



**Employment
Hamilton**

**EMPLOYMENT
ONTARIO**

This *Employment Ontario* program is funded by the Government of Ontario.

Job Search 101 for Youth

DON'T BE AFRAID TO ASK FOR HELP

This package will help you to kick-start your job search, but don't stop here. Looking for a job can be a full-time job. Get free access to the help or resources you need.

In Person: **EMPLOYMENT HAMILTON**
 67 & 77 Victoria Avenue South with free parking
 Monday—Thursday 9:00 a.m. to 5:00 p.m.
 Friday 9:00 a.m. to 3:00 p.m.
 Tuesday evenings 5:00 p.m. to 7:00 p.m. at
 77 Victoria Avenue South

Over the Phone: 905.522.4902
Via E-mail: YouthJobLink@employmenthamilton.com

NEVER UNDERESTIMATE THE POWER OF NETWORKING

Increase your chances of finding a summer job by increasing your network. Talk to your family, friends, neighbours, teachers and coaches. The more people who know you are looking for work, the better!

Ask people you know how they got their job. Not only will this provide you with some helpful tips, you will notice that the majority of people are employed because they were referred by family or friends.

Spread the word to everyone you know that you are looking for a summer job. You never know who your neighbour will be golfing with, or who your music instructor will be socializing with, or what teachers might be approached by businesses looking to hire students. The larger your network is, the more likely it is that you will be successful!



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REMEMBER

- **BE PREPARED**—Read the information in this package
- **BE PERSISTENT**—The more places you apply to, the better your chances are of getting a summer job!



The future can be scary.

Does life after graduation keep you awake at night?

Check out these workshops to help you figure out your goals, land your dream job and stay competitive in a challenging job market!

THE RIGHT FIT

This one hour interactive workshop is jam-packed with information and resources to help you define your career path and ensure that your next steps are the right steps.

- Determine your right fit for short and long-term career goals
- Match your career choices to fit with forecasted demands in the labour market
- Target your job search so it fits a variety of industries

Feeling lost and off course? Let us help you map your route to success!

READY. SET. WORK!

Whether you are looking for your first job experience or you are ready to embark on your chosen career, this workshop will provide you with the tools you need to find that job and keep it!

Ready. Set. Work! is focused on job search and readiness to coach you on

- how to write a killer resume, complete a successful job search and ace an interview
- basics about Employment Standards and Young Worker Safety Awareness and how to expand on that knowledge to protect yourself at work
- how to integrate into an existing team – learn how to show your new boss your value and avoid rookie mistakes!

OMG, I Got the Job! Now what?

Personal management, lifelong learning and effective networking are just a few skills that will help you remain competitive at work and provide you with the foundation needed to advance your career. Let us help you build a career advancement plan from maintaining a professional social media presence to achieving a work/life balance.

To find out more information about the above workshops or to reserve your seat in the next available session, email Shari at YouthJobLink@EmploymentHamilton.com or call 905-522-5902



Training Certificates

Workplace Testing

Computer based Training and Testing at Employment Hamilton

All training is offered **FREE** with the exception of Smart Serve.

WHMIS

Get your WHMIS Certification and add it to your resume

2 hours



Smart Serve

Adding Smart Serve to your resume will show employers that you understand and can implement the skills of responsible alcohol service

4 hours \$31.00



Excellence in Customer Service

This short course is suited to those new to Customer Service. Add this to your resume to get noticed! Make a good first impression ~ communicate effectively ~ deal with complaints & more.

30 minutes



AODA and Ministry of Labour Safety Training

AODA Accessibility Standard for Customer Service is required for those providing goods/services to the public. Receive a certificate and add this training to your resume! **40 minutes**
Ministry of Labour Health and Safety Awareness Training for Workers and Supervisors has been mandatory since July 2014 for ALL workers in Ontario. Complete this course in **45 minutes** and receive a certificate to show your employer that your training was completed!

TESTING Occupational / Workplace

Free for all job seekers and employers! Over 800 tests! Choose the ones you want before going to an interview. These are the same tests employers may use.

Practise before you go and get a printout of test results that tells you what to focus on to improve. Do you have what it takes for the jobs you are applying to? Find out!



EmploymentHamilton.com

905-522-4902

77 Victoria Avenue South Free Parking

Call for information or to reserve your seat.



The most common mistake on a resume is the phone number. Double-check your digits or your phone will never ring!

WHAT TO PUT ON A RESUME

The purpose of your resume is to get you the interview. Be clear, concise and above all be accurate. Have someone proof your resume. Employers are quickly turned off when a student applies for a job and there are errors on the resume.

START with your name that you usually go by, your full address including postal code and your phone number including area code. You can include an **appropriate** email address but only if you check your email daily. Your voice mail should have a professional message. Keep a pad of paper and a pen by the phone for taking notes if an employer calls.

Your **OBJECTIVE** is a good place to indicate if you are looking for full-time summer employment or part-time school year employment, or both.

HIGHLIGHTS OF QUALIFICATIONS/RELATED SKILLS section is best used to summarize what you have to offer the employer. This section is best written in bullet form. Attributes can be hands-on experience (i.e. handling cash) or personal attributes like “mechanically inclined” or “good communication skills”. Related skills should be tailored to the job that you are applying for and be quite specific. List skills you have that the employer would want.

EMPLOYMENT EXPERIENCE—Start with the most recent job you had or currently have and work backwards. Include the name of company, city, province, dates of employment, job title and job tasks that you were responsible for. Keep it brief but make sure you don’t leave out keywords the employer may be looking for. Volunteer work can be included here or separately but always include it. Remember to use present tense or past tense (whichever is applicable) for all descriptions.

