointments after working hours. Please notify us if you choose not to go to work. If your current assignment is un-available on your return, Labour Source may assist you in receiving another placement.

If you leave the premises during your breaks/lunch, you are expected to punch in and out and let your area Supervisor know, you are leaving the building.

You will not be paid for time off.

**Whom do I call if I am sick or absent?**

Call LABOUR SOURCE as soon as possible or at least four (4) hours before your shift starts. Leave a message indicating your name, name of company, time of shift, and phone number. LABOUR SOURCE will arrange for a replacement worker and will contact your supervisor. You will not be paid for time off.

**What should I do if I do not like my assignment?**

If you are dissatisfied with your assignment, call the LABOUR SOURCE office immediately or at the end of the shift. If you walk off the job, without recording your hours with us, your employment with Labour Source may be terminated.

**How much notice should I give if I want to end my assignment?**

A minimum of one (1) weeks' notice is preferred. Call LABOUR SOURCE when you want to end your assignment.

**Will the companies I work for have a dress code?**

Yes. You must wear slacks, shirt and steel-toed shoes/boots. You cannot wear sweat pants or shirts with offensive language or designs. Shorts may be worn with the authorization of your supervisor. A neat, clean appearance is appreciated.

**Will I be offered permanent employment?**

This will depend on the company's hiring policy and whether there are permanent positions available. Many companies use elect-to-work employees to screen potential permanent employees. Your attendance, quality of your work, job knowledge, skills, teamwork etc. will all determine whether you may be offered a permanent position. Should the company that you are working for wish to hire you directly, they can do so only after you have worked at that company for a contracted period of 12 full-time weeks, unless otherwise stated in writing.

Ministry  
of Labour

## Employment Standards in Ontario

The *Employment Standards Act, 2000* (ESA) protects employees and sets minimum standards for most workplaces in Ontario.

Employers are prohibited from penalizing employees in any way for exercising their ESA rights.

**FAIR AT  
WORK  
ONTARIO**

## What you need to know

### Minimum wage

Most employees are entitled to be paid at least the minimum wage. For current rates visit: [Ontario.ca/minimumwage](https://www.ontario.ca/minimumwage).

### Hours of work and overtime

There are daily and weekly limits on hours of work, and rules around meal breaks, rest periods and overtime.

### Public holidays

Ontario has a number of public holidays each year. Most employees are entitled to take these days off work and be paid public holiday pay.

Learn more about your rights at:

[Ontario.ca/employmentstandards](https://www.ontario.ca/employmentstandards)  
1-800-531-5551 or TTY 1-866-567-8893

[@ONlabour](#) [@OntarioMinistryofLabour](#)

### Vacation time and pay

Most employees earn vacation time after every 12 months of work. There are rules around the amount of vacation pay an employee earns.

### Termination notice and pay

In most cases, employers must give advance written notice when terminating employment and/or termination pay instead of notice.

### Leaves of absence

There are a number of job-protected leaves of absence in Ontario. Examples include pregnancy, parental, family caregiver, personal emergency leave (paid and unpaid) and sexual and/or domestic violence leave (paid and unpaid).

### Other employment rights, exemptions and special rules

There are other rights, exemptions and special rules not listed on this poster including rights to severance pay and special rules for assignment employees of temporary help agencies.



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[Ontario.ca/labournews](https://www.ontario.ca/labournews)

## HEALTH AND SAFETY

### **SAFETY ON THE JOB – IT IS THE LAW**

Keeping the workplace safe is everyone's job. Everyone has a role to play – the employer, your supervisor and you (the worker).

The Ontario Occupational Health and Safety Act (OHSA) is a law that sets out the duties of employers and supervisors and the duties and rights of workers. A copy of the OHSA and regulations is available in the Labour Source office, at the client company's worksite and on-line at the Ministry of Labour website.

The purpose of the OHSA is to keep workers from getting hurt or sick on the job. The more authority someone has in the workplace; the more duties they have to keep the workplace safe.

The following are some of the things the OHSA says about duties in the workplace:

#### **Employer: Duties**

- Inform workers about hazards in the workplace
- Inform workers about how to work safely
- Make sure supervisors know how to take care of health and safety on the job
- Write health and safety rules for the workplace
- Make sure everyone follows the health and safety rules
- Make sure workers wear and use the right protective equipment
- Do everything reasonable to keep workers from getting hurt or sick

#### **Supervisor Duties:**

- Tell workers about hazards in workplace
- Show workers how to work safely
- Make sure workers follow the law and the health and safety rules
- Make sure workers wear and use the right protective equipment
- Do everything reasonable to keep workers from getting hurt or sick

#### **Workers Duties:**

- Follow the law and the health and safety rules in the workplace
- Always wear or use the protective equipment that the employer requires
- Work and act in a way that won't hurt you or any other worker
- Report any hazard you find in the workplace to your supervisor
- Report any injury, accident or near miss immediately to your supervisor

#### **Rights of Workers:**

1. The right to know about hazards in the work you do and to be instructed on how to work safely
2. The right to participate in workplace health and safety programs
3. The right to refuse to do work that you believe is dangerous



## **KNOW ABOUT WORKPLACE HAZARDS**

You need to know about the hazards in your workplace before you start working.

