

2016 Alberta Fires

Quick tips: **Temporary Foreign Workers and Employment Agencies**

Licence to Operate an Employment Agency

Under the *Fair Trading Act* (FTA), businesses are required to have an Employment Agency Business Licence if they are working on behalf of employees, employers or both to secure persons for employment. You can search for licensed agencies on Service Alberta's website at: www.servicealberta.ca/976.cfm or by contacting the **Consumer Contact Centre**:

Edmonton area: 780-427-4088

Toll-free in Alberta: 1-877-427-4088

Outside Alberta: 780-427-4088

What happens if I'm a temporary foreign worker and I lose my job as a result of the fires?

If you have a work permit, you may look for another job providing the job meets the rules to stay in Canada.

Unfair Practices

It is an unfair practice for an employment agency to:

- Exploit any fear or lack of experience of a consumer
- Exert undue pressure, threaten or harass a consumer
- Give false, misleading or deceptive information in advertisements, solicitations, negotiations or representations with respect to services provided
- Give false, misleading or deceptive information relating to employment positions, legal rights, immigration or the general living or working conditions in Alberta
- Directly or indirectly demand or collect a prohibited fee, reward or other compensation.

Prohibited fees

An employment agency cannot demand or collect a fee from an individual it is helping to find a job or recruiting. No employment agency may demand or hold a bond or deposit from an individual. It is against the law for any fee to be collected from a person even if it may be refunded later. An employment agency cannot inform an employer that the employer can recover the costs of the agency's services from the employee.

Service Alberta

Consumer Contact Centre

Edmonton: 780-427-4088

Toll-free in Alberta: 1-877-427-4088

 Alberta Government

www.servicealberta.ca [Facebook.com/ConsumerProtectionAlberta](https://www.facebook.com/ConsumerProtectionAlberta)

Filing a Consumer Complaint

Call the **Consumer Contact Centre** to speak with an Information Officer. They can help you determine:

- if your issue should go to another program area, which they can refer you to
- if you should file a formal complaint

You can fill out a complaint form online at: <http://servicealberta.ca/file-a-complaint.cfm> or print one out and submit via mail or fax.

Include all of the details of the incident:

- dates and times
- addresses
- names of people involved
- witnesses
- contact information for you and the business

Information about damaged or destroyed rental premises

Some employment agency businesses and their customers are also in a landlord and tenant relationship. While the law provides mechanisms to settle disputes, landlords and tenants are encouraged to work together and find ways to keep everyone involved safe and secure. For complete information about the rights and responsibilities of tenants and landlords visit Service Alberta at: www.servicealberta.ca or call the **Consumer Contact Centre** listed above.

For more information:

**Temporary Foreign Worker Program
Service Canada**
Suite 1440 Canada Place, 9700 Jasper Avenue
Edmonton, AB
T5J 4C1
Toll-free in Alberta and Northwest Territories:
1-800-418-4446
Outside Alberta and Northwest Territories:
780-495-7972 (Leave a message)
www.hrsdc.gc.ca

**Work Permits and VISAS
Citizenship and Immigration Canada**
Toll-free in Canada: 1-888-242-2100
www.cic.gc.ca

Service Alberta
Consumer Contact Centre

Edmonton: 780-427-4088

Toll-free in Alberta: 1-877-427-4088

www.servicealberta.ca

[Facebook.com/ConsumerProtectionAlberta](https://www.facebook.com/ConsumerProtectionAlberta)

 Alberta Government