EDUCATION—Once again, start with the most recent first and work backwards. Include full name of school, city, province, dates and any degrees, certificates or diplomas received. If you are currently in school, state current grade. To save space, you do not need to include your high school education if you have already indicated that you went to college or university. The same applies to public school, if you have already shown you are in or have completed high school.

REFERENCES should be listed on a separate page, see “Completing an Application” on page 6 for more details.

SAMPLE RESUME

John Smith	905-555-5551
123 Real Drive, Hamilton, ON L8N 2S8	
Summary of Skills/Qualifications	
• Experienced in providing exceptional customer service • Able to operate cash registers and accurately process transactions • Pleasant speaking manner with excellent communication skills • Greet customers in a friendly, courteous and timely manner • Efficient in time management, prioritizing workloads and working in a fast-paced environment • Follow health regulations when handling food and beverages	
Employment Experience	
Cashier/Front Counter Attendant	March 2014—September 2015
Delicious Coffee, Hamilton, ON	
• Served customers quickly and efficiently • Prepared all customer orders including coffee, and other hot beverages, baked goods and sandwiches • Counted inventory and assisted with receiving large supply deliveries	
Tutor	2013
Private Residence, Hamilton, ON	
• Assisted nine year old child with learning habits and reading skills	
Volunteer Experience	
Assistant Soccer Coach	Summer 2013
Hamilton Soccer Club, Hamilton, ON	
• Mentored youth on athletic skills and soccer basics • Encouraged good behaviour, sportsmanship and teamwork	
Education	
Central Secondary School, Hamilton, ON	September 2013—Present



USEFUL JOB SEARCH RESOURCES

Worker Health & Safety Awareness Training

<http://www.labour.gov.on.ca/english/hs/elearn/worker/index.php>

Young Worker Tips & Resources

<http://www.labour.gov.on.ca/english/atwork/youngworkers.php>

Get a Social Insurance Number

<http://www.servicecanada.gc.ca/eng/sc/sin/index.shtml>

Ontario Internship Program

<https://www.internship.gov.on.ca/mbs/sdb/intern.nsf/LkpWebContent/ePublishedHOME>

Employment Standards

<http://www.labour.gov.on.ca/english/es/>

Employment Ontario

<https://www.ontario.ca/page/employment-ontario>

WEBSITES FOR JOB SEARCHING

<http://jobboard.employmenthamilton.com/job-board.cfm>

<http://www.jobbank.gc.ca/home-eng.do?lang=eng>

<http://www.monster.ca/>

<http://www.magnet.today/>

<http://www.indeed.ca/>

<http://www.kijiji.ca/b-jobs/hamilton/c45l80014>

<https://regionalhelpwanted.com/hamilton-ontario-jobs/>

<http://www.localwork.ca/>

<https://www.hamilton.ca/jobs-city>

<https://www.gojobs.gov.on.ca/Jobs.aspx>

<http://goodwork.ca/>

<http://charityvillage.com/>

<http://www.goodwillonline.ca/jobboards/>

<http://wesley.ca/job-board/>

<http://www.collegeboreal.ca/careers/>

<https://www.linkedin.com/>

<http://www.workopolis.com/shared/>

<http://www.haldimandcounty.on.ca/careers.aspx>

<http://www.burlington.ca/en/your-city/Current-Opportunities.asp>

When you are using the internet to job search, be resourceful and try using multiple variations of keywords in your search to obtain different results i.e. "student", "summer", or "seasonal".

Remember most companies have their own websites and often do their recruiting through them. Google companies that you would like to work at and find the careers link. For example, try...

<http://careers.walmart.ca/>

<http://www.starbucks.ca/careers>

<http://petvalu.com/careers/>

<http://careers.homedepot.com/>

MARKETING YOURSELF/COLD CALLING

How and when you approach an employer can determine whether your application/resume ends up in the “consider file” or the shredder.

A cold call is a visit made to an employer to apply for a job when you don’t have an appointment or know if there is a vacancy. Most employers we talk to say this is their preferred way to hire. Putting an ad in the newspaper or a sign in the window means too many applicants.

Since many employers hire this way, it’s important to make good cold calls and these few tips can help!

1. Treat every cold call like a job interview. See “What Employers are Looking For” on page 5.
2. Be brief and to the point. The employer has

not set aside time to see you, so if you get a few minutes to talk, be aware that the employer is busy. Respect their time, sell yourself well—but quickly.

3. Have your opening lines prepared.
4. Follow up each cold call



Always ask to speak to a Supervisor, Manager or person responsible for hiring.

PRACTISE YOUR COLD CALL SPEECH

Have your opening lines prepared. Don’t just ask “are you hiring?” The odds are that they are not hiring right at that particular moment but they may be hiring tomorrow. Instead, you should

- introduce yourself
- tell the employer what position you’re interested in—the more specific the better
- give a brief summary of the highlights of your qualifications that make you a good match for the particular job you are interested in
- ask for time to discuss your application. If you get a positive response, prepare for an interview on the spot. If not, ask about leaving your paperwork and a possibility for a discussion in the future

DON’T FORGET TO FOLLOW UP!

