



# WELCOME BOOK FOR MIGRANT WORKERS

Occupational  
Health Clinics  
for Ontario Workers



Centre de Santé  
des Travailleurs(ses)  
de l'Ontario



DIOCESE OF  
**LONDON**  
OUTREACH MINISTRIES



Local Immigration  
Partnership

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# WELCOME AND THANK YOU MIGRANT FARM WORKERS

Migrant workers, and the farms that employ them, play a vital role in the food and agricultural economy in Ontario and across Canada. We thank you for your hard work in providing fresh food to our Sarnia-Lambton communities.



## Remember:

- In the case of life or death, call 911.
- To find information about community, social, health and related government services during your time in Canada, call 211 which is a free, confidential phone service.
- For health-related questions, call Telehealth, 1-866-532-3161, a free, confidential phone service that lets you speak to a Registered Nurse.

\*You do not need to speak English to call any of these numbers. Interpreters are available to help you.

# INTRODUCTION AND BACKGROUND

This welcome booklet is a collaboration between the Migrant Workers Ministry, the Occupational Health Clinics for Ontario Workers and the Sarnia-Lambton Local Immigration Partnership. It contains important information on working and living in Canada including health and safety practices, employment rights and benefits and accessing local services. The booklet is intended to be a resource for migrant workers, the farmers that employ them and the outreach workers that provide additional support.

## ABOUT THE COLLABORATORS

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DIOCESE OF  
**LONDON**  
OUTREACH MINISTRIES

The Migrant Workers Ministry is an outreach initiative of the Diocese of London. Through community collaborations, research, public education and direct services and supports, the Ministry facilitates better care and concern for the estimated 11 000 migrant workers living within the diocese. [For more information on specific services, see page 25.](#)

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The mission of the Occupational Health Clinics for Ontario Workers Inc. (OHCOW) is to prevent occupational illnesses and injury, and to promote the highest degree of physical, mental and social well-being of all workers. OHCOW's Migrant Farm Workers Program provides health and safety information to the workers and their employers through presentations and on-site visits. [For more information on specific services, see page 28.](#)

Occupational  
Health Clinics  
for Ontario Workers



Centre de Santé  
des Travailleurs(es)  
de l'Ontario

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Local Immigration  
Partnership

Led by:



SOCIAL PLANNING & PROGRAM SUPPORT DEPARTMENT

150 N. Christina Street  
Sarnia, ON N7T8H3  
Telephone: 519 344-2057  
Toll Free: 1-800-387-2882  
Fax: 519 344-2026  
[www.lambtononline.ca](http://www.lambtononline.ca)

Funded by:



Citizenship and  
Immigration Canada

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Citoyenneté et  
Immigration Canada

The Sarnia-Lambton Local Immigration Partnership (LIP) is a multi-sector council that exists to provide a centralized venue for discussions about immigrant and newcomer services and supports.

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# YOUR RIGHTS AND THE LAW IN CANADA

Canadian laws protect YOU.

Your employer:

- must pay you for your work
- must make sure that your workplace is safe and
- **cannot** take your passport, work permit, medical cards or other personal documents away from you.

Contact your government liaison officer immediately if this happens.

For information on pay, hours of work, rest periods, working conditions and other services, call the Ministry of Labour. **You do not need your employer's permission to call this office. They cannot punish you or have you deported for it.**

Ministry of Labour - Employment Standards Branch

Toll free: 1 800 531-5551

## IF YOU LOSE YOUR JOB

Usually, your employer must give you written notice or pay you (this is called termination pay) before telling you to leave your job. Your employer does not have to warn you when you are being let go for a "just cause" (for example, serious misconduct or missing work without good reason).

## HOUSING

Employers must give you a clean, safe and adequate place to live during your time in Canada. This includes a living space that is weatherproof (from rain and cold, minimum temperature of 20 C or 68F), and has adequate lighting and ventilation, and has plenty of hot and cold water (for bathing and drinking). There should be screens on the windows (from May-November) and laundry facilities must be provided, including a washer and dryer **OR** access to a Laundromat once a week. For more information, a complete housing guideline is available at [www.farmsontario.ca](http://www.farmsontario.ca).

## HEALTH AND SAFETY

All workers in Canada have the right to a safe and healthy workplace. There are laws to protect workers from danger.



# REFUSING DANGEROUS WORK

You have the right to refuse to work if you believe that the work you are doing or have been told to do is dangerous. You must be paid until the danger is removed **or** you feel the problem no longer exists **or** a government official tells you that it is safe to do the work. Your employer **cannot** punish you for refusing dangerous work. Workers die each year from dangerous work conditions, and it is **your right** to work in a safe environment.

## IS YOUR WORK SAFE?

Ask yourself questions such as:

Have I been properly trained for the job I am doing?

Have I been given the right safety equipment to do the job?

Do I feel unsafe when doing my job?

Do I work close to dangerous materials?

To report an unsafe workplace, call toll-free 1 800 531-5551.

## IF YOU ARE HURT AT WORK

Ontario provides workers' compensation benefits. Workers' compensation gives you help (medical or wage benefits) if you are hurt on the job or if your job causes you to get sick. Employers do not have to sign their employees up for the plan. Your employer must not take any money from your pay for the plan. If you have an accident at work, or on the farm, tell your boss right away. If you are in pain, ask to visit a doctor or to go to the hospital. If you do not receive the support you need, speak with your supervisor on the farm, or call your country liaison officer for advice.