Some common hazards in your workplace may include: slips and falls, working near motorized vehicles, repetitive motion, using machinery, and working with chemicals.

Sometimes hazards are not visible, such as toxic fumes. This type of hazard could make you may sick right away or other times you may not know you are sick until months later.

The Employer will use many methods to eliminate or limit worker's exposure to hazards including engineering controls, work practices or protective equipment.

### **Your First Day at a New Job Site**

***When you arrive at the job site for your first day of work your supervisor will:***

- Inform you of any hazards in the work you will be performing,
- Inform you of the personal protective equipment required for your job and
- Show you how to work safely.

***You will also receive information on:***

- Hazardous materials in the workplace,
- Workplace harassment and violence prevention policy,
- How to report a hazard or injury,
- Where to find important health and safety and first aid information and
- Names and contact information of the Health and Safety Representative(s) and trained First Aid providers

***You can ask your supervisor questions about the work such as:***

- What are the hazards of this job?
- Do I need training?
- Do I have the right protective equipment?
- Who can answer my questions about safety?

***What else should you do to keep yourself safe at work?***

- Always wear the personal protective equipment required by the client company
- Read and obey all posted signs and instructions
- Follow all safety policies, procedures and workplace rules
- Never operate equipment or machinery without authority or training
- Never use chemicals without authority or training
- Do not remove safety guards or lock-out / tag-out devices
- Never reach into a machine with moving parts
- Use safe lifting techniques
- Be aware of your surroundings
- Work at a safe speed
- Know what to do in case of an emergency or evacuation

## **Reporting Hazards**

If you see a hazard or unsafe condition, report it immediately to your supervisor and your workplace health and safety representative.

Some examples of unsafe conditions include:

- Improper or lack of machine guarding
- Defective tools, equipment, machines or work surfaces
- Improper chemical storage
- Wet floors
- Materials blocking aisles, exits or stairs
- Unsafe work procedures
- Poor lighting or ventilation
- Misuse or lack of personal protective equipment

If the client company does not fix the problem and you are unsure what to do you can contact Labour Source or the Ministry of Labour. All workers have the right to refuse work if they believe it is dangerous.

## **Reporting Injury / Accident**

If you are injured seek first aid treatment or appropriate medical attention immediately. You must report accidents, injuries, near-misses and damage to property, equipment or the environment to your supervisor and to **LABOUR SOURCE** as soon as possible.

## **LEARN MORE ABOUT HEALTH AND SAFETY**

As a worker you can actively participate in your workplace health and safety program. How to get involved:

- Be a safety role model
- Point out potential hazards in your work area
- Be a volunteer member for the Joint Health and Safety Committee
- If you have safety questions you can speak to your supervisor, the health and safety representative at your job site, Labour Source or the Ministry of Labour at 1-877-202-0008.

## **Health and Safety Awareness Training**

Every worker in Ontario must complete Health and Safety Awareness Training. There are 2 ways to complete your training:

- Go to the Ministry of Labour website, complete the Worker Health and Safety Awareness Training and bring your certificate of completion to the Labour Source office, or
- Watch the Labour Source Health and Safety Awareness video in our office and read this handbook.

## **PERSONAL PROTECTIVE EQUIPMENT**

Our policy at LABOUR SOURCE requires workers to use and wear the personal protective equipment required by the client company. Proper use of protective equipment could save you from serious injury.

If you have any problems with wearing PPE, you should talk to the client supervisor immediately.

### **Steel-toed footwear is mandatory.**

Some of the other items you may be required to wear are:

- Hearing or eye protection
- Hand protection
- Face mask or respirator
- Fall Arrest equipment

**If you forget your safety equipment or neglect to use it, you will be sent home.** If you have any questions or concerns about personal protective equipment, ask your supervisor.

### **EQUIPMENT AND MACHINERY**

Prior to using any equipment or machinery at the workplace, you must receive appropriate instruction or training. If you have any questions or concerns, ask your supervisor. Never remove, disable or modify machine guards in any way. If you do not receive appropriate instructions, notify Labour Source immediately. You have the right to refuse any work you believe is dangerous.