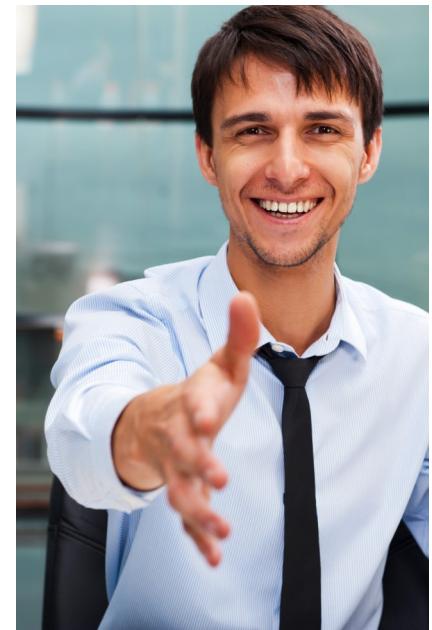
Keep track of where you have been, who you talked to and what the results were. If the employer invited you to check back in a few weeks—make sure that you do!

If an employer says “I am sorry, we are not hiring right now”, you should respond with “Okay, can I leave my resume with you and check back in a few weeks?” If a few weeks is not appropriate, the employer can let you know what would be a better time. The point is—you want the ball in your court. You want to be responsible for getting back in touch with the employer.

When you check back you can say “Hello, Mrs. Roberts, this is Sandy Anderson. I was in last month regarding the sales clerk position. You asked me to check back with you in May.” The employer is reminded of who you are and the fact that she invited you to call back.

WHAT EMPLOYERS LOOK FOR

- Wear clothes that are clean, ironed and appropriate for the type of work you are applying for. Dress as you would for an interview. No jeans or t-shirts with logos. Do not use perfume or cologne and keep jewellery, piercings and makeup to a minimum.
- Always go by yourself. It shows the employer that you have the courage to go and apply on your own. If you're applying for a customer service job, it tells the employer that you can deal with strangers. You may think that employers don't care, but they do.
- Arrive prepared with your resume in a large envelope (so that it is flat not folded). Bring a pen with you and a sample application so you can refer to it for accurate dates and reference phone numbers. Most malls with an information booth have a list of retailers in the mall who are currently hiring. Use this resource when you are job searching.



Dress for Success: The rule of thumb when job searching is to wear one level above what you would be expected to wear on the job.

- First impressions are important. You need to impress each person you speak with, even if you think they are "just" a student. Often when an applicant leaves, feedback may be given to the manager. **Be polite.**
- Ask for the manager or the person responsible for hiring. If they are not there, ask for their name and when they will be in. When you return, you may ask for them by name. Ensure your envelope has their name on it. If by chance they are not there, your envelope with their name on it goes right on their desk. Impressive!
- Write down the manager's name so you can do a follow-up call in a couple of days to a week.
- If you speak with the manager, make sure you tell them what job you are interested in e.g. part-time sales positions, stockroom person, produce position, etc.
- Try not to go at a time when the employer may not have time to talk to you such as lunch hour in a restaurant. If you happen to walk by a store, and you see they are busy, try going somewhere else first then going back.
- If possible, try to apply for a job in the morning or right after school. Plan your job search so you are properly dressed and have copies of your resume with you. To really be prepared, call ahead for the names of the managers you are hoping to see.
- Don't only apply to stores that advertise. Go to stores that don't have signs posted in their windows. Sometimes employers want to see if people will apply on their own because it shows the employer that you have initiative.
- Put on a smile and speak clearly!

EMPLOYMENT APPLICATION

Complete fully based on your current job goal

Today's date	Jan 1 / 18	Date available for employment	Jan 1 / 18	Wages expected	going rate for this position
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Position applied for

Landscape

Name	Tim Robins		
Address	456 Main Street		
City	Hamilton	Postal Code	L9M 4N9
E-mail	timrobins @ shaw.ca	Phone Home	905-555-1313 Cell 905-555-5547

EDUCATION

	Grade or level completed	Diploma, degree received	Course of study	Dates attended
Secondary	Grade 12	OSSD	General	2013 - 2017
College / University	Mohawk College 1st year	still attending	Child & Youth Worker	2017 - present
Other	/	/	/	/

Additional courses, seminars, workshops.

WHMIS Certificate 2018

EMPLOYMENT HISTORY

Name of present / last employer	Husky Fuels		City	Hamilton
Primary Duties	<ul style="list-style-type: none"> - Accurately processed sales transactions - Maintained inventory and stocked shelves - Operated gas pumps 		Position	Gas Attendant
Dates	04/17	08/17	Reason for Leaving	Phone 905-555-2121
Month / Year to Month / Year	Return to school		Supervisor	Morgan Freeman

Name of previous employer	/		City	/
Primary Duties	N/A		Position	/
Dates	/		Phone	/
Month / Year to Month / Year	/		Supervisor	/

Name of previous employer	City	
Primary Duties	Position	
N/A		Phone
Dates Month / Year to Month / Year	Reason for Leaving	Supervisor

Name of previous employer	City	
Primary Duties	Position	
N/A		Phone
Dates Month / Year to Month / Year	Reason for Leaving	Supervisor

Are you legally entitled to work in Canada? Yes No

As an adult, have you ever been convicted of an offence for which a pardon has not been granted? Yes No

Are you able to work shifts? (non-standard work hours) if required? Yes No

If you are applying for a position requiring a driver's licence, please complete the following.
 Do you have a valid driver's licence? Yes No Class G2 Province ON

REFERENCES List two persons to whom we may refer who are able to judge your work ability. (other than relatives / friends)

Name <u>Morgan Freeman</u>	Occupation <u>Supervisor - Husky</u>	Telephone <u>905-555-2121</u>
Name <u>Jennifer Anniston</u>	Occupation <u>Music Teacher</u>	Telephone <u>905-555-3314</u>

May we contact your present employer for a reference? Yes No Previous employers? Yes No
 If no, please state reasons

I hereby declare that the foregoing information is true and complete in every respect and I understand and agree that any false or inaccurate statement or omission will be cause for immediate dismissal.

