

Guide for Seasonal Agricultural Workers

Living and Working in Prince Edward Island



Is this guide for you?

This guide is for people in the Seasonal Agricultural Worker Program (SAWP) stream of the Temporary Foreign Worker Program (TFWP) in PEI. This guide covers most of the key issues that affect migrant workers employed through the SAWP as of August 2018. It explains the laws, but it is not legal advice. We recommend that you seek further information and support for your unique situation by contacting the organizations listed in the resource section of the document.



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Resources



Status, Work Permits, and Immigration

Who can participate in the Seasonal Agricultural Worker Program (SAWP)?

The Seasonal Agricultural Worker Program (SAWP) allows employers to hire temporary foreign workers (TFWs) when Canadians and permanent residents are not available to work in farming operations.

Employers can hire TFWs from participating countries for a maximum of 8 months, between January 1 and December 15 of a given year, provided they are able to offer the workers a minimum of 240 hours of work within a period of 6 weeks or less.

For employers to qualify for the SAWP, they must meet 3 criteria:

1. The TFWs hired must be citizens of Mexico or participating Caribbean countries
2. Production must be in specific commodity sectors
3. The activity must be related to on-farm, primary agriculture

The SAWP operates according to bilateral agreements between Canada and the participating countries. The agreements outline the role of these governments, which is to:

- Recruit and select the TFWs;
- Make sure workers have the necessary documents;
- Maintain a pool of qualified workers; and
- Appoint representatives to assist workers in Canada.

These governments also ensure that the people selected to work in Canada meet all the requirements of the SAWP. These requirements include:

- Experience in farming;
- At least 18 years of age;
- A citizen of one of the participating countries; and
- Able to satisfy both the Canadian immigration laws and the laws of the worker's home country.

Status – Employer-specific work permit

Work Permit

As a **Seasonal Agricultural Worker**, your status in Canada comes from an employer-specific, temporary work permit. To get a work permit, you must find an employer with a positive Labour Market Impact Assessment (LMIA), which allows that employer to hire TFWs, and then apply for a work permit to work for that employer. That is, once you have received your work permit through the SAWP, you will be authorized to work for that single employer, who will be named on your work permit. Your work permit also includes information that specifies how long you can work in Canada, and, sometimes, the location where you are authorized to work. The fee to apply for the work permit is \$155 as of July 2018.

Labour Market Impact Assessment (LMIA) – Employer's Responsibility

Your employer in Canada must obtain a positive [Labour Market Impact Assessment \(LMIA\)](#) before they can hire you through the SAWP. To obtain an LMIA, the employer must submit an application to Employment and Social Development Canada/Service Canada and pay a fee of \$1000. Your employer cannot ask you to pay any part of the LMIA fee (an LMIA is not needed for the Atlantic Immigration Pilot Program).

Some LMIA's are “open”, which means that the employer can choose the worker they want. Most LMIA's are “named”, which means that the employer has included the name of the worker in the LMIA application. When a named LMIA is approved, it can only be used to hire the named worker.

You can only work for the employer that is listed on your work permit, unless the employer transfers you to another farm. In this case, if you are from the Caribbean you will need to sign a transfer contract.

Work Permit Renewal

As a Seasonal Agricultural Worker, your work permit is valid only for one season, and you must return to your home country when your work permit expires. If you want to work again in Canada under the SAWP, you can apply for a new work permit for the next season, when you are in your home country.

Changing Employers

Your current employer is not allowed to penalize you for seeking a new job. However, you will need to get a new work permit for a new employer, which can take time.

To change employers, you must:

- Find a new employer
- Your new employer must obtain a positive LMIA
- You must apply to have your work permit changed to the new employer

Your consulate or liaison officer may be able to help you to find a new employer. You may also want to look on the Government of Canada's [Job Bank](#) website. Many of the agricultural jobs posted are eligible for a positive LMIA.

If you are from the Caribbean, your consulate and your new employer must approve your transfer to a new job.

If you leave your job for any reason, and you still have a valid work permit, you can stay in Canada until your work permit expires.



Important

Your new employer must pay for the LMIA. It is illegal for your employer or a recruiter to charge you for this. And your new employer must pay for your return airfare at the end of your contract.

Study

You can enroll in courses that do not require a study permit, such as non-credit courses that last fewer than 6 months, or those that are delivered exclusively online. However, you cannot enroll in standard academic, professional, or vocational courses that lead to a diploma or degree, unless you have a study permit.

Learn more about applying for a study permit on the [Immigration, Refugees and Citizenship Canada website](#).

Permanent Residence

The SAWP Program does not offer a pathway to permanent residence in Canada.

Learn more about Canada's immigration programs on the [Immigration, Refugees and Citizenship Canada website](#).



Work Conditions and Benefits

Work Contracts

To obtain your work permit, you must sign a work contract, which is a legal document that outlines the conditions that you and your employer have agreed to.

It is your right to have a copy of your work contract. If you do not have one, ask your employer to provide it.

Information covered in your employment contract includes details about the following:

- Your job duties
- Deductions from your paycheque
- Conditions of employment – including the number of hours you will work, break times, days off, and rate of pay per hour when you work more than your regular hours (overtime).

If you have not received a work contract, or, if you have asked for one and your employer has refused to provide it, you can ask for help from [Cooper Institute, PEI Employment Standards](#) at 1-800 333-4362, or [Community Legal Information Association \(CLIA\)](#).

Pay

Your employer can pay you in cash, by cheque, or by direct deposit into your bank account.

Important



If you have direct deposit, the bank account must be in your name. No one else should have access to your bank account unless you allow it, and it is someone that you trust.

If an agency or anyone else has access to your account, get help by contacting [Cooper Institute](#), or [Community Legal Information Association \(CLIA\)](#).

Pay Stub

Every time you are paid, your employer must give you a paper or electronic statement. This pay stub shows the dates of the pay period for which you are being paid, the number of hours you worked, your hourly wage, your total earnings and any deductions, with an explanation of what they were for. After your job ends, you must receive one final pay cheque for any wages that are still owed to you. This final pay cheque must be paid either on the next scheduled payday or after 7 days.

Standard (Prevailing) Wage

You are entitled to receive the standard hourly wage for work in your occupation. Your employer cannot pay you less than other workers with similar experience, performing similar duties.

The standard or “prevailing” wage is different depending on your job and the province in which you are employed. To find out more about the prevailing wage for your occupation, go to [Jobbank](#) and enter the name of the main task you are doing. For example, you can enter “general farm worker” and search the location. The report shows you the “median” wage for the type of work you are doing.

Minimum wage

As of July 2018, the minimum hourly wage for workers in PEI is \$11.55; your employer must pay you at least \$11.55 per hour. Any increases to minimum wage will come into effect on June 1st or October 1st of each year. If you have questions about minimum wage, you can call the [PEI Employment Standards Branch](#) toll-free at 1-800-333-4362.



Important

If you feel that your employer is not paying you the wages that you have earned, call the PEI Employment Standards Branch toll-free at: 1-800-333-4362.

Pay Frequency

It is up to the employer to decide how often they will pay you, but it must be distributed according to a regular schedule. In PEI, it is common to be paid every 2 weeks.

Pay Deductions

Your pay stub must show all money that is deducted from your wages. By law, employers must take certain deductions from your pay. Your pay stub will show an amount for “Gross Income”, your total pay before deductions were subtracted, and an amount for “Net Income”, your total pay remaining once the deductions were subtracted. Here is the list of general deductions:

- Income tax – the provincial and federal government taxes based on your income
- Canada Pension Plan (CPP) – a monthly benefit workers contribute to, and later collect when they are seniors
- Employment Insurance (EI) – contributions to a plan that may provide temporary financial help if you lose your job

You must contribute to Employment Insurance and the Canadian Pension Plan, even if you don't use these programs.

If you are from **Mexico**, your employer will make the following additional deductions from your paycheck:

- \$0.90 per day for health insurance
- \$6.50 per day for meals (only if you agree to receive this service, in a written statement that you provide to your employer, prior to the first deduction)
- \$2.26 per working day for utility costs
- up to \$617.00 for travel costs (no more than 10% of your earnings per pay period. The employer may deduct up to 50% of the actual cost of air travel)
- a total of \$155 for the cost of a work permit over your first 6 weeks of work

If you are from a **Caribbean country**, your employer will make the following additional deductions from your paycheque:

- \$10.00 a day for meals
- \$2.26 per working day for utility costs
- up to \$5.11 per day for travel costs, but no more than \$614.00 total
- 25% of your wages will be deducted by your government agent. Some of these funds are used for administration, while the rest is returned to you once your contract is complete

Trinidad and Tobago only: You have to pay \$155 for work permit fees to your employer within 30 days of arriving. This is paid through weekly deductions from your wages.

Most of these deductions increase each year. (amounts above were updated in August 2018).