### **ELECTRICITY**

Please adhere to the following guidelines when working with electrical equipment:

- Make sure the equipment or your hands are not wet or that you are not standing in any water
- Check to make sure cords are not split, torn, frayed and that the plug is either double insulated or grounded
- Unplug cords by pulling the plug, not the cord
- If equipment smokes, sparks, smells funny or tingles when you use it, turn it off and report it immediately
- If the housing or any guard is cracked, broken or missing do not use, report it immediately
- Understand that if any equipment, machine, thing or device is Locked Out – do not attempt to use it.

### **LIFTING**

You may need to lift a heavy object. Knowing how to lift properly is very important. If you feel the object is too heavy for you to lift by yourself, you are required to ask for help. Please follow the proper procedures for lifting:

- Size up the load and test the weight
- Look out for nails or other sharp objects that may hurt you
- Feet should be shoulder width apart and one foot in front of the other
- Grip the load with your palms and use your body weight to get the load moving
- Bend your knees and keep your back straight
- Keep arms and elbows close to the body and make sure you can see where you are going
- When turning, move your feet first then turn your whole body
- Do not twist at the waist or attempt to lift load over shoulder height
- To put the load down, bend at the knees while keeping the back straight

## Health and Safety – Workplace Violence and Harassment Training

### Positive Work Environment

Labour Source believes that all workers have a right to a respectful and safe workplace. Workplace harassment, sexual harassment and violence is unacceptable and will not be tolerated.

Incidents of violence or harassment at Labour Source are uncommon. We expect everyone to work together to help keep our workplace safe.

### Safety Legislation & Company Policies

The Ontario Occupational Health and Safety Act provides protection for workers from workplace violence and harassment. The Labour Source workplace violence and harassment policies are posted in our offices and can be viewed on our website. While working at a client company, employees are subject to the client's policies, programs and safety measures.

### What is Workplace Harassment?

Some examples of workplace harassment include sexual harassment, teasing, offensive jokes, display or circulation of offensive pictures or materials, unwelcome, offensive, or intimidating phone calls, or bullying.

**Workplace Harassment does not include** decisions or actions relating to the worker's employment, including a decision to change the work to be performed or the working conditions, to discipline the worker or to terminate the worker's employment.

### What is Workplace Violence?

Some examples of workplace violence include hitting, pushing, physical assault, sexual assault, stalking, criminal harassment, robbery, or threats of violence.

**Workplace Violence does not include** accidental situations – such as a worker tripping over an object and pushing a co-worker as a result.

### What to do if you experience or witness harassment or violence at work?

Employees are encouraged to attempt to solve their concerns by talking with the person(s) engaging in the unwelcome behaviour. If unable to stop the situation alone, employees should leave the situation, go to a safe place and call for help. Contact a supervisor, client Security or 911 if necessary. Seek medical attention if required. Once immediate danger has passed, report the situation to a supervisor, Human Resources at the client company or Labour Source.

### Investigation and Follow Up

Incidents of workplace harassment or violence that occur at a client company will be investigated by the client. Labour Source is committed to assisting employees and the client company in all aspects of the prevention and investigation of such incidents. All complaints shall be handled in a confidential manner.

### Learn more about Workplace Violence and Harassment

More information is available on the Government website [Ministry of Labour – Occupational Health and Safety Act – Workplace Violence and Harassment](#).

## WHMIS INFORMATION

### **What is WHMIS?**

The Workplace Hazardous Material Information System or WHMIS informs workers about how to work with hazardous materials at a company's work site. You may or may not work with these materials as a part of your job.

### **Why do you need to know about hazardous materials?**

As an employee of Labour Source, you may be asked to work at companies that have hazardous materials. Learning about how to identify and handle the hazardous materials at your workplace helps you to prevent accidents and protect your safety and health.

### **What information is your employer responsible for providing you regarding WHMIS?**

Labour Source will advise you of the type of information available through the WHMIS workplace program to help you safely work with hazardous materials.

The company you are placed at needs to identify and explain how to handle the specific hazardous materials at the worksite.

### **How do you know if a material is hazardous?**

You must read product labels and look for WHMIS information to find out if the product is hazardous.

*Note: Currently WHMIS in Ontario is being updated to WHMIS 2015. Workers must be aware of both systems, WHMIS 1988 (old) and WHMIS 2015 (new), until the WHMIS 2015 program is completely phased into Ontario workplaces. The new system, WHMIS 2015, uses similar but updated documents, language and pictograms to explain hazardous material information.*

### **How do you get information about hazardous materials in the workplace?**

- 1. Labels & Hazard Pictograms** - Hazardous materials must be labeled using the appropriate label, hazard symbol / pictogram and key information. (see Hazard Symbol Sheet & new WHMIS pictograms - next page);
- 2. Hazardous Material Information Sheets** - Material Safety Data Sheets (MSDS) and Safety Data Sheets (SDS) provide information about hazardous material, the potential dangers, and first aid measures. These information sheets must be available at the worksite, in a visible location.
- 3. Supervisors** - Employee training at the worksite regarding how to recognize and handle hazardous materials is required. Ask the company supervisor to identify hazardous materials on the work site.