I hereby consent that you may contact any of the employers that I have indicated by checking "yes" on this application, as well as the references that I have provided.

Signature Tim Robins Date Jan 1, 2018

01/11

ALL YOU NEED TO KNOW ABOUT REFERENCES

- Do not use your friends or family
- Use someone who is older and working
- Always make sure you have permission from your reference to use their name. This way they won't be surprised by the phone call and will be able to give the employer a good response
- No work experience? Ask a teacher, coach, music instructor or neighbour. Make sure it is someone who can and will speak highly of you
- You should have two to three references ready when you begin your job search
- Do not put references on your resume. You will be handing out hundreds of resumes and therefore giving out their personal contact information for all to see
- Use your references when completing a job application form
- Always bring your references to a job interview
- Only provide your references when asked. You don't want to wear them out before a serious job offer is pending

COMPLETING AN APPLICATION

The proper completion of an application is essential. This provides the employer with a snapshot of you. Look at your completed application and consider what kind of message you are sending.

- ✓ Is it complete? Did you answer all the questions?
- ✓ Is it done neatly and in pen?
- ✓ Is it accurate? No spelling errors?
- ✓ Is it the best you can do?

ANSWERING THE QUESTIONS

Position Applied For: Be specific. Don't write "anything". An employer needs to know if you want to be the dishwasher, the maintenance person or the bookkeeper. They will be sorting through hundreds of applications and if you are not clear, the employer will just move on to the next one.

Wages Expected: We suggest you write "going rate." If you put a specific amount you may not be considered even though you would be happy to work for that.

Surname: This is your last name.

Education: If you are currently in high school, indicate the date you started to the present.

Additional Courses: This could include First Aid & CPR, a babysitting course, safety workshops, WHMIS, Smart Serve, etc.

Work Related Skills/Experience: The employer wants to know why they should consider you. Write your experience that is related and /or your personal qualities that are relevant to the job that you are applying for.

Employment Experience: Complete all the information. Don't just say "resume attached". There are often questions in this area that are not answered on your resume. You also don't want to appear lazy by taking the easy way out.

Other Tips

- ✓ Don't forget to sign and date the application.
- ✓ Be honest. If you are dishonest on an application and the employer hires you, you run the risk of being fired at any time if the employer finds out you lied.
- ✓ Check your application over to be sure you didn't miss anything. If a section does not apply to you, don't leave it blank. Write N/A (not applicable). That way the employer knows that you have read it, understood it and indicated that it doesn't apply to you.
- ✓ Attach a resume if you like.
- ✓ If you are allowed to take the application home, do so and have someone proofread it for you.
- ✓ If you have to complete the application on the spot, it is a good idea to have an already completed general application with you to copy from. This way you don't struggle or take too long to complete in front of your potential employer. This also avoids making spelling errors.
- ✓ Do not use a gel pen that easily smears the ink.

THE INTERVIEW

Being prepared for the interview will help you do your best. Here are some tips to keep in mind for a successful interview.

DO

- ✓ Dress conservatively in neat, clean clothing. Wear minimal jewelry and NO fragrance/aftershave.
- ✓ Arrive on time or a few minutes early. Arriving late for an interview is never excusable. If you are not sure how long it will take to get there, do a practice run beforehand.
- ✓ Bring a copy of your resume and references. If presented with an application, complete it neatly and accurately. Be sure to have a pen with you.
- ✓ Greet the interviewer with a clear voice and a firm handshake. NO fancy handshakes, not too hard and not too light.
- ✓ Wait until you are offered a chair before sitting. Sit upright, look alert and interested at all times. Be a good listener as well as a good talker. Speak clearly and concisely. Smile and look the interviewer in the eye.
- ✓ Make sure that your good points get across to the interviewer in a factual and sincere manner. Keep in mind that you alone sell yourself. Don't rely on the employer to ask the questions that you are hoping for. When the employer asks "Why should I hire you?" - be prepared with all the things you have to offer this employer. Remember not only your hands-on skills but your personal attributes that would make you a good candidate for the job. An employer can teach skills but can't teach courtesy and common sense. They can't teach you to get along with the rest of the staff or to always be friendly and smile with customers. Remember these things too. Are you a team player who shows initiative?

DON'T

- ✓ Don't bring anyone with you.
- ✓ Don't take coffee or food.
- ✓ Don't chew gum.
- ✓ Don't smoke before the interview. Lots of people do not like the smell of cigarette smoke on people's clothes.
- ✓ Don't answer with a simple "yes" or "no". Explain whenever possible. Tell things about yourself which relate to the question.
- ✓ Don't lie. Answer questions honestly.
- ✓ Don't ever make derogatory remarks about your present or former employers. It shows poor taste.
- ✓ Don't over-answer questions. The interviewer has only allowed a certain time for the interview. Use the time wisely.
- ✓ Don't inquire about salary, vacations, etc. If you are offered the job, the employer will tell you the wage, if she/he hasn't already.

REMEMBER: Turn your cellphone off during the interview. Even when on silent, you can hear it vibrate.