Deductions that are not allowed

Your employer cannot deduct management or recruitment fees from your wages. It is their responsibility to pay the costs related to hiring you and helping you to settle in Canada.

Employers cannot deduct wages for uniforms unless you have given your employer written permission to do this.

Your employer should not deduct money from your wages for your living quarters. They have to provide this for you free of charge.

Even though it is not allowed, some employers make additional, illegal, deductions. If you believe employer has made illegal deductions, get help by contacting [Employment Standards Branch](#) toll-free at 1-800-333-4362.

Hours of Work

Generally, a work-day is 8 hours, but could extend to 12 hours if the work is considered urgent. Generally, contracts within the agreements between Canada & Mexico, as well as Canada & Caribbean countries establish a minimum of 40 hours per week.

Even though it is not allowed, some migrant workers are asked to work extra hours that they are not paid for. Because of this problem, it is a good idea to

keep a record of how many hours you work each day. This will help you in case you have a conflict with your employer.

Time Off

Although the Employment Standards Act does guarantee agricultural workers time off or rest breaks, all contracts should contain these provisions

For every 6 days that you work, you should receive at least 1 day off. Your day off may be any day of the week. Most often in PEI, your day off will be Saturday or Sunday. Your employer may ask you to work more than 6 days in a week, but it is your choice as to whether or not you do so. It is unfair for your employer to penalize you in any way if you choose not to work extra.

Each day, you are entitled to one 30-minute meal break and two 10-minute rest breaks. One rest break is to be held mid-morning and the other mid-afternoon. You may not get paid for these breaks.

Overtime Pay, Vacations, Vacation pay, and Public Holiday pay

The only provisions of the PEI Employment Standards Act that apply to agricultural workers are related to being paid, pay records, and making a complaint. Under the Act, SAWP workers do not have the right to vacation time, vacation pay or overtime pay. If, however, vacation time or pay is included in the worker's contract, the employer does need to honour that commitment.

Employment Insurance (EI)

Seasonal Agricultural Workers are not usually eligible to receive EI, because when they finish their contracts they immediately return to their countries of origin. To apply for EI, the person must remain in Canada as the main requirement. And they must have a current work permit.

You and your employer both pay into Employment Insurance while you are working. Workers in the Temporary Foreign Worker Program must meet the same eligibility requirements as Canadian workers. Within the SAWP, it is not possible to meet the eligibility requirement of remaining in Canada because workers return to their countries of origin once work has finished.

Employment Insurance (EI) can provide temporary financial help for people who:

- Have lost their jobs through no fault of their own – EI Regular Benefits (must reside in Canada) – **SAWP workers are not eligible.**
- Cannot work because of sickness, childbirth, parenting, or because they are caring for a loved one

Barriers for migrant workers:

- Regular Benefits, it can be difficult to fulfill the requirement of being immediately “capable and available” for work when you must apply for a new work permit before work can commence. You must be able to show the ability to obtain a work permit with a new employer upon securing employment
- For workers without status – if you are paid cash your pay is likely undocumented, and no contributions made to EI. Without documented employment and contributions to EI, you will not be eligible for any related EI benefits.
- Have worked the required number of hours of insurable employment during the “qualifying” period (usually one year). A "new entrant" or "re-entrant" must have worked at least 910 hours; otherwise, they must have worked between 400-600 hours.

You and your employer both pay into Employment Insurance while you are working. Workers in the TFWP Temporary Foreign Worker Program must meet the same eligibility requirements as Canadian workers. Within the SAWP, it is not possible to meet the eligibility requirement of remaining in Canada because workers return to their countries of origin once work has finished.

EI Regular Benefits (Job Loss)

To qualify for “regular” benefits a migrant worker must:

1. Be unemployed through no fault of their own
2. Be in Canada

You may be eligible to collect Employment Insurance benefits if you worked and accumulated at minimum number of hours of work before you lost your job. The number of hours you must work to qualify for EI benefits depends on where you live in PEI and can range between 400-600 hours.

Look up the hours you must work using your postal code [here](#).

You cannot receive EI benefits from outside Canada.

You are not eligible for EI if your work ended because:

- You quit your job without just cause (you can read more about “just cause” [here](#))
- If your employer fired you for [misconduct](#).

[More information](#)

Employment Insurance (EI) – Special Benefits

Special benefits provide temporary financial help to people in specific situations where they are not working. Each type of benefit has different eligibility criteria and application processes. You can receive maternity, parental, and compassionate-care benefits in your own country. However, you need to be in Canada to receive sickness benefits. You must have worked 600 hours during the qualifying period.



Important

If you are living outside of Canada, you will need a current Social Insurance Number (SIN) to qualify for some benefits. In most situations, your SIN will expire at the end of your work permit.

Maternity Benefits: Eligible mothers can receive benefits for up to 15 weeks off work to care for a newborn. This time off can begin up to 12 weeks prior to the expected birth date, and as late as 17 weeks after the baby is born. *If living outside Canada, you must have a current Social Insurance Number.*

Parental benefits: Either parent can receive parental benefits for up to 35 weeks within 52 weeks of the child being born or adopted. Parental leave benefits typically commence once maternity benefits have completed. One or both parents can receive parental benefits while off work to care for a newborn or newly adopted infant. If both parents receive this benefit, they must share the weeks (i.e., 17.5 weeks of benefits for both parents instead of 35 weeks for one parent). *If living outside Canada, you must have a current Social Insurance Number.*

Compassionate care benefits: Eligible individuals who have a family member who is at risk of dying within 26 weeks can receive benefits for up to

6 weeks so they can take care of that person. *If living outside Canada, you must have a current Social Insurance Number.*

Sickness benefits: Eligible individuals who cannot work because they are sick can receive benefits for up to 15 weeks. *You must be in Canada to receive this benefit.*

You can get more information about Employment Insurance coverage for the various types of leave by calling toll-free at 1-800-206-7218 or visiting the [Service Canada website](#).

Social Assistance

People who are working in Prince Edward Island through the SAWP are not eligible for Social Assistance

Canada Pension Plan (CPP)

CPP Retirement Benefits

The Canada Pension Plan (CPP) is a monthly retirement benefit for eligible applicants.

You can apply for and receive a full CPP retirement pension at age 65, as early as age 60 with a reduction in monthly benefit, or as late as age 70 with an increase in monthly benefit.

If living outside Canada:

1. Must be 65 years of age or more.
2. Must be a Canadian citizen OR a legal resident of Canada on the day before the applicant stopped living in Canada. However, SAWP workers are not required to prove this.
3. In general, Retirees must have resided in Canada for a minimum of 20 years after the age of 18. But SAWPs may be eligible after participating in the program for 10 or more seasons

Maximum of \$563.74 monthly (based on length of residence – max pension at 40 years of working in Canada.

[More information](#)

Disability Benefits from the Canada Pension Plan

According to service Canada, to qualify for a disability benefit under the Canada Pension Plan (CPP), a disability must be both "severe" and "prolonged", and it must prevent you from being able to work at any job on a regular basis.

Severe means that you have a mental or physical disability that regularly stops you from doing any type of substantially gainful work.

Prolonged means that your disability is long-term and of indefinite duration or is likely to result in death.

Both the "severe" and "prolonged" criteria must be met simultaneously at the time of application. There is no common definition of "disability" in Canada. Even if you qualify for a disability benefit under other government programs or from private insurers, you may not necessarily qualify for a CPP disability benefit.

To qualify for a Canada Pension Plan (CPP) disability benefit, you must

- Have a [severe and prolonged](#) disability;
 - Be under the age of 65; and
 - Meet the [CPP contribution requirements](#)
- [More Information in here](#)

Taxes

Every year that you work in Canada, you must file an income tax return. You may owe additional taxes (i.e., if you did not have enough tax deducted from your pay in the previous year), or, you may be entitled to a tax refund (i.e., if you overpaid taxes during the previous year).

If you are eligible to apply for permanent residency, filing your taxes is especially important. Filing taxes can be complicated. You can call the Canada Revenue Agency (CRA) if you have questions toll-free at 1-800-959-8981. Low-income people who have simple tax returns can visit a free tax clinic, but many of these clinics are open only from February to April. To find out about Free Tax Clinics in PEI between February and April, visit the [CRA website](#). If you can afford it, another option is to get help from a private tax company.

To file your taxes, you will need a T4 slip: A T4 slip is a statement of all the money you have earned in a year for one employer. Your employer must send your T4 slip to you by the end of February.



Did you know?

Being a resident for tax purposes is not the same as being a resident for immigration purposes. A resident for tax purposes just means that you have lived and worked in Canada, even if you do not have permanent residence status.

First Tax Return

If this is your first time filing taxes in Canada, you must file them by mail.

Exception: If the Canada Revenue Agency has your birth date on file, you may be able to file online. To file a paper application mail them to the Canada Revenue Agency. You can pick up paper tax forms at a local post office between February and early May each year. Alternatively, you can download them from the [CRA Website](#).