**\*Always read the information on labels & information sheets so that you are familiar with the materials. If you notice an absence of a warning label on a hazardous item/container, or if the label is torn or illegible, please notify your supervisor at the work site.**

### **What can you do to protect yourself from Hazardous Materials?**

- 1.** Be aware of hazardous materials in the workplace.











2. Know how to understand and use the information on hazardous materials information sheets (MSDS / SDS.)
3. Ask your supervisor if you have any questions.
4. Use proper protective equipment and practice safe work habits by obeying all safety rules. Never take short cuts!

***\*If you have any questions or concerns, ask your supervisor.***










### WHMIS 2015 Hazard Symbols & Pictograms

Workers must understand what all the WHMIS Hazard Symbols and Pictograms mean. Take the proper precautions when you see these symbols on labels of hazardous material in the workplace.

*The changes in WHMIS 2015 are part of the international Globally Harmonized System (GHS). GHS standardizes the way hazardous material information is shared, worldwide, making it safer to have hazardous materials in the workplace.*

	<b>Exploding bomb</b> (for explosion or reactivity hazards)		<b>Flame</b> (for fire hazards)		<b>Flame over circle</b> (for oxidizing hazards)
	<b>Gas cylinder</b> (for gases under pressure)		<b>Corrosion</b> (for corrosive damage to metals, as well as skin, eyes)		<b>Skull and Crossbones</b> (can cause death or toxicity with short exposure to small amounts)
	<b>Health hazard</b> (may cause or suspected of causing serious health effects)		<b>Exclamation mark</b> (may cause less serious health effects or damage the ozone layer*)		<b>Environment*</b> (may cause damage to the aquatic environment)
	<b>Biohazardous Infectious Materials</b> (for organisms or toxins that can cause diseases in people or animals)				

\* The GHS system also defines an Environmental hazards group. This group (and its classes) was not adopted in WHMIS 2015. However, you may see the environmental classes listed on labels and Safety Data Sheets (SDSs). Including information about environmental hazards is allowed by WHMIS 2015.

Label	Symbol	Risks	Precautions
COMPRESSED GAS		Materials that are normally gaseous kept in a pressurized container: 1) Could explode due to pressure. 2) Could explode if heated or dropped. 3) Possible hazard from both force of explosions and the release of contents.	Ensure container is always secured: 1) Store in appropriate designated areas. 2) Do not drop or allow to fall.
FLAMMABLE AND COMBUSTIBLE		Materials which will continue to burn after being exposed to a flame or other ignition source: 1) May ignite spontaneously. 2) May be a material, which will release flammable products if allowed to degrade, or when exposed to water.	Store in properly designated areas and work in well ventilated areas: 1) Avoid heating. 2) Avoid sources of sparks/flames. 3) Ensure electrical sources are safe.
OXIDIZING MATERIAL		Materials which can cause other materials to burn or support combustion: 1) Can cause skin or eye burns. 2) Increase fire and explosion hazard.)	Store in areas away from combustibles. Wear body, hand, face and eye protection: 1) Store in proper containers, which will not rust or oxidize.
TOXIC <i>Immediate and Severe</i>		Poisons / Potentially fatal materials which cause immediate and severe harm: 1) May be fatal if ingested or inhaled. 2) May be absorbed through the skin Small volumes have a toxic effect.	Avoid breathing dust or vapors and avoid contact with skin or eyes: 1) Wear protective clothing, which is effective against fumes and vapors. 2) Wear face and eye protection. 3) Work in well-ventilated areas and wear breathing protection.
TOXIC		Materials which may have harmful effects after repeated exposures or over long periods of time: 1) May cause death or permanent injury. 2) May cause birth defects or sterility. 3) May cause cancer. 4) May be sensitizer causing allergies.	Wear appropriate personal protection and work in a well-ventilated area: 1) Store in appropriate designated areas. 2) Avoid direct contact Use hand, body, face and eye protection.
BIOHAZARDOUS INFECTIONS		Infectious agents or a biological toxin causing a serious disease or death: 1) May cause anaphylactic shock. 2) Includes Viruses, Yeasts, Molds, Bacteria and Parasites which affect humans. 4) Includes cellular components.	Special training required to work in designated biological areas with appropriate engineering controls: 1) Avoid forming aerosols. 2) Avoid breathing vapors. 3) Avoid contamination of people /area.
CORROSIVE MATERIALS		Materials with react with metals and living tissue: 1) Eye and skin irritation on exposure 2) Severe burns / tissue damage on longer exposure. 3) Lung damage if inhaled. 4) May cause blindness if eyes contacted. 5) Environmental damage from fumes.	Wear body, face and eye protection and use breathing apparatus: 1) Ensure protective equipment is appropriate. 2) Work in well ventilated area. 3) Avoid all direct body contact. 4) Use appropriate storage containers.
DANGEROUSLY REACTIVE		Materials which may have unexpected reactions: 1) May react with water. 2) May be chemically unstable. 3) May explode if exposed to shock or heat. 4) May release toxic or flammable vapors.	Handle with care avoiding vibration, shocks and sudden temperature changes: 1) Store in appropriate containers. 2) Ensure storage containers are sealed. 3) Store and work in designated areas.
HEALTH HAZARD		Materials which may have unexpected reactions: 1) May cause breathing or skin sensitivity 2) May cause cancer 3) May have negative effects on reproductive organs	Wear body, face and eye protection and use breathing apparatus: 1) Ensure protective equipment is appropriate. 2) Work in well ventilated area. 3) Avoid all direct body contact. 4) Use appropriate storage containers.