*Don't know what your weaknesses are?
Ask a sibling. They will be honest.*

*Learn to speak positively about your weaknesses.
Everyone has weaknesses, don't say you don't have any.*

COMMON INTERVIEW QUESTIONS ASKED BY EMPLOYERS

- ✓ Why should I hire you?
- ✓ Tell me about yourself.
- ✓ Why do you want to work for us?
- ✓ What have you learned from other jobs that you have held?
- ✓ What is your major weakness?
- ✓ What are your strengths?
- ✓ How would your supervisor evaluate your most recent job performance?
- ✓ Describe your ideal supervisor?
- ✓ What motivates you on the job?
- ✓ Tell me about a time you had a conflict with a co-worker. How did you handle it?
- ✓ When is it okay to miss work?
- ✓ **Do you have any questions for us?** It is always a good idea to prepare a list of questions before each interview. An interview is your opportunity to find out more about the position and the company. If you are offered the job, it will prepare you as to whether or not you should accept it. Be careful that your questions do not give the interviewer the impression that you feel the job is yours. Avoid questions like "Are you going to be my boss?" but ask instead "Are you the supervisor for this position?"

QUESTIONS TO ASK AT THE END OF AN INTERVIEW

- ✓ Does this position require a uniform? Is the uniform provided by the company or do individuals get their own?
- ✓ Is there a dress code?
- ✓ What are the hours of work?
- ✓ Is there a probation period? How long is it? What do you want to see from new employees during probation?
- ✓ Can you tell me about the training involved? Will there be special safety training for example?
- ✓ Could you tell me what happens next? Should I call you, or will you contact the people who have been interviewed?
- ✓ When will you be making a decision on who the successful candidate will be?

Interview Feedback from Employers

Employers report the following things have turned them off about a candidate:

- Failure to speak clearly and look the interviewer in the eye
- Overly aggressive
- Failure to ask suitable questions
- Lack of interest or enthusiasm
- Persistent attitude of “what can you do for me?”
- Lack of confidence or extreme nervousness
- Lack of preparation for the interview
- Evasive, making up excuses
- Bad language/poor hygiene/sloppy appearance
- Lack of tact, maturity, courtesy
- Limp handshake

Don't be discouraged if a definite offer is not made when the interview is over. The employer probably wants to interview several applicants before making a decision. Leave on a positive note — thank the interviewer for his/her time, along with a good handshake.

Afterwards, evaluate the interview yourself—Is there anything you could improve? If so, keep it in mind for the next time and don't get discouraged if you don't get a job offer on your first interview. Learn from it and you'll do just fine!



USE YOUR COMMON SENSE TO STAY SAFE

When arranging to meet for an interview, always meet at the place of business or in a public area. Never agree to meet in a remote location or anywhere out of the ordinary.

Whether you are applying to jobs over the internet, phone or by fax, you really don't know who you are sending your resume to. Remember your resume contains personal information about you already. If you get the feeling that something doesn't seem right, ask a parent for advice.

Job postings may not be what they seem to be. The internet is a valuable resource but just like anything else, use caution when faced with the unknown. It is too easy for someone to claim to be what they are not. Do your research about the company you will be interviewing with. Always make sure that others know where you are going, who you are meeting, what time you will be finished.

Protect your personal identity. Never give an employer your Social Insurance Number until the time is right. That time should be after you have accepted the job offer. Your employer usually does not require this information until your first day on the job. If during your job search, an application asks for your Social Insurance Number, don't just leave the field blank. Simply write in that you will provide the number if hired. Leaving the field blank may give the false impression that you do not have a Social Insurance Number or that you are not legally eligible to work in Canada.

If you don't have a SIN, getting one should be the first step of your job search. Go to servicecanada.gc.ca to find out how.

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.

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.

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).

Learn more about your rights at:

Ontario.ca/employmentstandards

1-800-531-5551 or TTY 1-866-567-8893

 @ONlabour  @OntarioMinistryofLabour

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.



Subscribe to stay up-to-date on the latest news that can affect you and your workplace:
Ontario.ca/labournews

Information for Employees About Hours of Work and Overtime Pay

Disclaimer: This resource has been prepared to help employees and employers understand some of the minimum rights and obligations established under the Employment Standards Act, 2000 (ESA) and regulations. It is not legal advice. It is not intended to replace the ESA or regulations and reference should always be made to the official version of the legislation. Although we endeavor to ensure that the information in this resource is as current and accurate as possible, errors do occasionally occur. The ESA provides minimum standards only. Some employees may have greater rights under an employment contract, collective agreement, the common law or other legislation. Employers and employees may wish to obtain legal advice.

These are the general rules in Ontario about hours of work and overtime pay. There are exceptions and special rules for some employees under the [Employment Standards Act, 2000](#) (ESA). To see if your occupation is subject to special rules or exemptions see the Guide to Employment Standards Special Rules and Exemptions available at [Ontario.ca/ESAtools](#)

Your employer cannot intimidate you, fire you, suspend you, reduce your pay, punish you in any other way or threaten any of these actions for exercising your ESA rights.

Hours of work

The maximum daily and weekly limits on hours of work are:

- 8 hours a day (or the number of hours in your regular work day, if it is more than 8),
- 48 hours a week.

Rest periods and eating periods

Your employer must give you at least:

- 11 consecutive hours off work each day (a “day” is a 24-hour period – it does not have to be a calendar day);
- 8 hours off work between shifts (unless total time worked on the shifts is 13 hours or less, or you and your employer have otherwise agreed in writing, including electronically); and
- 24 consecutive hours off work each work week (or 48 consecutive hours off every two work weeks).

You must also get a 30-minute eating period after no more than five hours of work. You can agree with your employer to split this eating period into two shorter breaks.

Overtime pay

For every hour you work over 44 hours a week, your employer must pay you at least 1½ times your regular rate of pay ("time and a half").