Subsequent Tax Returns

You can file your taxes by mail or online. Your taxes will be processed much faster if you file them online. To file your taxes online, use [NETFILE](#). This is a tax-filing program from the Canada Revenue Agency. Alternatively, you may use software that is **NETFILE-certified, which is software that is approved by the CRA**.

Before coming to Canada, your country's liaison officer must fill and certify both a Federal and a Provincial **TD1 form** (Quebec workers only need the Federal form). The form must be filled by the officer considering your expected income, your spouse's net world income, and the number of eligible dependents you may have. These factors will determine your total non-refundable credit for the year.

If you are expected to have a total income above the total non-refundable credit, your officer should advise you set up payroll tax deductions from the beginning of your contract in Canada to avoid large tax deductions at the end of your stay. If your total income is expected to be similar to the total non-refundable credit, you should only be subject to tax deductions from the moment you surpass your total non-refundable credit. No tax should be deducted from your salary if your total income is below the thresholds established at provincial and federal levels .

[More information in here](#)



Knowing Your Rights

Conflict or Disagreement with Employer

If you think your employer may have broken an employment law, or if you want to file a claim, phone the **Department of Workforce and Advanced Learning Employment Standards toll-free at 1-800-333-4362**. When you call, say the name of your language in English (for example “Spanish”). They might be able to help you speak to an interpreter in your language.

Filing a claim

If your employer has not paid you all the wages you have earned, or if they are not following employment laws in other ways, you can file a claim. Employment Standards has information on workers’ rights on their [website](#), or you can [file a claim](#) online

If you have a problem with your employer, you may contact the following groups for help:

1. [Cooper Institute](#)
2. [PEI Association for Newcomers to Canada](#)
3. [Community Legal Information Association \(CLIA\)](#)
4. Your consulate

You can make a confidential report at the **Service Canada Confidential Tip Line**, toll-free: 1-866-602-9448

Workplace Health and Safety

If you have questions about workplace health and safety or if you want to report a problem, phone the Workers Compensation Board toll-free at 1-877-237-5049 or call the Occupational Health & Safety 24hr Emergency Line: 902-628-7513. **If your life is in danger, call 9-1-1.**

Passport or identity documents

It is illegal for your employer to take your passport or other identity documents from you.

Some workers decide to give their passports to their employers to keep them safe. Only do this if you trust your employer. They must return your documents to you whenever you ask for them.

In general, you should ask someone to store your documents for you only if you trust that person and if you can access your documents easily at any time.



Tip

Keep records that will help you to prove your case if you need to make a legal claim against your employer:

- The hours you have worked
- Work breaks
- Wages
- Any time you feel you have been treated unfairly

Transfer to Another Farm

You may be transferred from one farm to another, but only if you agree to be. Employers often transfer workers if they do not have any more work for them at the current location.

Your employer can only transfer you with your explicit consent. There is a 7-day trial period at your new farm if you have been transferred.

You do not need to change your work permit if you have been transferred. However if you are from the Caribbean, you must sign a transfer contract.

Termination & Layoff

If you lose your job before your contract ends, you have the right to stay in Canada until your work permit expires. You may want to ask advice from the [PEI Association for Newcomers to Canada](#), [Cooper Institute](#) or your Consulate or the Temporary Foreign Workers Association hotline toll-free at 1-888-366-0194.

If you have been employed for at least 3 months continuously, your employer must give you:

- Advance written notice, or
- Pay instead of notice, or
- A combination of both

These rules do not apply if your employer terminates employment for “just cause” (termination due to employee misconduct). Also, in this situation, you may have to pay for all or part of the air fare back to your country.

Your employer is **not allowed** to fire you for the following reasons:

- Voicing concerns about health and safety violations.
- Refusing to do unsafe work.
- Reporting your employer to Employment Standards.

If you were dismissed for any of the above reasons, this would be considered **Discriminatory Action**, and you should contact Employment Standards toll-free at 1-800-333-4362.

Tip: Keep Records



- Hours you have worked
- When you had breaks
- Your wages

If you believe you were treated unfairly, record the dates and times of these events, who was involved, and what took place. If you ever needed to make a legal claim against your employer, these records will help you to support your case.

When you stop working for your employer, they must provide you with a **Record of Employment (ROE)**. This is an important document because it includes information on your hours worked and why you were let go. You need this information if you apply for Employment Insurance (EI) benefits. Keep your ROE in a safe place.

If your employer does not give you a ROE, call Service Canada for help toll-free at 1-800-622-6232.



Important

You have the right to stay in Canada until your work permit expires. You can search for a new employer.



Important

If you believe your safety is at risk, if you witness maltreatment of another employee, or, if you believe your employer has broken a law, you can call the Integrity Policy and Program Intelligence Division TFWP Confidential Tip Line at 1-866-602-9448, where you can leave an anonymous message.

Fees

Employers

In the SAWP, employers cannot charge workers for the costs of recruiting them and or ask workers to pay for the LMIA. It is always the employer's responsibility to pay for recruitment and the LMIA.

Recruitment

Prince Edward Island does not have rules limiting agencies who recruit workers. However, there are still things that you can do to protect yourself, and resources you can access if you are being charged unfair fees.

First, to ensure the legitimacy of a recruitment agency, you can contact the embassy of the country where you plan to work and ask them to verify that an agency is trustworthy. Also, you can refer to current known work permit fees, and remember that you are not required to pay for the LMIA fee.

If you are in a situation where you are being charged unfair fees to get or keep a job, try to collect any documents that show what kinds of fees you have paid, such as copies of contracts, receipts, email exchanges, or sound/video recordings of conversations if you were paying in cash. You can also reach out to community organizations such as [Cooper Institute](#) or PEI Employment Standards for support.

Another option is to report your employer and the violation through the [Service Canada Website](#). This **may** help prevent the same thing from happening to other workers.

Harassment & Discrimination

The *Canadian Human Rights Act* and the *Prince Edward Island Human Rights Act* prohibit actions or words that are unwelcome or hostile and linked to race, sex, citizenship, and/or country of origin.

If you are in immediate danger, **call 9-1-1 for help.**

If you are experiencing discrimination or harassment, contact The PEI [Human Rights Commission](#) Toll- Free Number 1-800-237-5031 [Cooper Institute](#), **PEI Association for Newcomers to Canada, Community Legal Information Association (CLIA)**, or call the **PEI Employment Standards** free number 1-800-333-4362.

If it is safe to do so, confront the person who has harassed or discriminated against you and tell them to stop. If it continues, keep any written correspondence and a written record of what happened – names, dates, times, and places. This will help you show that there has been a pattern of harassment or discrimination.

Note



The PEI Occupational Health and Safety Act does not protect workers from violence or harassment from other workers in the workplace. However, Sexual or Other Harassment is identified by Service Canada as just cause for leaving employment. If you need to leave your job because of Harassment, you may be eligible for EI until you can find a new job. However, the Human Rights Act does protect workers from harassment, you could ask for guidance in PEI Human Rights. For more information or if you want to make a complaint, contact the [PEI Human Rights Commission](#) toll-free at 1-800-237-5031.

Unions & Collective Bargaining

You have the right to join a union or participate in collective bargaining under the PEI *Labour Act* or other collective bargaining legislation that applies to your work. In Canada, the *Charter of Rights and Freedoms* protects your right to join a union. You cannot lose your job or get deported for talking to union representatives or organizing your workplace.

Human Trafficking

Human trafficking is when someone is recruited, transported, transferred, or held for the purpose of exploitation. This can happen within the same country or across international borders. Human trafficking can happen to women or men, girls or boys. It can involve forced labour, sexual exploitation, forced marriage, and organ removal.

Signs that you may be a victim of human trafficking

1. You are not doing the job you were promised, or when you arrived in Canada you found out the job does not exist.
2. You are working very long and/or unusual hours, or, you are forced to be available to work all the time.
3. You are restricted on what you can do or where you can go.
4. You receive very little or no pay for your work.

5. Your passport and other identity documents have been taken away from you.
6. Your employer or recruiter has threatened you or your family.
7. You owe a large or increasing debt to recruiters or your employer and you are unable to pay it off.

Most victims of human trafficking experience more than one of these conditions.



Important: If you are in immediate danger call 9-1-1

How to get help if you think you have been trafficked:

1. Get help and support from the [Chrysalis Network](#) toll-free at 1-866-528-7109.
2. Contact the Temporary Foreign Workers Association hotline toll-free at 1-888-366-0194.
3. Call [Crime Stoppers](#) toll-free at 1-800-222-8477.

Temporary resident permits

Victims of human trafficking can apply for a temporary resident permit (TRP). This permit is valid for 180 days and can be renewed. You can make an appointment at an [Immigration, Refugees and Citizenship Canada](#) (IRCC) office to apply for this permit. CIC officials will interview you to decide if you are eligible. Generally, your application is more likely to be successful if it includes a police report. There is no application fee if you are a victim of trafficking.

