

Skills for Success Curriculum Resource Cover Page

Organization

CESBA

Curriculum Resource

Promoting Inclusion: Common Workplace Procedures

OALCF Alignment

Competency	Task Group	Level
Competency A -Find and Use Information	A1. Read continuous text	2
Competency A -Find and Use Information	A2. Interpret documents	1
Competency B - Communicate Ideas and Information	B2. Write continuous text	1
Competency B - Communicate Ideas and Information	B4. Express oneself creatively	1
Competency E - Manage Learning	N/A	1

Goal Paths (check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Employment | <input type="checkbox"/> Postsecondary |
| <input checked="" type="checkbox"/> Apprenticeship | <input type="checkbox"/> Independence |
| <input checked="" type="checkbox"/> Secondary School Credit | |

Embedded Skills for Success (check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Adaptability | <input type="checkbox"/> Numeracy |
| <input type="checkbox"/> Collaboration | <input checked="" type="checkbox"/> Problem Solving |
| <input checked="" type="checkbox"/> Communication | <input checked="" type="checkbox"/> Reading |
| <input checked="" type="checkbox"/> Creativity and
innovation | <input checked="" type="checkbox"/> Writing |
| <input checked="" type="checkbox"/> Digital | |

Notes: Suggested Milestones for this Resource – Milestone 1 & 18



Promoting Inclusion: Common Workplace Procedures

Includes Answer Guide

Pathway Pillar – Underrepresented Groups

Project Manager: Charlotte Parliament, CESBA Program Manager

Project Coordinator: Debera Flynn

Project Consultants: Angela Williams and Susan Boyd

Project Support: Paul Cox, CESBA Executive Director

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Lesson 1: Common Workplace Procedures

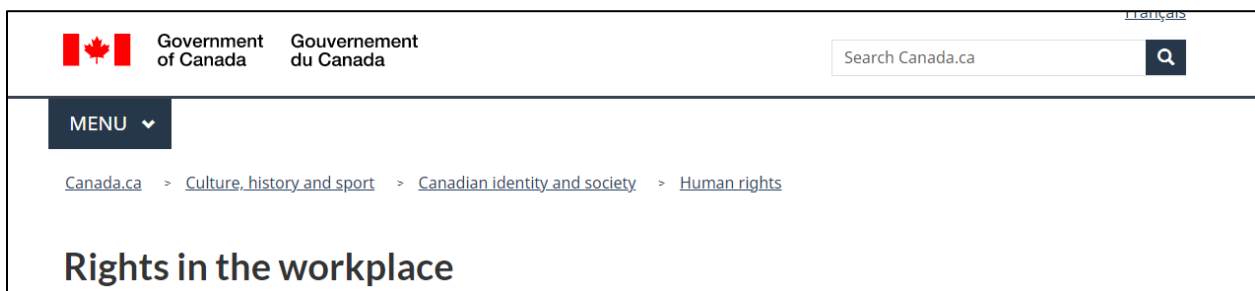
All workers have the right to be treated fairly in their workplace. This includes being free from discrimination and working in a safe environment. Canada has laws and programs to protect all workers.

When you start a job in Canada it is very important to know about your rights and some of the laws that protect you as an employee.

To read more about the programs and laws please visit this website.

[Rights in the workplace - Canada.ca](https://www.canada.ca/en/canadian-heritage/services/rights-workplace.html)

<https://www.canada.ca/en/canadian-heritage/services/rights-workplace.html>



Your New Employer

It is a good idea to do a little research on your new employer. You want to make sure that your employer is who they say they are. Check their website to make sure they are legal and that they have a good reputation. Canadian companies should not pay you in cash. When you start your job, you need to



understand how you will be getting paid. They should also give you a paystub (a record of your hours and wages paid) each pay day. They can give this to you as a paper copy or electronically.

Your paystub is a piece of paper that your employer gives to you each pay day. It shows you the total money you will be paid and the money that has been taken off for taxes.

The Importance of Policies and Procedures

As an employee, it is important to know about and understand some of the policies and procedures in your workplace. These policies and procedures are used to help let you know what is expected of you and give you a good understanding of the company rules and values.



When you start a new job, you will have questions like:

- What should I do when I am sick and cannot come to work?
- What should I do if I get hurt at work?

Information like this will be in your companies' Policy Book. Following these policies (rules) will help you succeed at your job and keep everyone well and safe.

As an employee you are responsible for following the company policies. It is important to read the Policy Book and ask any questions you might have.

Code of Conduct

The code of conduct is one of the most important sections (parts) of the Policy Book. The code of conduct helps to let all employees know how to behave at work. This part of the book lets the employees know what employers expect from their employees no matter what their job title or position.