Excess hours of work and overtime averaging

You do not have to but if you *choose* to, you can agree with your employer in writing, including electronically to:

- work more than 8 hours a day (or the number of hours in your regular work day, if it is more than 8),
- work more than 48 hours a week, and / or
- average the hours you work over periods of two or more weeks to calculate overtime pay.

For excess weekly hours and/or overtime averaging to be permitted, your employer must also apply for approval from the Ministry of Labour's Director of Employment Standards and post a copy of the application where you can see it. If and when your employer gets approval from the Director, the approval form must be posted where you can see it. Your written or electronic agreement alone is **not** enough. You cannot work more than the number of hours approved by the Director. This may be fewer than the number of hours you agreed to work.

You can cancel an agreement to work excess daily or weekly hours by giving your employer two weeks' written notice. Your employer can also cancel an agreement by giving you reasonable notice.

Overtime averaging agreements must have an expiry date and cannot be cancelled unless both you and your employer agree.

Generally, if you are represented by a union your union would make agreements with your employer on your behalf.

For more information or to file a claim

If you have questions about the ESA call the Ministry of Labour's Employment Standards Information Centre at 416-326-7160, toll free at 1-800-531-5551, or TTY 1-866-567-8893. Information is available in multiple languages.

More information on hours of work and overtime pay can be found in *Your Guide to the Employment Standards Act, 2000* available at [Ontario.ca/ESAguide](#). You may also wish to try the Hours of Work and Overtime Tool available at [Ontario.ca/ESAtools](#). To file a claim, you can access the Employment Standards Claim Form online at [Ontario.ca/ESAforms](#).

Your Rights Under the Employment Standards Act, 2000

Disclaimer: This resource has been prepared to help employees and employers understand some of the minimum rights and obligations established under the Employment Standards Act, 2000 (ESA) and regulations. It is not legal advice. It is not intended to replace the ESA or regulations and reference should always be made to the official version of the legislation. Although we endeavor to ensure that the information in this resource is as current and accurate as possible, errors do occasionally occur. The ESA provides minimum standards only. Some employees may have greater rights under an employment contract, collective agreement, the common law or other legislation. Employers and employees may wish to obtain legal advice.

This information sheet provides a summary of your rights as a foreign national employed in Ontario under the [Employment Standards Act, 2000](#) (ESA). The ESA is a law that sets minimum standards in most Ontario workplaces, such as minimum wage and limits on hours of work. Special rules and exemptions apply to certain employees. For more information, visit [Ontario.ca/ESAguide](#).

Your employer is also required to provide you with a copy of the Employment Standards Poster within 30 days of the date you become an employee. You may request a translated version and if it is available from the Ministry of Labour, your employer must provide it in addition to the English copy. The poster is available at [Ontario.ca/ESAproster](#).

What are my employment standards rights at work?

Regular payment of wages and wage statements

You must be paid on a regular payday and receive a wage statement.

Limits on hours of work and eating periods

Generally, you cannot be required to work more than 8 hours a day or your regular daily work schedule (if more than 8 hours) and no more than 48 hours in a week. Most employees are entitled to at least 11 consecutive hours off work each day and 24 consecutive hours off each week or 48 consecutive hours off in every 2-week period. You may work more hours if you agree

to do so in writing, including electronically and certain conditions are met. You cannot work more than 5 consecutive hours without a 30-minute eating period.

Overtime pay

For most jobs, overtime is payable after 44 hours of work in a week. The overtime rate must be at least 1½ times your regular rate of pay. You can learn more about overtime, as well as limits on hours of work and eating periods at Ontario.ca/hoursofwork.

Minimum wage

Most employees are entitled to be paid at least the minimum wage. You can find the most current rates at Ontario.ca/minimumwage.

Vacation with pay

Most employees with less than five years of employment earn at least two weeks of vacation time after every 12 months and must be paid at least four per cent of the total wages they earned as vacation pay. Most employees with five or more years of employment earn at least three weeks of vacation time after every 12 months and must be paid at least six per cent of the total wages they earned as vacation pay.

Public holidays and public holiday pay

There are nine public holidays in Ontario every year. Most employees are entitled to take these days off work and be paid public holiday pay. To learn more about public holidays visit Ontario.ca/publicholidays.

Leaves of absence

There are a number of job-protected leaves of absence including pregnancy, parental, family caregiver, and personal emergency leave. Eligible employees have the right to a job-protected leave of absence whether you are a full-time, part-time, permanent, or a contract employee. To learn more about leaves of absence visit Ontario.ca/ESAguide.

Termination notice and /or pay instead of notice (if employed for at least three months)

If you have been employed for at least three months, you generally have a right to receive notice of termination if your employer ends (terminates) your employment relationship. You may get notice while you are working, pay instead of working notice, or a combination of both. Generally, the minimum notice you must get ranges from one week (if you have been employed for at least three months but less than one year) to eight weeks (if you have been employed for eight years or more). To find out if you might be entitled to termination notice or pay, try the Termination Tool available at Ontario.ca/ESAtools.

Termination of assignment notice/or pay instead of notice (applies to assignment employees of a temporary help agency)

Termination of assignment differs from termination of employment, and occurs when an assignment employee has their assignment with a client terminated, yet remains employed with the temporary help agency.

Generally, a temporary help agency is required to provide an assignment employee with either one week's written notice of termination of assignment, termination of assignment pay or a combination of the two, if:

1. the assignment employee is assigned to perform work for a client;
2. the assignment had an estimated term of three months or more at the time it was offered to the employee; and
3. the assignment is terminated before the end of its term.