You do not have to testify against your trafficker to get help or to apply for a temporary resident permit.

Applying for a temporary resident permit can be a complex process. It is a good idea to get help with your application. You can ask for help by contacting contact [Cooper Institute](#), or [PEI Association for Newcomers to Canada](#).

Police

You have rights when dealing with the police. Generally, police cannot:

- Search you without a reason.
- Ask for blood or saliva samples unless there is a reason to do so and you have given permission.
- Detain or imprison you without a reason.
- Enter your home without a warrant.

If you are questioned or arrested by the police, you can ask for a lawyer. The police should stop questioning you once you ask for a lawyer. Anything you say to the police before or after an arrest can be used by them as evidence.

If police find out that you have overstayed your work permit or have violated the conditions on your work permit, they may tell the Canada Border Services Agency (CBSA).



Tip

If you are arrested and cannot afford a lawyer, you can ask for a “duty counsel,” also called “Legal Aid.” This is free legal advice. If you have other legal problems, you can contact your consulate or Community Legal Information Association (CLIA) and your Consulate.

Legal Aids

Charlottetown Criminal Office

Phone: (902) 368-6043

Charlottetown Family

Phone: (902) 368-6656 (inquiries)

Phone: (902) 368-6540 (office)

legalaid@gov.pe.ca

Racial profiling

Some migrant workers report experiencing racial profiling from police. Racial profiling is when someone is treated differently because of their race or ethnicity, instead of reasonable suspicion. Racial profiling is not allowed under the Prince Edward Island Human Rights Act.

If you believe that you are experiencing racial profiling, know that you have the right to speak with a lawyer and that you do not have to give any saliva or blood samples unless the police have a specific reason to suspect you. Write down all the details of what happened such as the date, time, location, and the people involved. You may want to get support from the [Community Legal Information Association \(CLIA\)](#), [PEI Association for Newcomers to Canada](#), or [Cooper Institute](#) to file a complaint with the [Office of the Police Commissioner](#).

You can find out more about your rights with the police in this document from Ontario. It is available in several languages: [Police Powers: Stops and Searches](#).

Canadian Border Services Agency (CBSA)

The Canada Border Services Agency (CBSA) is the government department that enforces immigration laws. They can arrest and detain people who do not have valid work permits or who have violated the terms of their work permits. The CBSA is different from the police.

If you open the door of your home to a CBSA officer, they can search your home or make arrests. The only times CBSA officers can enter your home without permission are if they have 2 warrants:

- An immigration arrest warrant, and
- A “special entry” or “feeney” warrant

You can speak to CBSA officers through the door and ask them to pass you the warrants under the door. If they have the two warrants and you do not let them in, they may force themselves in or they may come back later. CBSA officers are not always in uniform – sometimes they wear plain clothes.

If they do not have the 2 warrants, you do not have to talk to the CBSA officers. If you do not want them to come in, do not open the door.

A CBSA officer could arrest you if you don't have full immigration status when you are outside your home. Unless you are driving a car, riding a motorbike, or riding a bicycle you don't have to show identification. However, you may want to identify yourself since they can arrest people if they are unsure of their identity. Once you have identified yourself, you may not want to answer any other questions they ask you. More information on dealing with CBSA can be found in the resource [Migrants: Know Your Right](#) from [No One Is Illegal](#).



Workplace Health and Safety

Health & Safety Training

Your employer and your supervisor must make sure you have the information, training, and equipment you need to work safely and protect yourself from injury or illness. This is the law under **the Occupational Health and Safety Act (OHSA)**.

Any time you start a new job or are given a new task, your employer must notify you of any dangers, and provide basic training in occupational health and safety on the following topics:

- Your duties and rights under OHSA
- The duties of employers and supervisors under OHSA
- Common workplace hazards and occupational illnesses
- The role of joint health and safety committees and health and safety representatives under OHSA
- The role of the Ministry of Labour, the Workers Compensation Board (WCB) of PEI, and any other health and safety associations
- Information and instruction to complete Workplace Hazardous Materials Information System (WHMIS) training.

If you are a supervisor, your training may be different.



Important

If you have questions about the Occupational Health and Safety Act, call the Workers Compensation Board toll-free at 1-800-237-5049.

Health & Safety Rights

You have important rights under the Occupational Health and Safety Act (OHSA):

1. **You have the right to know.** You have the right to know the dangers in your job. Your employer or supervisor must tell you about anything in your job that can hurt you. Your employer must make sure you get the information you need so that you can work safely.
2. **You have the right to participate.** You have the right to take part in keeping your workplace healthy and safe. Depending on the size of the company, you can be part of the health and safety committee or be a

health and safety representative. You also have the right to take part in training and information sessions to help you do your job safely.

3. **You have the right to refuse unsafe work.** If you believe your job puts you in danger, you must report the unsafe situation to management. If the situation is not corrected and you feel that your health and safety is still in danger, you have the right to refuse to perform the work. The law states that you cannot be punished for refusing unsafe work.

If you report a hazard to your employer and they do not fix it, you can call the **Workers Compensation Board toll-free at 1-800-237-5049**. You also have a duty to keep your workplace safe for yourself and your co-workers.

Your Responsibilities:

- Report any workplace hazards (dangers) to your supervisor.
- Wear or use any protective equipment that is required for the job.
- Follow the law and the health and safety policies and procedures of your workplace.
- Work and act in a way that won't hurt yourself or any other worker.



Important

Ask questions if you are not sure if something is safe or if you are unsure of how to complete a task.

Unsafe Work

You have the right to refuse work that you believe is unsafe to yourself or another worker under the Occupational Health and Safety Act (OHSA). And, you have the right to refuse work that puts you in danger of violence from someone in the workplace.

If you refuse unsafe work, you must follow these steps:

- Tell your supervisor or employer right away that you are refusing work and explain why. •
- If you need to, explain that you are exercising your rights under the Occupational Health and Safety Act.

You can learn more about the procedure for saying "no" to unsafe work in Guide to the [Occupational Health and Safety Act](#).



Important

Your employer is not allowed to fire you, send you back to your home country, or treat you badly if you refuse to do work that you believe is unsafe. If you do not feel comfortable to say no to your employer, or if you are worried that you could lose your job, contact WCB PEI toll-free at 1-800-237-5049, or contact the Cooper Institute at 902-894-4573.

Injury & Illness in the Workplace

What to do if I am injured at work?

- **Get First Aid or Medical Attention.** Tell the doctor or nurse that you were hurt at work, or on your employer's property. Ask them to submit a report to the **Workers' Compensation Board of PEI (WCB)**. Some work sites have a designated First Aid Attendant, who can address minor injuries or help to stabilize your condition until you are seen by a medical professional. If your injury is an emergency, **call 9-1-1**.
- **Report the Injury to your employer.** Report the injury to your employer as soon as you can, if you feel safe doing so. Explain who was involved, how and where the injury happened. Provide as much detail as you can. If you have a safety committee or representative, make sure they know about your injury.
- **Complete the Worker's Report – [Form 6](#).** Whether or not you miss time at work, you must complete this form. Send it by mail, fax, or drop it off in person. Please do not leave the report with your employer. You must make sure that WCB PEI receives the form.

Contact WCB PEI at toll-free at 1-800-237-5049.

Your employer is not allowed to fire you because you have been injured or because you have contacted the Workers Compensation Board (WCB) or PEI or made a claim for injury compensation with this organization. If you believe that you have been treated unfairly after a workplace injury, contact the [PEI Association for Newcomers to Canada](#), [Community Legal Information Association](#) (CLIA).

Workers' Compensation Board (WCB) of PEI - Compensation

You may be eligible for financial compensation for wages that are lost due to injury at work. Such claims for compensation are made through the WCB of PEI. WCB coverage is paid for by your employer.

WCB - What is covered and what is not:

- Injuries that take place during work hours, on the worksite.
- Injuries that take place during non-work hours on the worksite may be covered.
- Accidents that were your fault can also be used to file a claim, and may be covered.
- You may be covered if you were injured during transportation to and from the worksite.
- You are not covered for non-work activities that take place outside your employers' property.

For help with filing your claim, or to learn more about making a claim, contact: Workers Compensation Board (WCB) toll-free at 1-800-237-5049. Visit the [WCB website: www.wcb.pe.ca](http://www.wcb.pe.ca). You can ask to speak with someone in your language.



Tip

If you need to have an interpreter when you speak with your doctor, it is important that the interpreter is not affiliated with your employer. You need an impartial interpreter so that your WCB claim is accurate. It is also a good idea to keep your own notes of what happened and how you are feeling.

If you don't agree with the decision of your WCB claim, you can make an appeal. If you have problems filing your claim or need to appeal, contact the [Office of the Worker Advisor](#) by calling toll free: toll-free: 1-800-658-1806.

Eye Health

As a farm worker, you may be at risk of irritation or injury to your eyes through exposure to dirt, soil, dust, and pest control products. The sun's ultraviolet (UV) rays can also hurt your eyes.