## WORKING IN THE FOOD INDUSTRY

As an employee of Labour Source you may be assigned to work for a client company in the Food Industry. The Food Industry has strict guidelines that must be followed by all employees to produce a safe, quality product.

Each client company will have rules for personal hygiene, product handling, work habits, etc. You must follow all client company policies, procedures, standards, safety rules and rules of conduct for the duration of your temporary assignment.

Please take the time to carefully review the following general guidelines for working in the food industry.

### **Personal Hygiene**

#### **Cleanliness**

- bath or shower and wash your hair regularly
- keep your fingernails clean and trimmed

#### **Hands**

Wash hands frequently and follow the **Hand washing Techniques and Tips** listed in the next section of this handbook.

#### **Nail Polish**

- nail polish shall not be worn

#### **Hair**

- you will be required to wear appropriate head covering / hair net
- employees with mustaches or beards will be required to cover them with a beard net

#### **Clothing**

- your clothing must be clean and worn to prevent entanglement in equipment
- you will be provided with other protective clothing that must be worn, such as white coats, gloves, shoe protectors, aprons, sleeves etc.
- protective clothing must be changed as necessary and in accordance with client company's rules
- used laundry should be placed in containers in accordance with client company's rules
- white coats must be removed before entering the lunchroom, washroom or going outside the building
- street clothes and shoes must be stored off the floor and in designated areas in accordance with client company's rules

#### **Jewellery**

- no jewelry shall be worn at work including watches, rings, earrings, broaches and necklaces

#### **Personal Items**

- you cannot carry personal items in your pockets such as pens, pencils, knives or other objects



## **Personal Behavior**

- you may not chew gum, candy, stir sticks, toothpicks, tobacco or any other substance outside of designated lunch room areas
- you may not eat, drink or chew outside of designated lunch room areas

## **Illness & Injury**

### **Illness**

- any illness or disease must be reported to your immediate supervisor
- to avoid contamination of food products when you must cough or sneeze, turn away, cover your mouth and then wash and sanitize your hands
- if you have an infectious/contagious illness (such as vomiting or diarrhea) you must inform your Supervisor immediately
- if you have, or develop, a communicable disease (such as Hepatitis or Tuberculosis) you cannot be assigned to work in food handling areas

### **Injuries**

- any injury must be reported to your immediate supervisor
- cuts, sores, scratches or open wounds must be completely covered by a waterproof bandage
- where the cut is on your hand, you must also wear gloves

## **Work Habits**

- containers containing food must be stored off the floor in accordance with client company's rules
- raw and cooked food products should be stored so they do not come in contact with each other
- before going for your break, lunch or for any reason store and cover all food products in accordance with client company's rules
- do not let clean utensils, equipment or your hands touch the floor
- do not touch garbage bins, if you do, throw out contaminated gloves, wash hands and put on new gloves

## **Product Handling**

- do not bring any glass into the food production area
- while handling exposed food products, do not handle anything else or touch your face
- food that has fallen on the floor cannot be used
- unwrapped food that is found on cartons, lift trucks, or skids may not be used
- when working with cooked products do not handle raw ingredients
- food product must not go through a freeze/thaw/re-freeze cycle
- stock must be rotated – first in, first out
- check expiry dates of raw ingredients
- product requiring refrigeration and/or freezing should not be left sitting too long

## **HAND WASHING TECHNIQUES / TIPS**

**Frequent hand washing is one of the best ways to prevent the spread of infectious diseases.** The most important thing that you can do to keep from getting sick is to wash your hands. By frequently washing your hands, you wash away germs that you have picked up from other people, from contaminated surfaces, or from animals.

### **What happens if you do not wash your hands frequently?**

You pick up germs from other sources and then you infect yourself when you touch your eyes, nose or mouth. One of the most common ways people catch colds is by rubbing their nose or their eyes after their hands have been contaminated with the cold virus. You can also spread germs directly to others or onto surfaces that other people touch. Before you know it, everybody around you is getting sick.