# THE EMPLOYMENT CONTRACT

Your contract should include the details of your job and conditions of employment. The conditions state the highest number of hours you will work each week, how much you will be paid, and the amount of money that is deducted from your pay for Employment Insurance, Canada Pension Plan premiums and Canadian Income Tax. **You and your employer must follow the contract. Keep a copy of your contract.**

	Seasonal Agricultural Workers Program (SAWP)	Temporary Foreign Worker Program (TFWP) Agricultural Stream
Costs Covered by the Employer	<ul style="list-style-type: none"> <li>• <b>Partially pays</b> for round-trip airfare between your country of residence and Canada and <b>fully pays</b> cost of travel between the airport (or other point of arrival) in Canada and the place of employment</li> <li>• <b>Supplies free housing</b> that meets municipal building requirements and health standards set by Ontario</li> <li>• Provides a proper cooking area with pots and pans if you choose to make your own meals; <b>employers who provide meals may deduct up to \$6.50 per day from your wages</b> to offset costs</li> <li>• Pays for private health insurance until you are covered by the provincial health insurance plan</li> <li>• Provides free, on-the-job injury and illness insurance (called Workers' Compensation)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Fully pays</b> for round-trip airfare between your country of residence and Canada and the cost of travel between the airport (or other point of arrival) in Canada and the place of employment</li> <li>• <b>Supplies housing</b> that meets municipal building requirements and health standards set by Ontario; <b>can deduct a maximum of \$30/week from your salary</b></li> <li>• Provides a proper cooking area with access to stove, refrigerator and freezer</li> <li>• Pays for private health insurance until you are covered by the provincial health insurance plan</li> <li>• Provides free, on-the-job injury and illness insurance (called Workers' Compensation)</li> </ul>
Costs Covered by the Worker	<ul style="list-style-type: none"> <li>• A portion of the airfare based on the agreement between your country of residence and the Government of Canada</li> <li>• Employment Insurance premiums</li> <li>• Canada Pension Plan premiums</li> <li>• Canadian income tax</li> <li>• The work authorization or work visa fee</li> </ul>	<ul style="list-style-type: none"> <li>• Up to \$30/week for housing costs (deducted by employer from salary)</li> <li>• Employment Insurance premiums</li> <li>• Canada Pension Plan premiums</li> <li>• Canadian income tax</li> <li>• The work authorization or work visa fee</li> </ul>

# INCOME TAX, EMPLOYMENT INSURANCE & CANADA PENSION PLAN BENEFITS

## CANADIAN INCOME TAX

Migrant workers who work in Canada are subject to tax deductions in the same way as Canadian residents. The amount deducted from a worker's wages is based on the amount earned and whether or not the worker is single or with dependents. A dependent is a wife, a common-law spouse or a child under the age of 18. **It is important to file your taxes annually.**



## ELIGIBILITY FOR EMPLOYMENT INSURANCE

The Government of Canada's Employment Insurance (EI) program provides temporary financial help for unemployed workers (regular benefits) and those who cannot work for reasons of sickness, childbirth or parenting. It also assists workers who are providing care or support to a family member who is sick and at risk of dying.

Depending on what country you are from, what program you have come to Canada under, and your employment contract, you may be able to receive some form of EI. **Temporary foreign workers must meet the same eligibility requirements as Canadian citizens and temporary residents.**

## CANADA PENSION PLAN BENEFITS

Foreign workers who have made at least one valid contribution to the Canada Pension Plan are eligible to receive a **monthly retirement pension** generally at age 65. Canada has international social security agreements with many countries, including Mexico and a number of Caribbean countries. You can apply in your home country when you turn 65. To qualify for **disability benefits**, workers must have made contributions to the Canada Pension Plan in at least four of the last six calendar years before the start of the disability. To qualify for the **survivor benefit**, the deceased must have contributed to the Canada Pension Plan for a minimum of 3 to 10 years depending on the age of the deceased person at the time of his or her death.

### **For more information please contact:**

*By calling this office, you are under no obligation to use their services. You may call just to get more information.*

E. Babkirk Tax Preparation, 56 Erie Street South, Leamington, ON **English:** 1-519-322-0794

**Spanish:** 1-866-622-4588



# MAPS & LOCATION

Sarnia-Lambton is located in Southwestern Ontario and is home to over 128 000 residents. It is roughly 1816 square kilometres and is broken down into 3 First Nations communities and 11 local municipalities.