Some of the behaviours a code of conduct covers are:

- Attendance and absences (being away from work)
- Breaks and mealtimes
- Using company property
- The companies' values
- Using social media and technology (cell phone use)
- Possible conflicts of interest
- Confidentiality
- Dress code
- Drug and alcohol use
- Holidays
- Harassment and bullying and how to report them
- Discrimination
- How misbehaviour will be dealt with
- Health and safety policies

Why is A Code of Conduct Important?

Codes of conduct give employees guidelines to let them know the expectations in the workplace. It helps employees to make good decisions about their behaviours and actions.



This document helps protect the employee and the employer (company you are working for).

Your Supervisor's Role

You should read over your companies Code of Conduct and ask your supervisor questions you might have. It is important to understand your employers' expectations.

Your supervisor or boss will be your most important co-worker. They will be the best person to ask questions about the company's policies. Your supervisor will let you know if you are breaking any of the company's policies (rules).



Please read the example of workplace policies and procedures from the "Mountain Candy Factory".

Mountain Candy Factory

Employee Health and Safety Guidelines

The following policies must be followed by each person working in the factory. Failure to follow any of these procedures may lead to suspension or termination.

Dress Code:

1. Each employee must always wear steel-toed footwear and socks.
2. Before entering the manufacturing area, each employee must be wearing company-issued overalls and hairnets. These are available at the employee welcome station.
3. New gloves must be worn by each employee in the manufacturing area. If an employee leaves the floor for break, washroom, or lunch, old gloves must be disposed of in the proper bin, and new gloves must be worn upon re-entering the manufacturing area.
4. All employees working on the lollipop line must always wear ear protection headphones.
5. Overalls must be returned to the laundry room at the end of each shift.
6. Jewellery, including wedding rings, are not allowed on the manufacturing floor.

Safety Procedures:

Each employee must use the proper lifting techniques when lifting, moving, or stacking boxes in the factory.

7. Employees with viruses (cold, flus) or bacterial illnesses must see the floor manager for their re-assignment for the day.
8. Always make sure each production machine has the proper guard in place. Do not operate a machine that has an “under inspection” sign on it.

9. All workstations and machines must be wiped down at end of day. Employees must turn the machines off and wait 15 minutes before cleaning.
10. Work areas must be swept at shift change.
11. Water and other beverages are not permitted around electrical equipment.
12. There is no smoking at the candy factory. Smokers must only use the designated, tented area across the street.
13. Any unsafe equipment or stacking observed in the plant must be reported immediately to the plant foreperson.

Activity 1: Understanding and Using Policy Information

Read Mountain Candy Factory's Employee Health and Safety Guidelines twice and then answer the questions.

1. What must each employee return to the laundry room at the end of each shift?

2. What must be replaced after leaving the floor for lunch and breaks?

3.a) Why would a Mountain Candy employee be re-assigned for day?

b) In your opinion, why do you think these employees are re-assigned?

4. In what section of the plant must you always wear headphones?

5. Imagine you work at this factory; think of one question you could ask your supervisor after reading this policy. Write the question you would ask on the lines below.

The Employment Standards Act 2000 (known as the ESA) is a law that sets minimum standards for workplaces in Ontario. Please refer to this website to read the guide to the Employment Standards Act. This guide describes rules about minimum wage, hours of work limits, public holidays, parental leave and more.

[Your guide to the Employment Standards Act | ontario.ca](https://www.ontario.ca/document/your-guide-employment-standards-act-0)

<https://www.ontario.ca/document/your-guide-employment-standards-act-0>

Lesson 2: Requesting Time Off

Before you request time off check your employee handbook to see if there are steps that you should follow.



Sick Days

If you are not feeling well and cannot go to work, you will have to let your supervisor (boss) and possibly other coworkers know that you will be away. If you think your symptoms might be contagious, it is respectful to your coworkers to take time off and get better before returning to work.



Some companies want you to phone them to let them know that you won't be at work. Other companies might be fine with emailing them to let them know.

When calling in sick or sending an email it is best to let your supervisor know as soon as you can. This way they can plan to have your job duties covered or call for someone to do your job while you are away. Some companies have a policy (rule) that you need to call or email at least two hours before your shift. If you feel sick the night before work, you could call or email your supervisor in the evening to give them time to prepare for your absence.

How to Write a Sick Day/Sick Leave Email

Putting certain information in the subject line of the email helps your supervisor see quickly that you are needing to take a sick day. It is a good idea to use the words 'sick day' or 'sick leave' and the date in your email's subject line. Your supervisor can then open the email to get more details.