For further information on termination of assignment, please see the "Temporary Help Agencies" chapter in *Your Guide to the Employment Standards Act, 2000*, available at Ontario.ca/ESAguide.

You cannot be punished for asking about or exercising your ESA rights

If you ask about your rights under the ESA or ask that you be given your rights, your employer cannot punish you in any way, including by ending your employment relationship. You also have the right not to be punished by your employer for asking about or exercising your ESA rights.

If you are a foreign national covered under the Employment Protection for Foreign Nationals Act, 2009

A foreign national covered under the [Employment Protection for Foreign Nationals Act, 2009](#) (EPFNA) is entitled to receive an information sheet about their rights under the EPFNA along with this document. If your first language is not English, your employer or recruiter must find out if the information sheet is available in your first language and, if it is, provide you with the translated version as well. For more information, please visit Ontario.ca/EPFNA.

If you have a question or want to file a claim

For more information, please visit Ontario.ca/employmentstandards or call the Employment Standards Information Centre at (416) 326-7160 (toll-free at 1-800-531-5551) or, for the hearing impaired, at TTY 1-866-567-8893. Information is available in multiple languages.

If you believe that you have not received your rights under the ESA and want to file a claim, you can access the Employment Standards Claim Form online at Ontario.ca/ESAforms. Please note that separate forms are used to file claims under the ESA and the EPFNA.

It's Your Job



You have rights at work

The **Employment Standards Act, 2000 (ESA)** sets minimum standards for things like pay, work hours and time off. Most workplaces in Ontario must follow this law. Your rights are the same whether you work full-time or part-time.

The basics

1. Payday

Expect a regular pay day and a pay stub that is clear. Keep a record of the hours that you work.

2. Deductions from wages

Some employers require you to pay for your uniform. Deductions from your wages to pay for a uniform may be made only if you agree *in writing* to have a specified amount deducted.

If a customer leaves without paying, or your error costs your employer money, that amount cannot be deducted from your wages. www.labour.gov.on.ca/english/es/pubs/guide/paywage.php

3. Where's the poster?

Your employer should have the ESA Poster displayed where you can read about some of your ESA rights.

Ontario.ca/ESAproster

4. What is work time?

Time spent in training that is required by the employer or by law counts as work time. If you have to transport materials from the workplace to another job site, that is work time, too. www.labour.gov.on.ca/english/es/tools/hours/what_counts.php

5. Can I be required to work on a public holiday?

If you work in a hotel, motel, tourist resort, restaurant, tavern, hospital or an establishment with continuous operations, you may be required to work on a public holiday. If you work on a public holiday, you are entitled to premium pay. www.labour.gov.on.ca/english/es/pubs/guide/publicholidays.php

6. Special rules

Some jobs have special standards or exemptions. www.labour.gov.on.ca/english/es/tools/srt/index.php

7. What's my vacation pay?

Vacation pay is at least 4% of wages (excluding vacation pay). Any vacation pay not already paid is owed to you when your employment ends. www.labour.gov.on.ca/english/es/pubs/guide/vacation.php#pay

8. Are you a "temp"?

Temporary employees generally have the same rights as other employees under the ESA. www.labour.gov.on.ca/english/es/pubs/is_tha.php

Learn more:

Ontario.ca/EmploymentStandards

Ontario.ca/YoungWorkers

Ontario.ca/ESAtools

416-326-7160 (Greater Toronto Area)

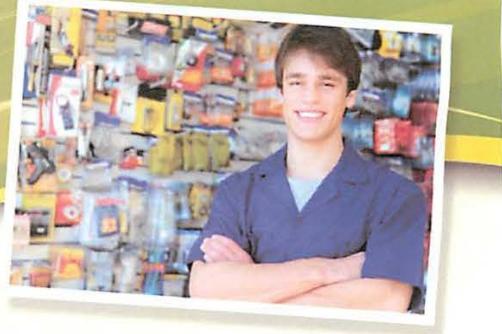
1-800-531-5551 (Toll-free)

1-866-567-8893 (TTY for hearing impaired)



It's your job to know your rights.

It's Your Job



Stay safe at work

The **Occupational Health and Safety Act (OHSA)** sets out the rights and duties of all workplace parties. It establishes procedures for dealing with workplace hazards and it provides for enforcement of the law where compliance has not been achieved voluntarily.

Every day in Ontario, an average of nearly 20 young workers under age 25 sustain lost-time injuries or are killed on the job. Don't get hurt at work! Protect yourself!

By law, you have the right to:

- Know about hazards in your workplace and how to protect your health and safety.
- Participate in resolving workplace health and safety concerns.
- Refuse unsafe work.

You must:

- Work safely. Use the equipment that you are required to use, and use it properly. Keep protection devices in place. Wear your safety gear.
- Report hazards (and violations of workplace health and safety law) right away to your supervisor or employer.

12 Tips for Staying Safe at Work

1. **Get training:** Learn how to work safely. Follow the rules and know what to do in an emergency.
2. **Be supervised:** Supervisor, will you be here to see that I do the job right? If you're not around, whom should I ask?
3. **Wear the gear:** Hair nets, gloves, aprons, safety glasses, ear plugs, etc. Use them properly as required.
4. **Identify risks:** Before you start the job, report unsafe practices and situations to your supervisor or employer.
5. **If you don't know, ask!** There are no "dumb" questions. Learn about your rights and duties under the OHSA.
6. **Do your job:** Don't do anything you haven't been asked to do, or have been told specifically not to do.