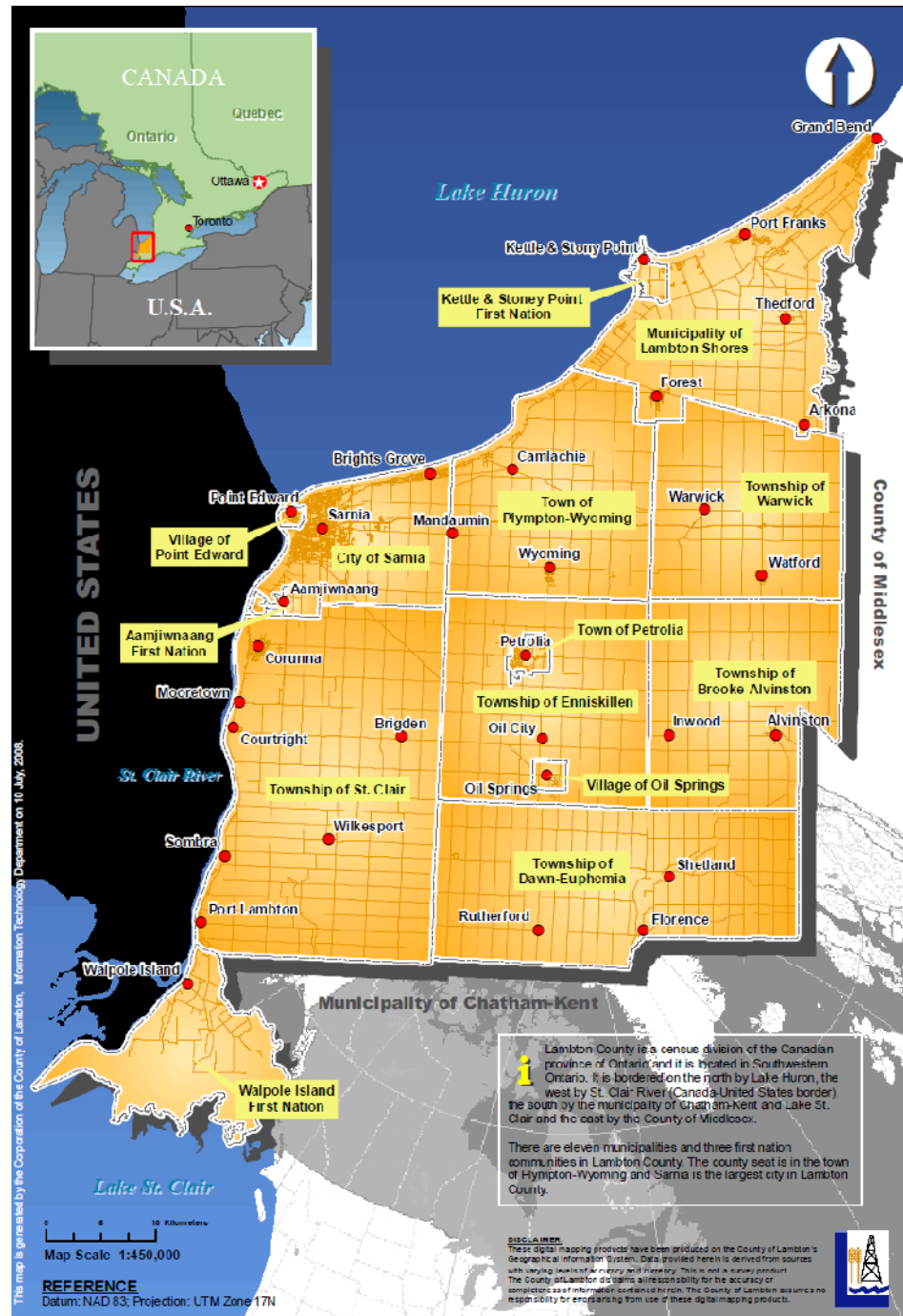
## Distances from other Cities:

London: 100 km/62 miles

Windsor: 120 km/75 miles

Toronto: 280 km/173 miles

Detroit: 90 km/56 miles



# HEALTH AND SAFETY

## IN THE EVENT OF INJURY OR ILLNESS

As a migrant agricultural worker, you are entitled to receive medical and wage benefits (WSIB: Workplace Safety and Insurance Board) for work-related injuries or illnesses. You should inform your employer immediately and ask for medical assistance.

WSIB coverage begins immediately upon arrival to Ontario. Specific policy (12-04-08) coverage includes:

- During periods of leisure, meals, sleeping while at their place of employment/living (e.g. cut while making dinner, fall in bunkhouse, communicable disease)
- ♦ Transportation to and from employer's premises (from airport, using transportation provided by employer, or following a direct and uninterrupted route to and from employer's premises).



**Reference:** Workplace Safety and Insurance Board - <http://www.wsib.on.ca/en/community/WSIB:>

<http://www.wsib.on.ca/en/community/WSIB/OPMDetail?vgnextoid=d1d3fcea9bfc7210VgnVCM100000449c710aRCRD>

# WORKING WITH PESTICIDES

Employers who use pesticides must follow the rules established by their provincial government. They must notify workers of pesticide use and provide them with safety information and protective equipment (gloves, masks etc.).

## WHAT ARE PESTICIDES?

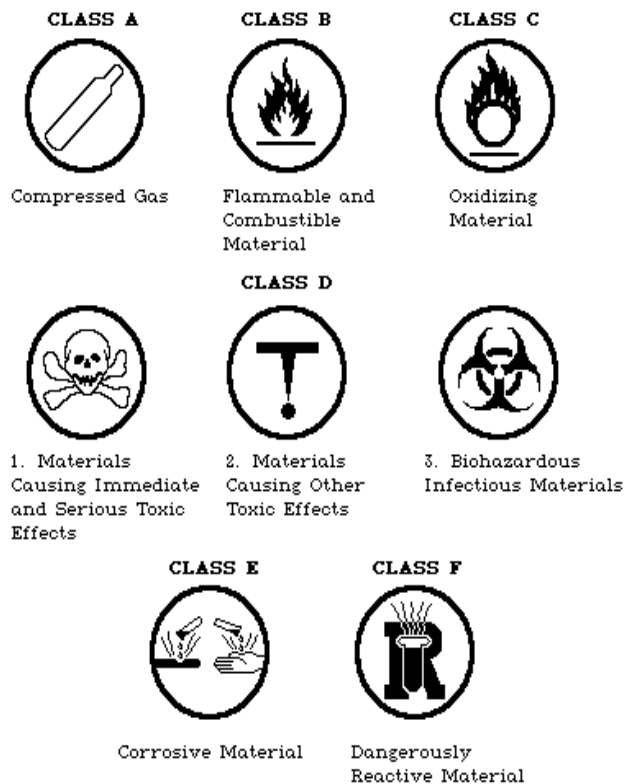
They are chemicals used to kill insects, weeds and rodents. They come in liquid, gas and granular form. Pesticides can be applied by spraying, hand-spraying, hand or by adding it to irrigation water. Pesticides are not like water when dry. They do not disappear but instead leave an invisible residue on plants and soil. These can get onto your skin, clothes and shoes. They can be bad for your health and sometimes kill you. It is important that you know how to protect yourself.

