

**Did You Know...**

All Temporary Foreign Workers have the **same rights** as any other worker in the workplace and are protected under Alberta's employment standards, workplace health and safety and workers' compensation legislation.

**To Prevent Abuse and Exploitation**

Advisory Office → Educate TFWs about their rights as workers in Alberta.

TFWs → Report suspected or confirmed violations by employers of federal or provincial laws.

Advisory Office → Take calls and meet with TFWs to answer questions. Allegations of any mistreatment are taken very seriously and complaints are referred for investigation.

**Contact Us:**

**Edmonton TFW Advisory Office:**

2<sup>nd</sup> Floor, 10242 – 105 Street  
Edmonton, AB T5J 3L5

Walk-in Hours: Monday to Friday  
8:15 a.m. – 12 p.m.  
1 p.m. – 4:30 p.m.

To book an appointment, call:  
**780-644-2584**

**Calgary TFW Advisory Office:**

3<sup>rd</sup> Floor, John J. Bowlen Building  
620 – 7 Avenue SW  
Calgary, AB T2P 0Y8

Walk-in Hours: Monday to Friday  
8:15 a.m. – 12 p.m.  
1 p.m. – 4:30 p.m.

To book an appointment, call:  
**403-476-4540**

**Temporary Foreign Worker Helpline**  
Toll-free: **1-877-944-9955**

**Email:**  
[tfwadvisory.office@gov.ab.ca](mailto:tfwadvisory.office@gov.ab.ca)

**Website:**  
[employment.alberta.ca/immigration-tfw](http://employment.alberta.ca/immigration-tfw)



**Ensuring Temporary Foreign Workers  
and Employers Understand Their  
Rights and Responsibilities**

**Government  
of Alberta** ■

## Temporary Foreign Worker Advisory Office

Temporary Foreign Workers (TFWs) are a valued part of Alberta's workforce.

In December 2007, the Government of Alberta opened two TFW Advisory Offices. The offices, the first of their kind in Canada, provide a one-stop access to information and assistance for TFWs.

The advisory office staff deliver presentations to TFWs, employers and other public groups to raise awareness of workers' rights and responsibilities.

### Our Clients

- Temporary Foreign Workers
- Employers of TFWs
- Recruitment Agencies/Brokers
- Federal, Provincial and Municipal Partners
- Immigrant Serving Agencies
- Public

## Services

- Help TFWs resolve unfair or unsafe conditions by working with other agencies including the federal government, the Workers' Compensation Board and various community services.
- Provide assistance in accessing and completing forms.
- Provide access to interpretation and translation services in 170 languages.
- Coordinate with federal and industry partners to facilitate new work.
- Work with immigrant serving agencies and others to encourage reporting of complaints.
- Work with settlement services and agencies across the province to assist TFWs with adapting to life and work in Alberta.
- Organize and facilitate education sessions for TFWs and their employers.
- Ensure confidentiality will be strictly followed at the request of a TFW.

Concerns that fall outside employment standards and workplace health and safety, such as housing or illegal recruitment fees, are referred to the appropriate authorities.

## Additional Information

There are a number of publications available to assist TFWs, as well as employers, to understand their roles and responsibilities under Alberta's employment standards, workplace health and safety and workers' compensation legislation. The publications include:

- *Temporary Foreign Worker – Guide for Employers.*

This publication is available in the following languages:

- |                                     |                                  |
|-------------------------------------|----------------------------------|
| <input type="checkbox"/> English    | <input type="checkbox"/> Tagalog |
| <input type="checkbox"/> French     | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Thai       | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> Ukrainian  | <input type="checkbox"/> Punjabi |
| <input type="checkbox"/> Romanian   | <input type="checkbox"/> German  |
| <input type="checkbox"/> Vietnamese |                                  |

- *Temporary Foreign Worker – Guide for Employers*
- *Temporary Foreign Worker – Guide for Employers using Employment Agencies*

The above publications can be found online at **[employment.alberta.ca/tfwguides](http://employment.alberta.ca/tfwguides)**.

A Temporary Foreign Worker Helpline (1-877-944-9955) offers on-phone interpretation in 170 languages.