The important thing to remember is that, in addition to colds, some serious diseases -- like hepatitis A, meningitis, and infectious diarrhea -- can easily be prevented if people make a habit of washing their hands.

### **When should you wash your hands?**

You should wash your hands often. Probably more often than you do now because you cannot see germs with the naked eye or smell them, so you do not really know where they are hiding. It is especially important to wash your hands:

- Before starting work (beginning of your shift; after break; after lunch)
- Before, during and after you prepare food
- Before you eat
- Before smoking
- After you use the bathroom
- After coughing or sneezing
- After handling animals or animal waste
- When your hands are dirty, and
- More frequently when someone in your home is sick.

### **What is the correct way to wash your hands?**

- First wet your hands and apply liquid or clean bar soap.
- Next, rub your hands vigorously together and scrub all surfaces. Pay special attention to the areas between fingers and under nails.
- Continue for 20 seconds. It is the soap, combined with the scrubbing action that helps dislodge and remove germs.
- Rinse thoroughly with warm water.
- Dry your hands with a disposable towel. Do not dry or wipe your hands on your clothing.

It is estimated that one out of three people do not wash their hands after using the restroom. Therefore, these tips are important when you are at work or out in public.

## **AODA - Making Ontario Accessible for Persons with Disabilities**

### **What is the AODA?**

The Accessibility for Ontarians with Disabilities Act (AODA) is a law that was passed in 2005 so Ontario would become more accessible for persons with disabilities. People with disabilities may have difficulty doing things that most of us easily do like going shopping, working, or taking public transit.

Organizations must make their workplaces accessible to disabled people in 5 areas: Customer Service; Communication & Information; Employment; Transportation; and Buildings / Public Spaces. AODA laws require that employers develop policies, train staff, and provide information so disabled people are able to better use the organization's services.

### **Employee Training**

All employees and volunteers in Ontario must receive training about accessible customer service and how to interact with people with different disabilities. Even workers who do not provide direct customer service in their jobs must learn how to properly interact with persons with disabilities. As an employee, it is important to know how to help disabled customers and colleagues, if necessary.

### **Types of Disabilities**

There are many different types of disabilities. Some people with disabilities use service animals, assistive devices or support persons to help them access services. Sometimes disabilities are not visible, and you may not know that a person has a disability. Some examples of disabilities include: deaf, hard of hearing, learning disabilities, physical disabilities, speech disabilities and vision loss.

### **Ways to Make Services Accessible to Everyone**

A customer's disability may be visible or invisible. When helping customers with a disability, take the time to get to know their needs just like you would with any other customer.

- Ask "How can I help?".
- Offer suggestions.
- Be flexible and patient.
- Offer to communicate in other ways such as using pen and paper, giving larger font printed information or reading information to the customer.
- Assist getting out-of-reach products.

Remember, there is often a simple solution to most customer service difficulties.

### **Tips for Interacting with Persons with Disabilities**

- If you don't know what to say to a person with a disability, start by simply asking "May I help you?" People with disabilities know best what kind of help they need.
- Speak directly to the person with a disability, even if they have a helper or support person.
- Do not assume a disabled person needs help - never assist someone unless they ask for help.
- If you can't understand what the person is saying, politely ask him or her to repeat it.
- If you are unsure the person with disability understands you, ask: "Do you understand this?"
- Do not touch or speak to service animals. They are working animals, not pets.

### **Learn more about Accessible Customer Service**

More training on accessible customer service is available on the Government website [Serve-Ability](#).

## LABOUR SOURCE POLICIES

### **1. ONTARIO OCCUPATIONAL HEALTH AND SAFETY ACT RIGHTS AND DUTIES**

As a worker, you have:

1. The right to know about hazards in the work you do and to be instructed on how to work safely
2. The right to participate in workplace health and safety programs
3. The right to refuse to do work that you believe is dangerous

#### **Workers Duties:**

- Follow the law and the health and safety rules in the workplace
- Always wear or use the protective equipment that the employer requires
- Work and act in a way that won't hurt you or any other worker
- Report any hazard you find in the workplace to your supervisor
- Report any injury, accident or near miss immediately to your supervisor

#### **Additional Worker Duties required by Labour Source:**

- Participate in health and safety orientation and training;
- Learn how to perform the job safely;
- Wear or use any equipment, protective devices or clothing required by the client; use it properly; and report any problems or defects to the supervisor;
- Follow all Labour Source and client workplace rules, safe work practices and operating procedures;
- Report any hazard or contravention of the OHS Act to the supervisor and Labour Source;
- Report all injuries / incidents to the supervisor and Labour Source;
- Do not use or operate any equipment or work in a way that may endanger another worker;
- Know who to ask for health and safety information or assistance. If the worker is unsure, they must ask their supervisor or Labour Source.