## HOW CAN PESTICIDES HURT YOU?

Pesticides can enter your body through your eyes, nose, mouth and skin. Some pesticides can harm you immediately or later throughout the day, or in one month or in years.

## TO PROTECT YOURSELF AGAINST PESTICIDES:

- Always wear long pants, long sleeve shirts and never work without socks. The majority of your body should be covered while working, this avoids pesticides coming in contact with your skin.
- Wash hands with water and soap thoroughly before touching your face, before meals, drinking and smoking.
- Wash your hands before going to the washroom while you are at work.
- After a day of work, wash body and hair thoroughly.
- Change your work clothes daily and separate them from non-working clothes. Wash your clothes separately and with hot water and lots of detergent.



WHMIS Classes and Hazard Symbols

# WORKING WITH PESTICIDES

## PESTICIDES CAN CAUSE:

- Skin rashes
- Pain in your nose, eyes and throat
- Muscle pain and cramps
- It can also make you vomit, sweat unnaturally, dizzy and get stomach pains.

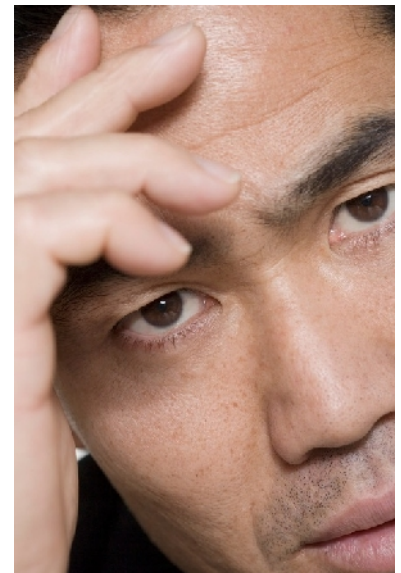
## SIGNS OF PESTICIDE POISONING ARE:

- Drooling
- Trouble breathing
- Very small pupils of the eyes

When you are not feeling well, you must go to the doctor. Let the doctor know that you worked with pesticides.

## EMERGENCY RESPONSES

- If you get a pesticide on you take off your clothes so that you can rinse your skin right away with water. Use soap if there is some.
- If you get a pesticide in your eye then rinse them with water for 15 minutes. Then go see a doctor.
- If you are working in an enclosed area, like a greenhouse, and feel dizzy or have trouble breathing then go outside for some fresh air. If symptoms persist go to doctor.
- If someone is passed out in an enclosed space then do not go in and help them unless you have training and breathing equipment. Go find someone who can help.





# HEAT STRESS

Working outside on hot and humid summer days can cause heat stress. Heat from a worker's muscles during work can build up in the body. When this internal heat is combined with the heat from the sun and humidity, heat stress can happen.

## THE MAIN WAYS TO PREVENT HEAT STRESS:

- Drink cool, clean water regularly (one small cup every 15 to 20 minutes)
- Get used to the heat gradually (usually takes 3 weeks)
- Take rest breaks in the shade or air-conditioning
- Watch for signs that sun is too hot
- Perform the heaviest work in the cooler part of the day
- Wear loose-fitting breathable (cotton) clothing
- Avoid eating large meals before working in hot environments



- Avoid caffeine and alcoholic beverages
- Wear a hat and sunscreen
- Work in shaded areas whenever possible

## HEAT EXHAUSTION:

**Symptoms:** Tired, weak, dizzy, clammy skin. Pale or flushed skin colour. Higher than normal heart rate (160-180 beats /min).

**Treatment:** Lie down with knees raised, drink cool not cold fluids, and contact the doctor if condition does not improve quickly.

**Prevention:** Take 4-7 days to adjust to the heat, drink plenty of fluids, at regular intervals, take rest breaks in a cool place.



# HEAT STRESS

## HEAT STROKE

**Heat stroke is a life threatening, medical emergency;** the body cannot regulate its temperature.

**Symptoms:** When the body core temperature is high (40-43 °C), and the skin is hot and dry, a person will usually stop sweating. Can experience headache, dizziness, confusion, and may lose consciousness and have seizures. Death may occur if treatment is delayed.

**Treatment:** The person must go to the hospital immediately as this is a medical emergency. In the meantime, move the worker to a shaded area, remove clothing, wrap in a wet sheet, pour on chilled water and fan vigorously. Avoid overcooling the person. Treat for shock once the temperature is lowered.

**Prevention:** Take 4-7 days to adjust to the heat, drink plenty of fluids at regular intervals, take rest breaks in cool place, wear clothing appropriate for the conditions, and follow a work/rest schedule.