Start your email with a positive, friendly greeting such as Dear Sally. If you call your supervisor by their first name at work, it is okay to address them this way in an email.

Choosing an email greeting

Hi

Hello

Dear

Good morning/afternoon/evening

Your email should be polite and include the reason for your absence.

Try to let your supervisor know when you think you might be able to return to work.

You may also need to be away from work because your child is sick and you will need to stay home with them, you can write this in your email. Most employers understand taking time off to care for family members that are sick.

If you have an important task that you were supposed to get done that day, it is a good idea to include that information. If you know another coworker that could help with this task you could include their name in your email.

You can end your email by thanking your supervisor, this shows that you know being away might make it hard for the company.

Re read your email for spelling and typing mistakes before sending.

Sample Email

To: Barryowen@companyx.com

Subject: Sick today (Monday June 10)

Good morning Barry,

I'm sending you this email to let you know that I cannot come to work today because I am not feeling well and have a fever and cough. I hope to be back at work tomorrow.

Tim knows my duties for today and could help get my orders out to the right people.

Thank you for understanding,

Melanie



Activity 1: Writing a Sick Email

Write an email in the box below letting your supervisor know that you will be away today because you are sick.

To: _____

Subject: _____

Calling In Sick

Some companies want you to call them when you are sick and will be away from work. If you need to call your supervisor, it is a good idea to make a couple of notes to help you feel prepared for your telephone call. Keep the call short and give them just the important information. Your name, that you are not feeling well and how long you think you will be off work. Let them know if there are duties that will need to be done by another employee.

Example Call:

Good morning, Barry, this is Melanie. I am very sorry, but I cannot come to work today. I am sick, I have (a cold, the flu, hurt my back, a bad headache). I will try and come to work tomorrow. If I am still not feeling well, I will call you again. Thank you for understanding.

Requesting Time Off

There will be other times that you will need to take time off work. A sick day would be an unplanned time off work. There will be times you will need to be away, and you will know ahead of time. These absences would be called planned time off.

Some Examples of Planned Time Off

- A doctor or dentist appointment (for you or your child)
- Home or car emergencies
- The death of a loved one
- Medical surgery
- Vacation

Tips for asking for time off work

- ✓ Ask for your time off as early as possible.
- ✓ Let your work know you will be taking a sick/vacation day.
- ✓ Provide any paperwork needed. For medical surgery you may need to show a doctor's note.
- ✓ Put your request in writing (in an email giving details on how many days you will need to be away).
- ✓ Thank your supervisor for their understanding.
- ✓ Keep your supervisor updated if you need more time.

Making a Complaint at Work

A formal complaint is called a grievance. Everyone has times when things go wrong at work, and they need to speak to their supervisor or someone in the company to get things fixed.

Some examples of workplace complaints are:

- You find something that is unsafe for you at work
- Another employee is bullying you
- You are not getting your lunch breaks
- Your pay cheque was wrong
- Another employee is making offensive comments to you

If you feel you are being treated unfairly you can start out by having a talk with your supervisor. If this doesn't help, then you would make a formal written complaint in an email.

Tips on making a complaint at work

1. Prepare what you would like to say, have some of the facts written down.
2. Have dates of when it happened and how it affected you.
3. Tell your supervisor ahead of time that you would like to talk to them so they can set aside some time to listen.

At your Meeting

1. Be specific and give examples.
2. Let your supervisor know your concerns (what you feel is wrong) and why it is important to you and your work.
3. Remember that you want to fix the problem, be open to your supervisor's ideas for solutions.

Having a meeting and chatting with your supervisor will hopefully solve the problem. If you feel your complaint hasn't been solved, you can then make a formal written complaint.

Writing a Complaint Letter or Email

Your letter should include details about the complaint, if it involves other employees you will need to include their name(s) and contact information. If there are witnesses to the complaint, they should be named as well.

Activity 2: Working out Problems

Think of a time you were upset about a situation, and you felt you were being treated unfairly.



1. What was the problem?

2. What did you want to be changed?

3.How did you deal with the problem? Did it work for you?

Lesson 3: Best Practices for Discussing Problems at Work

“I” statements are a big part of good communication. The name says it all. When speaking about problems or feelings, start your communications by saying how you feel. This way you are not pointing fingers or placing blame on anyone. For example, one of your co-workers are not helping as much as you would like with a project that you are working on. If you say directly to a co-worker, “You are not helping enough,” it will probably not lead to a win-win solution. If you say to your co-worker, “I am feeling a bit overwhelmed because of all this work; maybe we can make a plan to get it done together,” then your co-worker will know how you feel and what they can do to help.

Some examples of ways to begin an “I” statement include the following:

“I feel...”