7. **Follow the safety rules:** And if you don't know the safety rules, ask your supervisor.
8. **Report hazards:** Tell your supervisor if you see anything hazardous, even if it involves another worker.
9. **If you're hurt:** No matter how minor, report injuries to your supervisor or employer and tell your family.
10. **Talk to your family:** Tell them what you're doing at work. Let them know if you think something's wrong.
11. **Be honest:** If a task is too much for you, say so! Don't attempt something that you can't handle.
12. **Never assume:** Don't assume you can do something without instruction, guidance or supervision.

Call **1-877-202-0008 toll-free anytime** to report critical injuries, fatalities, work refusals or other concerns.

Call 8:30 a.m.– 5:00 p.m., Monday – Friday, for general inquiries about workplace health and safety.

In an emergency, always call 911 immediately.

(TTY: **1-855-653-9260**)

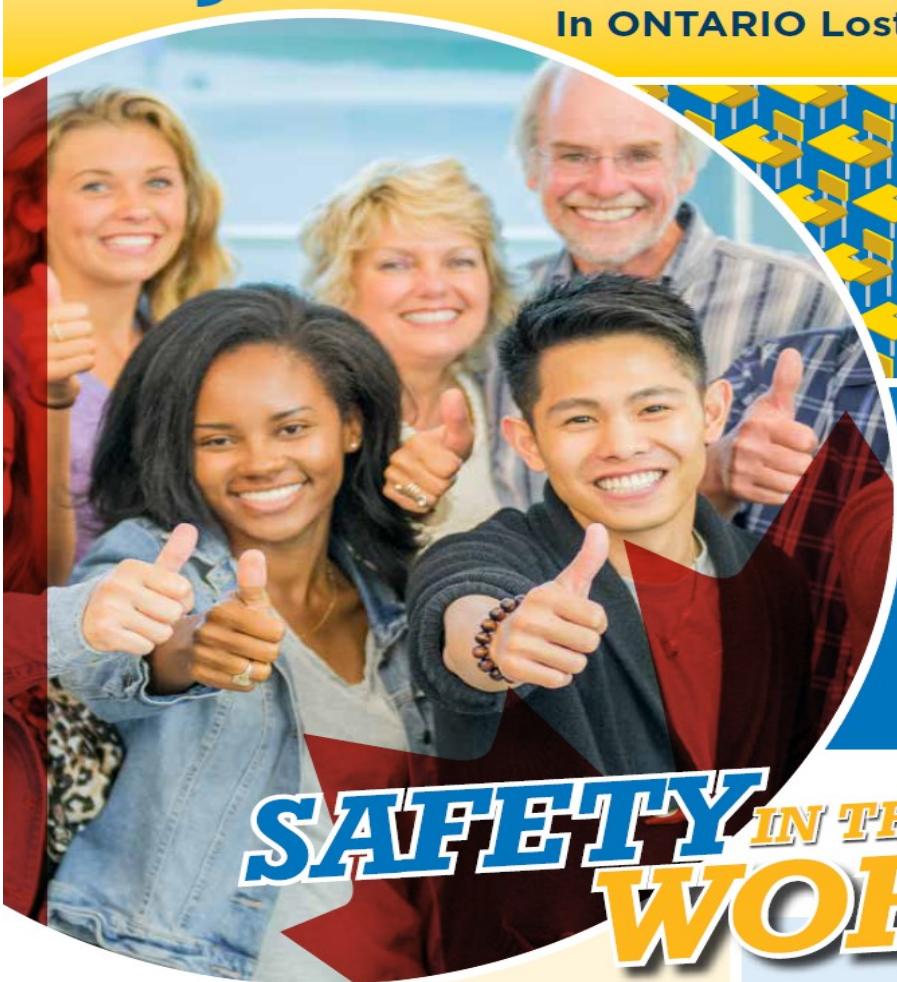
Learn more:

Ontario.ca/YoungWorkers
Ontario.ca/HealthAndSafetyAtWork

 *It's your job to protect yourself.*

During their first 30 Days 2,431 NEW & YOUNG WORKERS

In ONTARIO Lost Time Due to Injury¹



THAT'S ENOUGH TO FILL
110 ONTARIO HIGH SCHOOL
CLASSROOMS²

WORKERS MOST AFFECTED IN SMALL BUSINESS

- Auto Mechanics
- Cooks & Servers
- Labourers in Processing, Manufacturing and Utilities
- Material Handlers

SAFETY IN THE WORKPLACE

HAZARD

Overexertion (Repetitive Motion)



FIX



- Do not store items on the floor or in aisle ways
- Make loads smaller
- Use a cart or dolly
- Push the load instead of pulling
- Maintain safe body positioning and avoid twisting movements

Struck by Something or Struck Against Something



- Clear appropriate space for machinery, work and movement
- Design safe material storage and handling practices
- Provide ongoing training and supervision for workers
- Reinforce safe work practices for all equipment and job tasks

Temperature Extremes



- Ensure proper ventilation
- Provide shaded rest areas or cooling stations
- Take rest breaks and monitor for heat stress symptoms
- Stay hydrated
- Dress for the climate

#simplesafetysolutions

For more information contact Workplace Safety & Prevention Services
wsps.ca 1 877 494 WSPS (9777)

CONNECT WITH US

Sources: ¹WSIB Detailed HSA Entity Report – WSPS, WSN, IHSA and PSHSA, Schedule 1 as of August 2017 (not publicly available)
²www.ontario.ca/laws/regulation/120132



Workplace Safety & Prevention Services®