## OTHER HEAT STRESS SICKNESS:

- **Heat Rash** is a tingling and burning of the skin with a red itchy rash. It is treated by thorough drying, cool showers, and calamine lotion. Prevent heat rash by keeping skin as dry as possible, resting in cool place, shower often, keep the skin clean and change clothes frequently.
- **Heat Cramps** are painful spasms of the muscles that do the hardest work eg. In the arms, abdomen and legs. Treat these cramps by massaging the muscles and eating salt containing foods, (unless to be avoided for medical reasons). To prevent muscle cramping, warm up muscles before heavy work, take rest breaks; eat a normal and healthy diet.
- **Early Heat Illness** causes mild dizziness, fatigue, or irritability, decrease concentration and impaired judgment. The increased flow of blood to the skin to get rid of heat and this means less blood can go to the brain. This illness can lead to heat exhaustion or stroke. To treat early heat illness, loosen or remove clothing, rest in shade for 30 minutes or more and drink water.

# ERGONOMICS AND FARMING

Some injuries occur because of a single incident (like a cut or a broken bone), but sprains and strains are injuries that result over a longer period of time. 33% of all farm worker injuries are sprains and strains related to working. Back injuries account for 25% of these work-related injuries. The best way to reduce injuries is to change the way work is done. Such changes may involve repositioning of the worker in relation to the work tasks, moving the work closer to the worker, or choosing to use a different tool.

## GUIDELINES FOR STANDING WORKSTATIONS:

1. Keep work close to body, between hips and chest.
2. Change work or change your positioning every hour.
3. Create a foot rest for sitting and standing workstations.



## GUIDELINES FOR HAND TOOLS:

1. Handle size should allow a small overlap of thumb.
2. Handle length should extend past the palm of hand.
3. Tools should be sharp and not require a lot of force.

## GUIDELINES FOR LIFTING:

1. Keep boxes small to avoid heavy lifts.
2. Add handles to keep box close to body (hip to chest).
3. Use dollies to increase value and reduce heavy lifts.

## GUIDELINES FOR STOOPED WORK:

1. Use or create long handled tools.
2. Use or create stools or wheeled seat for fieldwork.
3. Rotate with tasks that require walking or sitting.

# HAND HYGIENE

Hands are the most frequent route of pathogen/germ transmission.

## BASIC RECOMMENDATIONS:

- Keep nails short and clean.
- Liquid soap in dispensers is preferred.
- Single use towels are recommended.
- Wash hands before starting work, eating, after using washroom and when visibly soiled.
- If hands are not visibly soiled use an alcohol based rub.
- If wearing plastic gloves for task this does not replace hand hygiene.
- Plastic gloves can have small defects.
- Hand hygiene should always be done after removing gloves.
- Use hand lotion frequently to minimize irritant contact dermatitis.

## WHEN USING SOAP AND WATER:

- Rub covering all surfaces of hands and fingers for 40-60 seconds.
- Rinse with water.
- Dry hands with disposable towel.
- Use towel to turn off faucet.

## WHEN USING ALCOHOL BASED HAND RUB:

- Apply sufficient volume to the palm of one hand and rub hands together for 20-30 seconds.
- Cover all surfaces and fingers.
- Rub until hands are dry.



**References:** Public Health Ontario, <http://www.oahpp.ca>; PIDAC –Hand Hygiene; Just Clean Your Hands; WHO. (2012) Save lives: Clean your hands, <http://www.who.int/lith/en>

# POISON IVY - “LEAVES OF 3, LET THEM BE”

If you work outside, you may see this plant, called Poison Ivy. **DO NOT TOUCH IT!**



## SYMPTOMS OF POISON IVY

- An itchy rash
- Red bumps in a straight line or streaks where the poison ivy plant had contact with your skin
- Blisters that are filled with fluid



## TREATMENT FOR POISON IVY RASH

Within 10-15 minutes of contact:

- Apply rubbing alcohol to the infected area
- Rinse with water (any water)
- Wash with soap and warm water (liquid Dish Soap is best)
- Apply a topical corticosteroid



# SEXUALLY TRANSMITTED DISEASES (STDs)

Over 400 million people worldwide suffer from some form of sexually transmitted disease (STD). STDs include a variety of sexually transmitted infections as well as the HIV/AIDS (*more information on next page*). Some STDs can be transmitted by skin to skin contact. Others can only be transmitted through an exchange of bodily fluids. Having sex with multiple partners or having sex with someone who has had multiple partners increases your risk of contracting all forms of STDs including HIV and a variety of sexually transmitted infections (STI) such as syphilis, gonorrhea, and chlamydia.



Some common signs and symptoms of sexually transmitted infections include:

- Discharge from the penis and/or tingling or itching around the genitals for men
- Itching around the vagina and/or discharge from the vagina for women
- Pain in the pelvic area or during sex or when urinating
- Sore throats in people who have oral sex
- Pain in or around the anus for people who have anal sex
- Painless red sores on the genital area, anus, tongue and/or throat
- A scaly rash on the palms of your hands and the soles of your feet
- Dark urine, loose, light-coloured stools, and yellow eyes and skin
- Small blisters that turn into scabs on the genital area
- Swollen glands, fever and body aches
- Soft, flesh-coloured warts around the genital area

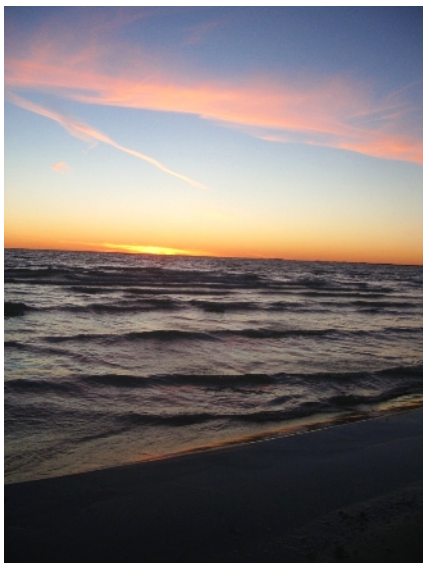
If you have any of the above symptoms you should see a doctor or visit a clinic to have a blood test. STIs can cause serious health problems if left untreated.