### **2. LABOUR SOURCE HEALTH and SAFETY POLICY**

Labour Source is committed to worker health and safety. The protection of our workers from injury or occupational disease is an important company objective.

To fulfill this commitment Labour Source will comply with the legislative requirements of the Occupational Health and Safety Act (OHS Act). Everyone has a role to play in keeping our workplace safe and reducing the risk of injury.

Labour Source will make every effort to provide a safe and healthy work environment. We will accomplish this through the on-going development of our Health and Safety Program and commitment to educating workers. Labour Source provides essential training and practical knowledge to ensure our workers are aware of the potential workplace hazards surrounding them every day while they are working.

In accordance with the OHSA, clients will be held accountable for the health and safety of all workers under their supervision. Client supervisors will be expected to ensure safe and healthy work conditions are maintained and that workers work in compliance with safe work practices and procedures.

Every worker will protect his or her own health and safety by working in compliance with the law and by following safe work practices and procedures. Workers are responsible for reporting any unsafe or unhealthy condition to a supervisor at the client worksite and to Labour Source.

Commitment to health and safety will form an integral part of our organization, from the president to the workers.

### 3. **LABOUR SOURCE WORKPLACE HARASSMENT AND VIOLENCE**

Labour Source believes that all workers have a right to a respectful and safe workplace. Workplace harassment, sexual harassment and violence is unacceptable and will not be tolerated.

The Labour Source workplace violence and harassment policies are posted in our offices and can be viewed on our website. While working at a client company, employees are subject to the client's policies, programs and safety measures.

I have read and understood the Labour Source Orientation Handbook for Employees and Candidates - Health and Safety – Workplace Violence and Harassment Training.

### 4. **CLIENT JOB SITE HEALTH and SAFETY & FIRST AID POLICY**

At client job sites, employees should read the posted health, safety, and first aid information. Employees should be aware of the certified first-aid persons on the job site and be aware of site-specific first-aid regulations. In some cases, additional training may take place at the client's site. It is **vitaly important** that, if you are reassigned to a new job or department, you inform Labour Source immediately to **ensure that you receive the appropriate safety training**.

When an employee feels that he or she may have **sustained an injury** arising out of employment, no matter how trivial they feel it may be; the employee will **advise both their immediate supervisor at the job site and Labour Source immediately**. Employees are also required to report all treatment received.

### 5. **WHMIS**

The following policy has been explained to me and understood by me at the time of this application: Workplace Hazardous Materials Information System/ WHMIS. I have viewed the WHMIS video and completed the subsequent test.

### 6. **FIRST AID**

In order to maintain a safe and healthy working environment, Labour Source provides access to recognized First Aid training and First Aid kits to all colleagues and employees as required. Certified first aid persons are on site at Labour Source offices to provide assistance to all

employees and guests in the treatment of minor injuries consistent with their level of training and to administer CPR when required.

## **7. ACCIDENT / INCIDENT REPORTING**

Our policy at LABOUR SOURCE requires all accidents / incidents to be reported immediately to:

- Your supervisor and/or a member of the Joint Health and Safety Committee, and
- Labour Source

Once you have reported the accident, you must also come to the Labour Source office, within 24 hours, to fill out an accident report.

If an accident does happen, remain calm. Regardless of how minor an incident/accident may seem to you; we require immediate notification. If you have hurt yourself and require first aid, please immediately seek help from your first aid representative. Even if you think you do not need first aid, we require you to report this as well. If we are not made aware of an injury or accident, a potential claim with the Workers Safety and Insurance Board may be declined.

LABOUR SOURCE has an Early and Safe Return to work Policy and Program. Our goal is to get an injured worker back to work as soon as possible in order to mitigate any economic loss on the worker's part. If it appears that you will not be able to perform your pre-injury job, we will work with you to develop a Modified Work Program that suits our mutual needs and your functional abilities.

## **8. EARLY AND SAFE RETURN TO WORK POLICY / MEDICAL CONSENT**

At Labour Source, we value the goal of prevention of injuries and illnesses through maintaining a safe and healthy workplace. Our modified work program provides a job or a combination of tasks that a worker, who has incurred a work-related injury, may perform on a temporary or permanent basis, without risk or re-injury him or herself. The policy of the Workplace Safety and Insurance Board (WSIB) is that this will be offered at 85% of your pre-injury rate of pay. Our policy at Labour Source is to pay you at your regular rate. By initialing below, you, agree that you will accept modified duties offered tailored to your abilities should you be injured on the job and you hereby agree to grant Labour Source Access to any personal medical records related to any injury deemed to be work related. I also authorize Labour Source Inc. to have access to my prior medical records which may determine that a pre-existing condition existed.