“I would like...”

“I need...”

Example:

Joe works every weekend and is upset with his boss for giving everyone else except him weekend days off through the month. Some of the staff that have been there longer and that have less hours are getting better shifts than he is. He could accuse his boss or directly complain, but that might be viewed as aggressive. He could say nothing and keep working

every single weekend, but then he is and not getting what he wants and needs. He works long hours and misses all social and family events in his life because of his job.

If Joe wants to be assertive, he can use this model for “I” statements to deal with his issue.

“I” Statements



Joe tells his boss:

“I feel sad because I am the only staff that never gets a weekend day off when I would really like one. What I want is to get a weekend or a weekend day off once a month.”

There is still a chance that Joe’s boss will say no, but at least he has asked in a way that is assertive and does not put any blame on his boss.

Activity 1: Using “I” Statements

Read the examples and help each person use “I” statements to deal with their work problems.

Example 1:

Ming has been working at the Café and Bakery for 4 months. She loves her job and the people she works with. Ming loves to bake and try new recipes and her boss is happy when Ming makes new cookies and treats to sell at the Café. A coworker, Sarah, has always been nice to Ming but lately has started making comments about being the boss's favourite worker. She also has started to call her names and make fun of the way she dresses. Ming wants to talk to Sarah and her boss about how this makes her feel and how it is affecting her work.

1. I feel

Example 2:

Ahmad and Basir work for a landscaping company. They work together every day going to different customers houses to cut their grass. Basir is always at least 30 minutes late. This makes it hard for Ahmad to get everything organized and ready to start their day on time.

2. I feel

Example 3:

You really like your co-worker, but you hear two people talking badly about him in the lunchroom and you know what they are saying is not true. You want to talk to them to let them know how you feel about what they are saying.

3. I feel

Writing a Request at Work

Sometimes you will need to write or email your supervisor requesting (asking) for something. It could be asking for information, asking to add a subject to your staff meeting or wanting to make a change in your work schedule. You might want to ask for a meeting to talk about getting some more training or wanting information about doing a different job in the company.

When writing a request, it is important to keep your email or letter professional.

Your request could start with some of these examples:

- ✓ I would like to ask you.....
- ✓ It would be helpful to me if I could.....
- ✓ I would appreciate if
- ✓ It would be nice if

When ending your request, you should thank your supervisor.

Some ways to end your letter:

- ✓ Thank you for your time.
- ✓ Please contact me if you need more information.
- ✓ I look forward to hearing from you.

Activity 2: Writing a Workplace Request

Think of something that you might want to ask your supervisor and write your email in the box below.

To: _____

Subject: _____

Lesson 4: Workplace Orientation

Many companies will have an orientation (meeting) to help you learn about your new job. During the orientation your supervisor will go over some of the companies' policies and procedures. This meeting will also show you some of your job duties, a tour of the workplace and some health and safety rules.

Health and Safety Rights

The Occupational Health and Safety Act protects workers' rights to a safe workplace.

This Act gives workers three basic rights:

1. The right to know about health and safety hazards (dangers). This is done through Workplace Hazardous Materials Information System (WHMIS) Training.
2. The right to refuse (say no) any work that you feel is unsafe.
3. The right to help keep your workplace safe, to make suggestions to keep your workplace safe.