**Note:** Signs and symptoms of STIs are courtesy of [FamilyDoctor.org](http://FamilyDoctor.org).



# HIV/AIDS

The human immunodeficiency virus (HIV) is a very serious virus that cannot be cured. Acquired immune deficiency syndrome (AIDS) is the final stage of HIV. HIV/AIDS can only be transmitted sexually or through intravenous drug use and nursing mothers – where there is an exchange of bodily fluids such as semen, vaginal fluid, blood and breast milk. HIV/AIDS cannot be transmitted through casual contact or through saliva or sweat and is not transmitted through kissing or sharing utensils.



Not all people with HIV have AIDS and many people live with HIV for many years without developing AIDS. While people normally display flu-like symptoms within a month or two of becoming infected with HIV these symptoms are often very mild and can go unnoticed or are assumed to be symptoms of another condition. The period immediately following initial infection is when a person is most likely to spread the virus to another person. Many people with HIV feel perfectly fine even though they are infected with the disease. It is essential to get tested, and if you have the virus, to begin drug therapy as soon as possible to protect your immune system and to reduce the risk of passing HIV onto another person. If you have been sexually active or have used intravenous drugs, you should be tested for HIV at least once. Knowing your HIV or AIDS status is one of the

best ways of preventing the spread of the virus to others and to protect your health.

If you have any questions about the prevention or treatment of HIV/AIDS, or would like to get tested for this disease or any other STI, you can consult a health care professional at the County of Lambton's Sexual Health Clinic which has offices in Point Edward, Petrolia and Forest.

**Please call ahead to book an appointment: 1-800-667-1839, extension 3547.**

In addition to consulting a health care professional, those with religious convictions may wish to seek ethical and moral guidance from religious leaders regarding prevention and disclosure issues. Some faiths advise fidelity and abstinence as the only ethical forms of prevention. There are also moral considerations regarding disclosure of your health status to your partner.

**Note:** Information on this page is adapted from the New Canadians Centre in Peterborough with additional information from various sources including, the Centre for Disease Control and Prevention and the Canadian Federation for Sexual Health.

# BICYCLE SAFETY

For your safety it is important that you obey the rules of the road!

## 1. Follow traffic rules

- Watch for road signs and remember they apply to all vehicles including bicycles.

## 2. Proper signals before turning or stopping

- Use the appropriate hand signal to turn left or right or when stopping. Otherwise keep both hands on the handle bars.

## 3. Take care when passing pedestrians

- Give the right of way to people who may be walking. Do not park your bicycle where it can block the sidewalk or interfere with people walking by.

## 4. Watch for other vehicles

- Travel in single file in the same direction as traffic. Use care when passing parked cars.

## 5. Dress properly

- To be more visible to motorists at night wear bright coloured clothing, remember your reflective bands and use a light. Wear a helmet to prevent serious head injuries.

## 6. Be alert at all times - ride carefully

- It is harder for motorists to see you when you are riding a bike at night.
- Be particularly careful in bad weather. Rain, snow and fog make roadways more dangerous.



Yield to oncoming traffic



Come to a complete stop



No left hand turn



On way traffic in the direction of the arrow



No 'U' turns



Do not enter



- Roads in poor condition can cause falls and other mishaps.
- Alcohol, even a small amount, can cause you to have trouble handling your bicycle.
- Carrying too many packages can make you unbalanced and cause you to lose control

**Note:** Information on this page is courtesy of the Governments of Canada and Ontario and the Agricultural Adaptation Council (AAC).

# FIRE SAFETY

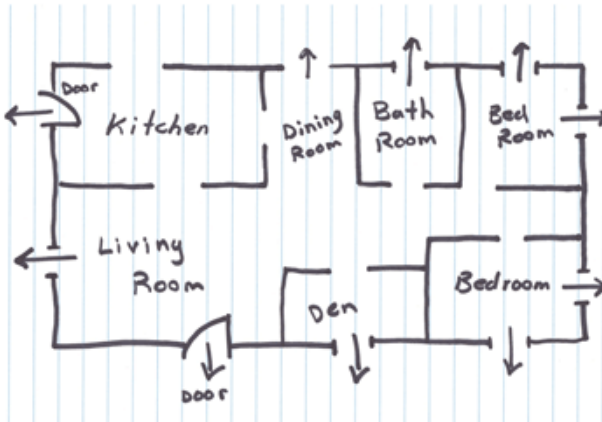
## ARE YOU PREPARED FOR THE UNEXPECTED?

### SMOKE ALARMS

- Smoke alarms should be installed on every level of your home and outside all sleeping areas.
- Test smoke alarms every month.
- Follow the manufacturer's instructions on the smoke alarm package
- Replace batteries at least once a year.
- Replace smoke alarms every ten years with new ones.