## **9. LABOUR SOURCE DISCIPLINE POLICY**

I have read and understood the Labour Source Orientation Handbook for Employees and Candidates. The Handbook reflects Labour Source's commitment to safety and acceptable working conditions. While the following rules do not cover all the possible scenarios in the workplace, I agree that the **following actions are prohibited and may result in disciplinary action up to and including termination.**

- 1) Damage and destruction of property due to careless or willful acts.
- 2) Possession, distribution, sale, use or being under the influence of alcoholic beverages or illegal or controlled drugs while on company property; while on duty or while operating a vehicle owned by the company; or, being in an unsafe or unfit condition to work.

- 3) Neglect of duty such as sleeping on the job, leaving your station without permission, leaving premises without reporting departure to supervisor, or deliberately causing errors.
- 4) Inability or unwillingness to work in harmony with other employees or discourtesy to other employees and/or interfering with the work of the other employees.
- 5) Engaging in any form of workplace violence or harassment including fighting, threatening or intimidation.
- 6) Engaging in Sexual Harassment.
- 7) Removal or theft of any property (physical and or intellectual) without clear written approval from your direct manager.
- 8) Intentionally recording false timesheet and or entering (punching) anyone else's timesheet.
- 9) Refusing to follow directional work and safety instructions.
- 10) Smoking or loitering in unauthorized areas.
- 11) Posting misleading and/or inflammatory statements on websites, pertaining to Labour Source and/or your assignments.
- 12) Failure or refusal to wear appropriate Personal Protective Equipment/clothing as required by Labour Source clients.
- 13) Failure to immediately report any occupational injury, or dangerous or unhealthy working conditions.
- 14) Negligence in observing safety regulations including machine safety, fire prevention and any act which endangers self or others.
- 15) Poor or inappropriate personal hygiene or grooming habits
- 16) Cell and smart phone and listening device use; including texting, messaging, Facebook, Twitter or any other use including listening to music is not permitted during work time.
- 17) Engaging in activities that are a violation of law, or engaging in, aiding or abetting criminal activity.
- 18) Failure to meet acceptable standards of quality and/or quantity of work, failing to follow client instruction.
- 19) Excessive or unjustified patterns of absence or tardiness.

**I also understand that some of these actions are also prohibited under the Criminal Code of Canada or Ontario Workplace legislation including the Occupational Health and Safety Act, Employment Standards Act or Human Rights Code.**

#### **10. DRUG FREE WORKPLACE POLICY**

In order to maintain a safe and healthy workplace, Labour Source has adopted a drug-free workplace policy. It is a violation of company policy for any employee to sell, purchase, use, consume, possess, distribute, dispense or transport any illegal substance, or to abuse any controlled substance, on company or client company premises and at any time during working hours, including breaks. It is also important that employees report to work unimpaired.

#### **11. LABOUR SOURCE'S HUMAN RIGHTS POLICY**

At Labour Source, we observe and uphold the Human Rights Code and we are committed to the provision of equal treatment without discrimination on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offenses, family status, marital status, or disability.

As an employee or candidate, we ask that you join us in ensuring that workplaces are free from harassment, discrimination or other unwelcome comments and actions. We require written notice of any potential concerns, so that Labour Source and/or clients may attempt to investigate and remedy any potential violations

**12. ACCESSIBILITY:**

Labour Source strives for excellence in serving all customers including people with disabilities.

The Labour Source Accessibility for Ontarians with Disabilities Act (AODA) policies are posted in our offices and can be viewed on our website. While working at a client company, employees are subject to the client's policies and programs.

I have read and understood the Labour Source Orientation Handbook for Employees and Candidates - AODA - Making Ontario Accessible for Persons with Disabilities.

**13. OVERTIME:**

I agree to work more than the prescribed 48 hours per week. I am willing to work overtime, should it be available, up to 60 hours per week. This agreement may be cancelled by giving 2 weeks written notice. I have received a copy of the Labour Source Orientation Handbook for Employees and Candidates that includes the Ontario Ministry of Labour fact sheet "About Hours of Work and Overtime Pay".

**14. PRIVACY POLICY**

**I authorize Labour Source Inc. and its employees to obtain, verify and distribute personal data provided by me to Labour Source's clients.** I consent to the submission of my resume/application, certificates, references, and background check information to organizations offering placements, without my knowledge, as deemed appropriate by Labour Source Inc. and their employees in its exclusive discretion. The information released may be required to secure a placement of an assignment at our client's facilities.

Our Privacy Officer will ensure the safety of your personal information while in our care. After six (6) months, all applications for those who have not and are not currently working with us are securely destroyed. If you have any questions about our privacy policies, please contact our Privacy Officer at 905-264-9675. <mailto:george@laboursource.com>