To protect yourself:

- Wear safety glasses that have 100% UVA & B protection. Your eyewear should fit well and be designed for the specific duty or hazard you are exposed to. Be sure to wear your safety glasses regularly.
- Be careful of flying debris when you or your colleagues are using power tools. When working around trees or plants, be careful of branches that can scratch or poke your eyes.
- Wear a good hat. Try to get a hat that has a strong brim, long peak and side panels. This type of hat protects against the sun and any objects that may come too close to your eyes.
- To manage or reduce eye irritation, wash your face and rinse your eyes with clean water at the end of each work day. Some people find it helps to put a compress (clean cloth) with warm water on their eyes. Some find that eye drops can also help.

If you get an eye injury, get medical help right away and tell your supervisor. Go to a hospital, an ophthalmologist (specialist in eye problems), or a doctor. If it is an emergency, call 9-1-1.



Did you know?

It is important to get proper medical treatment if you get an eye injury because it lowers the chance that your sight will be lost or damaged.

Heat Exhaustion & Heat Stroke

As a farmworker, you often do physical work in the sun and in hot temperatures. This can be dangerous – the sun can cause skin damage and the heat can cause dehydration, heat related illnesses.

To protect yourself from the sun and heat:

- Drink water often, even when you don't feel thirsty. You lose a lot of water through sweat in the heat and it is important you keep hydrated.
- Wear white or light-coloured, light-weight clothing to deflect some of the sun's heat. • Wear clothing that blocks the sun, such as hats, pants, and long-sleeved shirts to reduce your skin's exposure.
- Use sunscreen.
- Wear sunglasses or safety glasses with UV protection.
- Take breaks in the shade.

- Ask your employer if they would consider organizing work shifts to avoid times when the sun is strongest.

Two of the most common heat illnesses are heat exhaustion or heat stroke. Both illnesses are serious but heat stroke can be life threatening. Heat exhaustion precedes heat stroke, and, therefore, identifying early symptoms of heat exhaustion is important.

Signs of heat exhaustion:

- Dizziness
- Headaches
- Sweating
- Vomiting
- Cramps
- Fast heartbeat

Signs of heat stroke:

- Hot, red, dry skin
- High body temperature
- Fainting
- Convulsions (shaking and muscle spasms)
- Confusion

If you notice early signs of heat exhaustion, take a break in the shade, drink water, and let your supervisor know. If you do not address heat exhaustion it can develop to heat stroke, which is life threatening, and must be treated as an emergency.

What to do if someone has heat stroke

- Call 9-1-1. While you are waiting for the ambulance, try to cool the person's body. Spray cool water on them – under the arms, behind the neck, and between the legs are places that can help cool someone down quickly.
- Ensure you know the name and address of your work place, so you can tell the ambulance where to go.

Learn more on the dangers of heat from the Ministry of Labour's heat stress information sheet.

How can I protect myself from pesticides?

Some farms use pest control products that could pose a risk if they are not used correctly. These pest control products are usually referred to as pesticides, and they are used to control and/or prevent loss of agricultural products due to diseases, insects, weeds, and other pests. Pesticides can be applied as gases, sprays, powders, or liquids.

All pest control products have the directions for use detailed on the label. The label of a pest control product is a legal document that must be followed under the federal [Pest Control Products Act](#). Following the label ensures proper use of pest control products, reducing human and environmental health risks.

The period of time between pesticide application and the time at which it is safe for you to return to the area that was treated is called the re-entry interval. Do not enter an area treated with a pest control product before the re-entry interval has passed. If in doubt, ask your supervisor if the re-entry interval has passed before entering a field or an area that has received a pest control product. The re-entry interval varies depending on the product itself, and is outlined on the label.

Depending on the specific product, improper contact with a pesticide can lead to unpleasant effects such as rashes, muscle pain, chest pain, vomiting, diarrhea, itchy eyes, blurred vision, dizziness, throat pain, slurred speech, or drooling, among other symptoms. Pesticides may also have serious long-term effects.



Important

Get medical attention right away if you are exposed to pesticides without proper protection. You can also contact the IWK Regional Poison Centre toll-free at 1-800-565-8161 for advice about the specific product you have encountered.

Under the Occupational Health and Safety Act (OHSA), you have the right to know the risks and to ask questions that can help you.

Keep safe

You should receive specialized training before applying any pest control product. Under the [Pesticides Control Act](#), any person using a commercial or

agricultural pest control product must have a pesticide applicator licence or certificate issued by the Department of Communities, Land, and Environment. You must not be asked to apply any pest control product without training.

To protect yourself:

- Ask your supervisor for safety instructions and training.
- Ask what the symbols on the pesticide labels mean.
- If you are applying a pesticide, ask your supervisor what protective equipment you should wear. This information is also detailed in the label of the product. Personal protective equipment includes, but is not limited to:
 - Long pants and a long shirt that cover your skin.
 - Safety glasses.
 - Respirator
 - Gloves – to be worn when touching work clothes that may have pesticide residue on them.
- Pay attention to your surroundings:
 - Watch out for signs saying pesticides have been applied to an area.
 - Keep away from areas your supervisor has told you to avoid.
 - Stay out of areas where pesticides are currently being applied, or where the re-entry interval has not yet passed.
 - Tell your supervisor if you feel unsafe to apply the product; you have the right to safety at work.
 - Tell your supervisor if you are worried that the wind is moving a pesticide from another area towards you. You have the right to stop work until your concerns are addressed.
- Wash carefully:
 - Wash your hands before you eat, drink, chew gum, go to the bathroom, or smoke.
 - Wash your work clothes regularly. Pesticide residues can remain on your clothes.
 - Wash work clothes separately from your regular clothes.
 - Wash your hands thoroughly if you were not wearing gloves and touched the clothes you wore during pesticide application.

Remember that you cannot apply a pesticide if you do not have a certificate or license issued by the Department of Communities, Land, and Environment.



Important

Do not work with pesticides if you are pregnant.

What to do if you are exposed

Tell your supervisor and get medical help right away. Tell the doctor the name of the pesticide so they know how to treat you. If the product is on your skin, rinse the area with clean water. If the product gets into your eyes, rinse your eyes for 15 minutes. You can also contact the *IWK Regional Poison Centre* toll-free at 1-800-565-8161 for advice about the specific product you have encountered. You can speak to an interpreter by saying the name of your language in English (for example “Spanish”).

In case of emergency, **call 9-1-1.**



Health

PEI healthcare coverage

As a SAWP worker, you are not eligible for a PEI Health card. Your employer is responsible for providing healthcare insurance through a private company.

Insurance for Mexican Workers

If you are from Mexico, your supplementary health insurance is from the Great-West Life Assurance Company administered by the **Cowan Group**.

You must first pay for the health service covered by the policy and then submit receipts for expenses to Great-West Life by mail to PO Box 3050, Station Main, Winnipeg MB R3C OE6 or online to be reimbursed.

Your insurance coverage includes:

- Temporary basic life insurance for up to CAD \$50,000
- Accidental death for CAD \$100,000 and dismemberment up to CAD \$50,000 (Depending on lost limb)
- The short-term incapacity leave covers 90% of your weekly salary for up to 8 weeks.
- 100% Coverage of medical expenses for up to CAD \$200,000
 - Diagnostic services
 - Treatments
 - Medical supplies
 - Ambulance
 - Prescription Drugs
- Fully funded family member visits from Mexico for hospitalizations longer than 10 days.
- Dental Emergency for up to \$250.
- Medical Coverage in Mexico for lesion or disease originated in Canada for up to 90 days after you leave the country for up to \$7,000 (Has to be authorized by insurance company before leaving Canada).

If you have questions about your policy, you can contact **Cowan Group** at clients@cowangroup.ca or toll-free at 1-855-896-0808.

Insurance for Caribbean workers

If you are from the Caribbean, your supplementary health insurance is provided through your government. You can submit receipts to your liaison officer.

Medical Services on PEI

In a medical emergency, **call 9-1-1**

If it is not an emergency, the following are some examples of medical services you can access. Hospitals may be able to offer interpretation or health information in your first language. (Interpretation may be done by telephone.)



Note

If your employer is unable or unwilling to help you, you can contact Cooper Institute, your Consulate, or your insurance company directly.

Walk-in medical clinics

Several communities have walk-in clinics. You can see a doctor or a nurse without making an appointment. You might not be able to see the same doctor every time. You may need to wait if there are other patients ahead of you. Bring your Health card or proof of insurance with you. A list of walk-in clinics in PEI is listed on the [Health PEI Website](#).