### HOME ESCAPE ROUTES



- Prepare and practise a home escape plan with everyone living in your home.
- Know two ways out of every room.
- Designate a safe meeting place outside where everyone can be accounted for.
- Call 911 for the fire department from outside the home.

### NEVER RE-ENTER A BURNING BUILDING!

**Note:** Information on this page courtesy of the Chatham-Kent Fire Department and Adult Language and Learning.

# HOW TO.....

## OPEN A BANK ACCOUNT IN CANADA

When you open your bank account, bring:

- A current valid passport
- Work Permit
- Letter from your Employer in Canada

Costs associated with a Canadian bank account:

- |  |        |
|--|--------|
| • Withdrawals (within Canada)                  | \$1.50 |
| • International Withdrawals (within the U.S.)  | \$3.00 |
| • International Withdrawals (outside the U.S.) | \$5.00 |



## SEND A LETTER

Please see "Accessing Services" section for a full list of post offices and hours of operation.



As of July 2012

- Sending a letter anywhere in Canada costs \$0.61
- Sending a letter to the United States costs \$1.05
- Sending a letter or a card to another country costs \$1.80

This is the cost for a letter weighing 30 grams or less. Heavier envelopes, or letters will cost more. Letters take 3 business days to arrive in Canada, and 4-7 business days to travel internationally.

# EMERGENCY CONTACT NUMBERS

Ambulance, Police and Firefighters:	911
Poison Information Centre:	1-800-268-9017
Telehealth Ontario:	1-866-797-0000
Free 24 hours health advice	
All information is confidential and you do not need a health card/number.	
Interpreters available, but you must ask.	
If you lose your Health Card:	1-800-664-8988
If you lose your SIN Card:	1-800-206-7218 x 3



## LIAISON OFFICES & CONSULATES

<b>Jamaica</b>	Vernon G. Melhado, Deputy Chief Liaison Officer Leamington Location Tel: (519) 326-9869 Toll Free: 1-888-898-3591 <i>(provided for the Exclusive use of Jamaican workers)</i>
<b>Eastern Caribbean</b>	Bernard E. John, Consul/Liaison Officer Tel: (416) 222-1988 E-mail: eclb@rogers.com Toll Free: 1-888-518-3257 <i>(provided for the exclusive use of the Eastern Caribbean workers)</i>
<b>Barbados</b>	James Inniss, Consul/Liaison Officer Shirley Wall-Mayers, Assistant Liaison Officer Tel: (416) 214-9825 Fax: (416) 214-9826
<b>Trinidad and Tobago</b>	Anthony Sanchez, Consul (Labour) Tel: (905) 897-3001 Ext. 223 Fax: (905) 897-3063 Email: asanchez@ttconsulatellb.com
<b>Mexico</b>	350 Highway 77, RR 2, Leamington ON N8H 3V5 Tel: (519) 325 -1460 Toll Free: 1-888-351-2690 <i>(provided for the exclusive use of Mexican workers)</i>
<b>Thailand</b>	Royal Thai Embassy, Ottawa Ontario Tel: (613) 722-4444



# SUPPORT OFFERED BY FAITH COMMUNITIES



Temporary migrant jobs by their very nature can separate you from family and community, often for long periods of time. This may result in feelings of isolation and even depression as you find yourself without those important personal supports that help you through tough times. Being "at home" and with people from outside the workplace experience and who share similar beliefs and cultural practices can help to make you feel more at home and better supported in your new environment. For some a faith community can become a kind of "home away from home" where they find not only spiritual comfort, but also a measure of support and comfort that can be found in few other places. A faith community can also provide opportunities to socialize and

have fun. Many local faith communities offer outreach to migrant workers.

In Lambton County, there are faith-based outreach groups from the Buddhist, Catholic and Protestant Christian traditions that minister to the spiritual needs of workers.

Along with providing migrant workers with spiritual support, many of these outreach groups also offer the following:

- Help with securing basic needs (food and clothing)
- Providing transportation for errands such as opening a bank account or going to doctor's appointments
- Social and recreational activities
- Health and safety training



# SUPPORT OFFERED BY FAITH COMMUNITIES

## MIGRANT WORKERS MINISTRY, DIOCESE OF LONDON

The Migrant Workers Ministry shares faith and life with temporary migrant workers out of the Catholic faith tradition. Its goal is to ensure that "all workers find a homeland in the church". The ministry consults with workers and works with employers and local parish-based volunteers to determine the best response to particular needs.

**Our Lady Help of Christians Church in Watford** (432 Victoria Street) offers **Holy Mass in Spanish** on the last Sunday of the month - from May to October - at 6:00. Mass is followed by a hot meal, social time and occasional informational sessions on practical topics of interest (such as health and safety, immigration, etc.)