Charlottetown

[Charlottetown Walk-in Clinic](#)

Telephone: (902) 892-2111
Parkdale Medical Centre / Murphy's
Parkdale Pharmacy
20-24 St. Peter's Road

[Downtown Walk-in Clinic](#)

Telephone: (902) 367-4444
Boardwalk Professional Centre
220 Water Street

[Sherwood Walk-in Clinic](#)

Telephone: (902) 628-8900
Sherwood Medical Centre
15 Brackley Point Road

[Stratford Walk-in Clinic](#)

Telephone: (902) 892-2111

Stratford Medical Centre
13 Stratford Road (above pharmacy)

Crapaud

South Shore Health and Wellness
Centre
Telephone: (902) 658-2212
South Shore Pharmacy
20557 Trans Canada Highway

Hunter River

Central Queens Health Centre
Telephone: (902) 621-3050
4276 Hopedale Road

Morell

Morell Fire Hall
Telephone: (902) 620-3260
Fax: (902) 620-3267

Email:
queenseastprimarycare@ihis.org
15 Park Street

Souris

Eastern Kings Health Centre
Telephone: (902) 687-7033
7 Green Street

Seaside Medical Centre
Telephone: (902) 687-2013
51 Main Street

Summerside

[Central Street Walk-in Clinic](#)
Telephone: (902) 724-3210
Central Street Medical Centre
434 Central Street

More Information: [Health PEI](#)

811 Telehealth

811 Telehealth is a phone service that allows you to speak with a Registered Nurse 24 hours a day, 7 days a week. It is free and confidential. You can speak to someone in your own language through a translation service. You can use this service even if you do not have a PEI Health Card or private insurance. The Nurse will ask for your name and health number, but if you do not want to give this information, they will still help you. Call toll-free: 811.

Hospitals

Visit a hospital Emergency Department if you need urgent medical care. Take your health card if you have one, and information about your private insurance plan with you. Hospitals will help you in an emergency even if you do not have health coverage, but you will receive a bill after the services are provided. If it is a work-related injury, the hospital should report to the Workers Compensation Board (WCB) on your behalf.

The Hospitals with Emergency Departments are:

- Charlottetown: [Queen Elizabeth Hospital](#) (24 hours/day) 902-894-2111
- Summerside: [Prince County Hospital](#) (24 hours/day) 902-438-4200
- Souris: [Kings County Memorial Hospital](#) (8:00 a.m. to 10:00 p.m.) 902-838-0777
- Alberton: [Western Hospital](#) (8:00 a.m. to 8:00 p.m.) and as a Collaborative Emergency Centre (8:00 p.m. to 8:00 a.m.) 902-853-8650

Women's Wellness Program & Sexual Health Services

Provides confidential reproductive and sexual health services to people of **all genders, orientations and ages**. This program has locations across PEI. To access services, call **1-844-365-8258** (toll-free). If you have a valid PEI Health

card, these services are free. If you have private healthcare insurance through an employer, you will be asked to pay a fee for service, which you might be reimbursed for by your insurance provider. You can visit the [Women's Wellness Program](#) website for a more comprehensive description of services. If you have questions about this process, please contact the Cooper Institute for support.

Services:

- Sexual health education and counselling;
- Sexually transmitted infection screening and treatment;
- Birth control counselling and prescriptions;
- Pregnancy counselling, testing, and support;
- Abortion services (medical and surgical)

Healthcare Services in my Language

Island hospitals provide telephone access to an interpreter if you do not speak English.

Pregnancy

Getting pregnant in another country can be a stressful experience. There are many things to think about including your access to healthcare, your social support system, and your job situation. It is easier to handle difficult situations when you are not alone. You may wish to contact someone for support.

Your options

If you did not plan to get pregnant, you generally have 3 options:

- Have an abortion (end the pregnancy).
- Raise the child.
- Place the baby up for adoption (giving somebody else the legal right and responsibility to raise the child).

If you are pregnant in PEI, you should contact the Women's Wellness Centre at the [Prince County Hospital](#): **1-844-365-8258** (toll-free). The Women's Wellness Centre will provide a range of care for women's reproductive care, including legal, safe, abortion, and care for pregnant women. If you do not have provincial health coverage, you may have to pay upfront to access these

services. Whether you will be reimbursed or not will depend on your private plan coverage.

If you would like information about placing the baby up for adoption, you can contact PEI's [Family and Human Services](#) department or visit the Family and Human Services [Adoption page](#).

Healthcare and Pregnancy

If you have a PEI health card, the costs for medically necessary services related to your pregnancy are covered. If you have private health insurance, you should check to see if it covers pregnancy costs. Some private insurance companies do not cover these costs. Giving birth can be very expensive if you do not have health care or private insurance that covers pregnancy costs.

Important



Your employer is not allowed to fire you, reduce your hours, or send you back to your home country because you are pregnant – this would be a violation of your rights. However, although it is against the law, women may experience discrimination at work because of their pregnancy. If you are in this situation, you may want to contact **the PEI Human Rights Commission toll-free at 1-800-237-5031** for help filing a claim. You can speak to someone in your language on this phone line.

Mental Health

Living and working in another country can be difficult. You are away from your friends and family. The culture and language may be new to you. You may be working long hours. All these things can cause feelings of loneliness, frustration, and worry.

Here are some things you can do to take care of yourself:

- Eat a healthy diet and foods that you enjoy.
- Include physical activities in your day that are not related to work.
- Have a regular sleep schedule.
- Do things you enjoy when you are not working.
- Learn something new.
- Stay in touch with your family and friends back home.
- Try to make new friends and find people you can talk to here on PEI.

- Find a community that shares your faith.
- Join a community group or sports team.
- Limit alcohol, cigarettes, and other substances.

Asking for help

It is normal to have good days and bad days. Also, many people need support to maintain mental health from time to time. It may be time to get help if bad days are becoming more frequent, and if you are having any of the following difficulties:

- Sleep difficulties; being unable to sleep or sleeping too much
- Having trouble concentrating
- Feeling hopeless
- Crying easily, or frequently
- Feeling more irritable or angry
- Using drugs or alcohol to cope with stress or negative feelings
- Feeling overwhelmed
- Hearing a voice that either tells you what to do, or that you find distressing
- Having thoughts of harming others
- Having thoughts about harming yourself, or ending your life

To talk to someone or find mental health services in your community, call the **Island Helpline** toll-free at **1-800-218-2885**. It is free and confidential. You do not need provincial health coverage. You do not have to give any information about yourself to use this service.

[Catholic Family Services](#) is a non-religious organization that provides low-cost counselling [services](#). You do not need to have provincial health number or health card to access their services. Fees are calculated based on income, and payment is completed during your visit.

Phone: 902-894-3515

Address: 129 Pownal Street, Charlottetown, PE C1A 3W7

Mental Health Walk-in Clinics

These clinics offer immediate mental health support to help with anxiety, stress, depression, and any other mental health concerns that you may have. You do not need an appointment to access this service; you can simply drop in during the times listed at each clinic to be seen by a mental health therapist. You are not required to bring your health card or private health

insurance information and you will be seen free of charge. The full list of Mental Health Walk-in Clinics is available here: [More information](#)

Charlottetown

Richmond Centre
1 Rochford Street
902-368-4430
Tuesday: 11am – 7pm
Thursday: 11am – 7pm

Charlottetown

McGill Centre
55 McGill Avenue
902-368-4911
Friday: 1pm – 5pm
Saturday: 1pm – 5pm
Sunday: 1pm – 5pm

Summerside

Prince County Hospital
65 Roy Boates Avenue
902-888-8180
Monday: 9am – 5pm
Wednesday: 9am – 5pm

O'Leary

O'Leary Health Centre
14 MacKinnon Drive
902-853-8670
Wednesday: 9am – 3pm

Elmsdale

Westisle High School
39570 Western Road
Thursday: 9am – 3pm

Lennox Island

Lennox Island Health Centre
15 Eagle Feather Trail
902 831-2711
Wednesday: 9am – 3pm

Walk-In Clinic not open on days
when the school is closed. For
students only.

Lennox Island Residents Only

Addiction Services

24-hour, toll-free service from anywhere on PEI for inpatient and out-patient detoxification, counseling, information and referral for help with an addiction to alcohol and drugs. To learn more about Addiction Services on PEI, phone 1-888-299-8399 or go to the [website](#).

For support with Gambling, phone 1-855-255-4255 where you can access services such as crisis support and counselling related to difficulties with gambling. This service is offered in English and French. You can also visit the [website](#) for more information.

Abuse

Talk to someone you trust and get help. If you are in immediate danger, **call 9-1-1**. Abuse can come in many different forms. It can be physical, sexual, emotional, or financial. Physical and sexual abuses are illegal in Canada, even if you are married to the person who is abusing you. So are some forms of financial abuse.

Some people have difficulty being able to tell if they are being abused. Here are some examples of warning signs that you may be experiencing abuse.

Your partner:

- Makes hurtful comments about you, that result in low self-esteem
- You are frightened by their behaviour
- Attempts to control what you do, who you have contact with, or where you go.
- Attempts to prevent you from seeing your friends or family members.
- Takes your money, makes you ask for money, or refuses to give you money.
- Makes all decisions, against your wishes.
- Threatens you (i.e., to harm you or those you love, to take away your children).
- Destroys your property or threatens to kill your pets.
- Prevents you from working or attending school.
- Intimidates you with weapons or other objects that can harm you.
- Physically assaults you (i.e., hitting, kicking, punching, holding you down)
- Threatens to commit suicide if you leave or disagree with them.
- Threatens to kill you.

To learn more, see the [Guide for Women and Men in an Abusive Relationship](#).

If you want help, but it is not an emergency, contact [Family Violence Prevention Services](#) at one of their outreach offices around PEI:

Free crisis line available 24 hour/day: 1 (800) 240-9894

Email: admin@fvps.ca

Website: www.fvps.ca

PEI Family Violence Prevention Services/Anderson House (a shelter for women and children)



This organization has services for women and children who are in danger or are being abused. All of their services are confidential, so no one will know that you have contacted them. They will help you even if you do not have status in Canada. They have offices in four locations across PEI, so you can call or visit them. These offices can also get help with translation, if you cannot speak English. They offer information, support, and referrals to other services like health and counselling. They can also give you a safe place to stay in emergency situations. All of their services are confidential, so no one will know if you contact them.

West Prince – O’Leary

Kara Katmouz
Outreach Coordinator
kara@fvps.ca
902-859-8849

East Prince – Summerside

Norma McColeman
Coordinator
norma@fvps.ca
902-436-0517

Queen’s – Charlottetown

Gloria Dennis
Coordinator
gloria@fvps.ca
902-566-1480 ext 224

Eastern PEI – Montague

Gwyn Davies
Coordinator
gwyn@fvps.ca
902-838-0795

Women’s Emergency Line: 1-800-240-9894

This is a resource for women and children. If you need, they can get a phone interpreter to help you communicate in your first language.

Community Legal Information Association of PEI (CLIA)

CLIA can provide legal information and support in situations of abuse, and they can provide you with referrals to other community organizations.

Phone (Free): 1-800-240-9798

Email: clia@cliapei.ca

Website: www.cliapei.ca

PEI Rape and Sexual Assault Centre

This organization provides confidential therapy, support, and information to men and women who have been sexually assaulted or other sexual violations. Translation can be arranged for counselling sessions. If you need services, you can leave a message on the counselling phone line and they will call you back. There is also helpful information on their website, www.rsac.org.

Location: Summerside, Alberton, and Charlottetown.

Hours: 8:30am-4:30pm Monday-Friday.

Office Phone: 1-866-566-1864

Counselling Phone: 1-888-368-8055

Email: admin@peirsac.org



Prince Edward Island
rape and sexual assault
CENTRE

Shelters

Anderson House Crisis Line: 1-800-240-9894

Emergency shelter for women and their children.

Chief Mary Bernard Memorial Shelter: 1-855-297-2332

Emergency shelter from family violence for women and children.

Bedford MacDonald House: 1 (902) 892-9242

Emergency homeless shelter and short-term residence for men.



Everyday Life

Housing

Your employer must provide you with clean and safe accommodation free of charge. Usually your accommodation will be on the farm where you are working. Your accommodation could be private or shared. It is very common to share your accommodation with other farm workers. This means that many people could be sleeping in the same building and you may have to share a bathroom and/or a kitchen with your colleagues.

Adequate accommodation

According to the provisions of Health and Wellness PEI, the housing regulations for Temporary Agricultural Workers are:

Your building should not be closer than 30 m from any building used to shelter animals, store flammable materials or likely to cause an offensive environmental condition or a condition that may be hazardous to health.

The building must be weather proof and constructed as follows:

- Floors are tightly fitting, smooth surfaces, impervious to moisture and readily cleaned;
- Walls extend at least seven feet (2.13m) above the floor, are tight fitting and lined with a smooth painted or treated surface material;
- Roof is tight fitting and water proof;
- Lighting, natural and artificial, is adequately provided at all times;
- Heat and ventilation is maintained at minimum temperature 68.0F (20.0C);
- Where combustion stoves or heaters are used, they are connected to approved exhaust systems;
- Usable floor area totals at least 80 square feet (7.44m²) per person;
- Toilet or washroom facility does not open directly into any room used for food preparation, storage or service.

The kitchen and dining area must be clean and sanitary. If you are preparing your own food you must be provided appropriate facilities, appliances, and utensils for food storage, preparation, and consumption.

A supply of potable water that meets the *Guidelines for Canadian Drinking Water Quality* should be provided for drinking, washing, food preparation and laundry. If drinking water is supplied in a container, the water must be clean,

sanitary, covered and equipped with a sanitary dispensing device. No person shall use a drinking vessel in common with others.

Toilet facilities shall be maintained at all times in a clean and sanitary manner with toilet tissue provided. At least one toilet accommodation shall be provided for every six occupants. Flush toilets shall be kept in good repair, and if used, portable toilets shall be kept clean, sanitary and properly maintained. All sewage shall be disposed according to the provisions of applicable regulations.

If you are provided bunk beds, each bunk shall be:

- Separate and sleep only one person;
- At least 12 inches (30.48cm) above the floor and 18 inches (45.72cm) from the next bunk;
- A well-constructed mattress and pillow should be provided along with one locker or one shelf for each bunk.
- If blankets and bed linen are provided by the employer, sheets and pillow cases shall be replenished at least once per week.

Washrooms should be provided for each house and equipped with at least one sink or wash basin for every six bunks, one shower or other satisfactory means of bathing for every six bunks, and constant supply of hot and cold water

Also, at least one laundering tub, or the equivalent, and a drying facility for laundry should be provided for every 15 bunks. Otherwise, your employer should take you to a laundromat at least once a week.

Any building intended to house a family shall have a:

- Maximum occupancy rate of one person per 80 square feet (7.44m²) of usable floor area;
- Minimum 300 cubic feet (9m³) air space per person in sleeping space (children under age six are considered one half);
- Kitchen with food storing, preparing and cooking facilities that is not used for sleeping;
- Basic furnishing such as table, chairs and beds compatible with maximum occupancy; and
- Facility for laundry washing and drying.

Garbage shall be collected and removed in accordance with the requirements of Island Waste Management Corporation.

All buildings that house migrant workers shall be provided rodent-proof garbage containers which can be readily cleaned and sanitized and in sufficient quantity to store all garbage accumulated between collections.

Buildings must be free from any chemical substance or condition which may become hazardous to the occupants and equipped with smoke detectors and fire extinguishers in good working condition.

What should I do if I have a problem with my housing?

If you have problems with your accommodation you should contact the [Environmental Health inspection department from Health and Wellness PEI](#), your Consulate, or an advocacy organization such as [Cooper Institute](#).

[More information](#)

Community Resources

Settlement services

Settlement services offer newcomers to Canada help through language training, job search assistance, referrals, housing help, and social support. These services are provided free of charge. The settlement agency in PEI is called the [PEI Association for Newcomers to Canada](#). There are workers who speak many different languages. There is a staff person who provides services for migrant workers.

Faith Communities

Joining a faith or community group can help you meet people in your community and feel more at home in Canada. Many municipalities and school boards have listings of community groups you can join.

List of Faith Communities:

- Christianity: A list of Churches in PEI can be found on [Island Register](#)
- Islam: [Muslim Society of PEI](#) - 902-367-3659, 15 MacAleer Drive, Charlottetown, PE
- Judaism: [PEI Jewish Community](#) - 902-368-7337, 81 Prince St., Charlottetown, PE
- Buddhism:
 - [Great Enlightenment Buddhist Institute](#) - 902-316-0134, 2nd floor, 133 Queen St., Charlottetown, PE

- [Shambhala Buddhism](#) – 902-566-2043
- Baha'i Faith Charlottetown Centre – 902-894-8241, 20 Lapthorne Avenue, Charlottetown, PE



Tip

Looking in the phone book, doing an internet search, and checking community bulletin boards are also good ways to find a place of worship, faith group, or community groups in your area.

Public Libraries

Many towns and villages in PEI have a public library. Public Libraries are places where you can access computers with internet, and borrow books, CDs, or DVDs. Some materials are available in languages other than English and French, and some libraries have Rosetta Stone, a computer program for learning English, as well as English-as-an-Additional-Language courses.

The services of the Provincial Library are free, but you need to have a membership card for most services. Their website has a membership guide which is translated into several languages. As a temporary resident, you can get a library card, if you have a mailing address in PEI. The staff will ask you to provide a piece of mail that was sent to you at your address in PEI as “proof of address”. If you do not want to become a member of the library, you can still sign up as a guest and use the computer for up to 14 days.

To find a library in your area, go to the provincial website, or call the main office.