Other outreach services and special events include:

- On-farm ministry teams provide on-farm visits, Bible study, prayer, etc.
- Mexican Independence Day celebration (annually, 2<sup>nd</sup> or 3<sup>rd</sup> Sunday of September)
- Information fairs and cross-cultural events
- Faith formation/sacramental preparation provided by Fr. Joel

Rides to weekly mass and special events can be arranged by phoning

- Azuani Cano 519-908-9635
- Marianne Nichols 519-869-4024

**For more information please visit their website**

**[www.dol.ca](http://www.dol.ca) or contact:**

Marie Carter, Migrant Workers Ministry Specialist  
1-866-483-2160 extension 21  
[migrantworkersministry@dol.ca](mailto:migrantworkersministry@dol.ca)



DIOCESE OF  
**LONDON**  
OUTREACH MINISTRIES

# SUPPORT OFFERED BY FAITH COMMUNITIES

## NEW HORIZON'S COMMUNITY CHURCH

The Spanish congregation of Iglesia del Buen Samaritano (Church of the Good Samaritan) was established in 1992 under pastor Barbara Peterson in cooperation with other Lambton County congregations to provide faith-based outreach to Spanish-speaking workers. Peterson and her husband visit their migrant worker parishioners in Mexico each year. They also provide practical support while workers are in Canada such as assistance with filling in forms, accompaniment to medical appointments and friendly visits.

### **Faith services are held at:**

**New Horizon's Community Church**, 383 Russell St. North, Sarnia

- Worship Service every Sunday at 4 p.m. followed by a meal
- Cell groups occur every Tuesday evening on the farms (*Provide singing, worship, teaching, food and fellowship through visiting pastors and volunteers who speak Spanish*)

**For more information visit their website [www.gonemission.com](http://www.gonemission.com) (Information in both English and Spanish) or contact:** Pastor Barbara Peterson, 519-344-2971, [lpeterso@ebtech.net](mailto:lpeterso@ebtech.net)

**Forest Baptist Church**, 19 Prince Street, Forest

The Forest Baptist Church Guest Workers Ministry, established in 2003, provides year-round outreach to Hispanic and Caribbean workers. They offer:

- Weekly Saturday evening gatherings (church service, meal, and social time)
- Home visits to worker's bunkhouses year round
- Annual Mexican Independence Day celebrations on the second or third Sunday of September that includes a church service, a hot meal and a soccer match
- Welcome packages distributed at the beginning of each season
- Food sharing network between workers
- Assistance with clothing and other basic needs
- Assistance with paperwork and other day-to-day needs

### **More information and rides for workers can be arranged through the following contacts:**

Steven and Deb Adair (Hispanic outreach contacts) 519-488-8035, Benito Rivera (Hispanic outreach contact) 519-330-6761, Andrea Jones Peper (Caribbean outreach contact) 519-786-6258

# SUPPORT OFFERED BY FAITH COMMUNITIES

## THAI VOLUNTEER OUTREACH OF CHATHAM-KENT, LAMBTON AND ESSEX



Thai Volunteer Outreach of Chatham-Kent, Lambton and Essex is a group of local volunteers who are working with migrant workers, their employers and other community groups to support and encourage Thai workers to help themselves while working in Canada. They provide twice annual faith and cultural gatherings such as Songrand and Labour Day celebrations which include traditional ceremonies performed by Buddhist monks from Toronto and Hamilton as well as sporting, recreational and informational activities.

Busing is provided for workers to event sites.

Other Services available include:

- Information/translation
- Training - 4 week peer leader training in health, safety and other topics
- English as a Second Language programs
- Direct assistance with a variety of practical issues

**For more information please visit their website [www.thaican.ca](http://www.thaican.ca) or contact** Lek VanKoeverden, 519-692-3629.

## COVENANT CHRISTIAN CHURCH

Covenant Christian Church holds monthly barbecues on the Friday evenings of the long weekends in July (Canada Day), August (Civic Holiday) and September (Labour Day). The barbecues start at 6:30 pm and are located at the church in Wyoming (5783 Camlachie Road). The events are open to workers and their employers.

**For more information contact:** Paul Wilkstra, Evangelization Committee Chair, 519-845-0240

# REGIONAL & NATIONAL SERVICES

## OCCUPATIONAL HEALTH CLINICS FOR ONTARIO WORKERS (OHCOW)

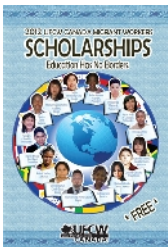
OHCOW provides five types of services: **1.** Medical diagnostic review for workers who may have work-related health problems **2.** Group services for joint health and safety committees and groups to deal with workplace conditions that affect more than one worker **3.** Inquiry service to answer questions about exposures and possible workplace hazards **4.** Outreach and education to generate public awareness about health and safety issues **5.** Research services to investigate and report on illnesses and injuries to improve working conditions



OHCOW is *not* a facility for immediate treatment. Please, if you urgently need treatment, go to public hospitals or clinics.

**For more information please visit their website [www.ohcow.on.ca](http://www.ohcow.on.ca) or contact** Mary Falconer, Occupational Health Nurse, 519-337-4627 extension 2333, [sarnia@ohcow.on.ca](mailto:sarnia@ohcow.on.ca).

## UFCW CANADA MIGRANT WORKERS SCHOLARSHIP



Every year, the United Food and Commercial Workers Union in Canada offers 20 \$500 scholarships for the children, grandchildren, sisters, brothers, nieces, and nephews of migrant workers. Applications can be mailed or completed online and are available in English, French, Spanish, Chinese, Thai and Filipino.

**For more information please visit their website [www.ufcw.ca](http://www.ufcw.ca).**

## ACROSS LANGUAGES TRANSLATION AND INTERPRETATION SERVICES (AL)



AL provides professional interpretation and translation services (in person and over the phone) for organizations working with clients who have limited English speaking abilities. They have over 150 interpreters who speak 74 languages. They are based in London,

Ontario but serve all of Southwestern Ontario.

**For more information, please visit their website [www.acrosslanguages.org](http://www.acrosslanguages.org).**



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