Main Office Phone Number: (902) 961-7320

Email: plshq@gov.pe.ca

Website: library.pe.ca

PEI towns with Public Libraries:

Abrams Village, Alberton, Borden-Carleton, Breadalbane, Charlottetown, Cornwall, Crapaud, Georgetown, Hunter River Kensington, Kinkora, Montague, Morell, Mount Stewart, Murray Harbour, Murray River, O'Leary, Souris, St. Peters, Stratford, Summerside, Tignish, Tyne Valley

Transportation

T3 Transit

- Charlottetown & Summerside - Trius Transit is the public Bus system that operates within these cities. In Charlottetown, the bus also travels to Cornwall and Stratford.
- Country Line Express - The [County-Line Express](#) is a bus that runs between Charlottetown and Summerside, with stops in between.

More information about the bus system can be found on the [T3 Transit Website](#).

Maritime Bus

- Travel out of the province to locations in New Brunswick and Nova Scotia. Book on the [Maritime Bus website](#).

Greyhound Bus

- Travel to provinces beyond Nova Scotia and New Brunswick. Book with [Greyhound Bus](#) at 1-800-661-8747 or online [add link]. Greyhound Bus can be accessed from Nova Scotia and New Brunswick.

Via Rail (Train)

- From Moncton, New Brunswick you can also take the train to other provinces. Explore the [Via Rail website](#) or Book a train ticket by phone: 1-888-842-7245

Cycling

Riding a bicycle is an option for travelling short distances. In PEI, bicycles are considered vehicles. This means that you must follow the traffic laws. If you decide to bicycle, consider these tips on bicycle laws and safety:

- Wear a helmet.
- Fit a light to the front and back of your bicycle
- Use hand signals to indicate where you are going.
- Ride on the right-hand side of the road
- Do not ride on sidewalks
- Where possible, stay at least one metre from the curb or from parked cars.

- Keep your distance from trucks and other large vehicles that might not be able to see you.
- Wear light or bright colours and use lights and reflective gear at night.
- Use a bell or a horn.

Ridesharing

The best and safest option for ridesharing is to rideshare with a friend or person you trust. If you know someone who has a car and will be travelling to or from PEI, you could plan to get a ride with them, and they may ask for some payment to help cover fuel. There are also online ridesharing platforms that can be used:

[Hitch Planet](#) is a website that will require you to sign in and pay online, but you get more information about the driver.

[Kijiji](#) is a free website that lets you email people to buy and sell. They have rideshare listings.



Resources

Here are some of the organizations and resources that may be useful for migrant workers (this is not a complete list):

Immigration, Refugees and Citizenship Canada (IRCC)

Department within the federal government that oversees immigration and temporary residency rules and applications.

Toll-free: 1-888-242-2100

[Website](#)

Employment and Social Development Canada (ESDC)

The federal government department that oversees Canadian labour market matters and processes Labour Market Impact Assessment applications. This department also manages the Employment Insurance (EI) system.

Toll-free: 1-800-622-6232

[Website](#)

Service Canada Confidential Tip Line:

This tip line can be used to anonymously report abuse of the Temporary Foreign Worker Program. Phone line: callers can leave a confidential voicemail to report abuse of TFWP. Online tool: use website to make confidential report. For both reporting methods, include information such as: location and name of the business or individual(s), including their contact information, if known, and any details of the abuse. The Tip Line does not provide support to victims of abuse.

Toll-free: 1-866-602-9448 or use the [Online Fraud Reporting Tool](#).



Government
of Canada

Gouvernement
du Canada

Employment Standards Branch of Prince Edward Island

This is a branch of the PEI Government that manages the Laws that employers must follow. To get information about the *Employment Standards Act* you can call them or visit their website. You can contact them to ask questions about PEI's laws concerning work conditions and your pay. You can also arrange for a representative to meet with you at one of the government offices around PEI. Their services are confidential, so no one will know that you talked to them. If your employer is breaking the rules of this Act, you can decide to file a formal complaint. If a hearing is held, they can arrange for a translator to be present.

Click [here](#) for a link to information posters in various languages.

Toll Free: 1-800-333-4362
[Website](#)

Workers Compensation Board

You can call the Workers Compensation Board if are injured at work, you have questions about the *Occupational Health and Safety Act*, or if you are concerned about danger in your work place.

Toll-free: 1-800-237-5049
[Website](#)

Access PEI

The provincial government agency that administers services such as health cards and driver's licenses, benefits, and more.

Phone: 902-368-5200
[Website](#)

Health PEI

Health PEI is responsible for public health services on PEI. Their website has information about health services. If you want to visit a doctor, you can find the closest walk-in clinics and hospitals. You must have a valid health card to see a doctor for free.

Toll Free: 1-800-321-5492

[Website](#)



Community Legal Information Association (CLIA)

CLIA is an organization that will provide you with confidential information about the law, across many subjects (i.e., women's rights, employment law, housing, abuse, etc.), and refer to you other services. They will provide help regardless of your status in Canada. If you do not speak English or French they may use internet translation services to communicate, if there are no staff who can help. You can email, phone, or visit their office in Charlottetown. They can also refer you to other services.

Toll Free: 1-800-240-9798

Email: clia@cliapei.ca

[Website](#)



PEI Human Rights Commission

The PEI Human Rights Commission is an organization that accepts complaints about unfair treatment. You may issue a complaint with this organization and begin a legal process. Their website provides information about your rights in Canada, and how to file a complaint. They also have information booklets on your rights as a worker.

Phone: 902-368 -4180

Toll Free: 1-800-237-5031

Email: lbuell@peihumanrights.ca

Website



Career Development Services

This organization offers free, confidential job search services through employment resource centres across PEI. Job seekers can use the computers at the centre for job search, and the staff will help you develop a resume and cover letter. Also, the staff can work with you in person and by email. The staff are not trained to help with work permits.

Bloomfield: Bloomfield Mall

Phone: 902-859-2776

oleary@careerservicespe.com

Charlottetown: 160 Belvedere

Phone: 902-626-2014

chtown@careerservicespe.com

Montague: 500 Main Street

Phone: 902-838-5453

montague@careerservicespe.co

Souris: 175 Main Street

Phone: 902-687-1526

lynorr@careerservicespe.com

Summerside: 674 Water St. E.

Phone: 902-436-0706

Email: sside@careerservicespe.com

Wellington: Place du Village

Phone: 902-854-4156



Cooper Institute

This organization is a small, PEI, non-governmental organization. They work for social justice locally and globally. This includes the rights of Temporary Foreign Workers (TFWs) in PEI. If you contact Cooper Institute, your identity will be kept confidential. You can call if you have a problem, or if you know someone in PEI who is in a difficult situation. If your job or the place you live is abusive or unsafe, the Cooper Institute might be able to issue a complaint to the government, and your name will not be used. There is a staff who speaks Spanish, and volunteers who speak other languages. They also help Canadians learn more about supporting Temporary Foreign Workers, and build community connections. Even if you do not have a problem, Cooper Institute would be happy to hear from you. The office of Cooper Institute is open Monday-Friday, 8am-5pm. If you call on the weekend or in the evening, leave a message and let them know how and when to contact you.

Phone: (902) 894-4573

Toll Free: 1 (877) 894-4573

Email: cooperinstitute@eastlink.ca

Address: 81 Prince Street,
Charlottetown, PEI

[Website](#)



Catholic Family Services Bureau

This organization provides low-cost counseling and mental health support. This organization provides non-religious support to people of all faiths.

Phone: (902) 894-3515

admin@catholicfamilyservicebureau.ca

Address: 129 Pownal Street,
Charlottetown

[Website](#)



PEI Association for Newcomers to Canada (PEI ANC)

This is PEI's newcomer settlement agency. There is a settlement worker who helps temporary foreign workers when they have questions about their status, their options, and their rights. This worker can help you if you have questions about qualifying or applying for status or programs. PEI ANC also has a volunteer language teacher program, which might be able to help you learn English or prepare for a language test. They also hold social events and festivals. Everything is confidential. If your children are with you in Canada, they can help your children with school registration and other free programs.

Phone: (902) 628-6009

Email: info@peianc.com

Address: 49 Water St.,
Charlottetown

[Website](#)



Consulates

Consulate General of Guatemala

1255 University Street, Suite 512
Montreal, QC H3B 3B6, Canada

Phone: (+1) 514-397-2348

Fax: (+1) 514-667-2469

consmontreal@minex.gob.gt

[Website](#)

Consulate General of Jamaica

303 Eglinton Avenue East
Toronto, ON M4P 1L3, Canada

Phone: (+1) 416-598-3008

Fax: (+1) 416-598-4928

info@jcgtoronto.ca

[Website](#)

Consulate General of Mexico

2055 Rue Peel, Suite 1000
Montreal, QC H3A 1V4, Canada

Phone: (+1) 514 288 2502

Fax: (+1) 514 288 8287

comexmt@consulmex.qc.ca

[Website](#)

Consulate General of Trinidad and Tobago

3415 Avenue Du Musée
Montreal, QC H3G 2C6
Canada

Phone: (+1) (514)312-5012

richard.yufe@yefes.com