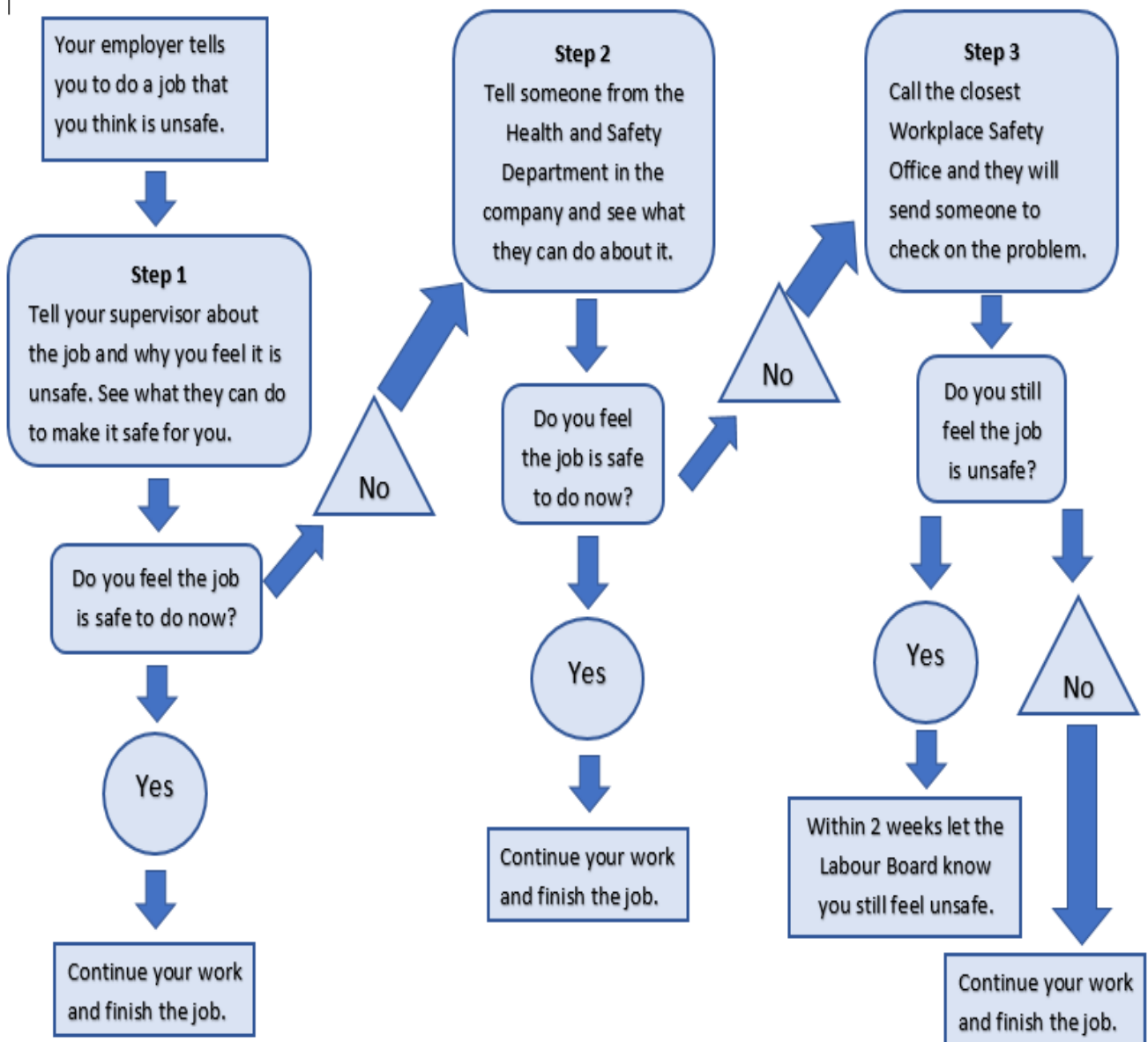
Every workplace will have some of these general safety rules:

- If you get sick or hurt, tell your supervisor right away
- Follow all safety signs
- Use the safety equipment that your company gives to you.
- Keep your workspace clean and tidy.
- Do not use any machines until you have been trained.
- Tell your supervisor about anything that you think is unsafe at work.
- Do not use machines or equipment that is broken.
- Know where the fire and emergency exits are.

Your employer is responsible to train you to work safely and give you safety equipment that is needed to do your job safely.

As a worker (employee) you are responsible for following the safety rules, using the safety equipment the company gives to you and to tell your supervisor when you see something that is unsafe.

How to Refuse (Say No) to Unsafe Work



Activity 1: Unsafe Work Scenario

Luke is excited to start his new job at the wire factory. He had a tour of the factory, and his supervisor showed him how to work the two machines he will be responsible for.



1. If Luke feels he has been told to do a job that he feels is unsafe what should he do first?

2. Luke thinks one of the machines is not working well and could be unsafe. He tells his supervisor how he feels and asks him to have a look at the machine. His supervisor says he doesn't have time right now and tells Luke it is okay to keep working and he will look at it tomorrow. What should Luke do?

Signs and Symbols in the Workplace

Signs and symbols are used in many places; road signs, signs in your classroom, doctor's office and your workplace. Workplace signs are there to give you information about where you are working.



The most common sign to look for when starting at a new job is the exit sign. These signs mark all doors that can be used to exit a building, either during regular or emergency situations. They are always located above the doorway and remain lit. When you are at work, make sure you find the nearest exits in case you need them in an emergency. Some exits will be for employees only or for emergencies only.

Safety signs will be present around the building as well: signs that show where the fire extinguisher or fire alarms are, signs that remind you to wear protective clothing, or signs for eye washing stations.

Many businesses use caution signs. One common caution sign is placed on the floor when it is wet or there is a spill to show people that the floor is slippery.

Symbols can also offer very important information. It can tell you the possible effects of a substance that you are using. For example, the skull and cross bones is a poison symbol, and a flame symbolized that something is flammable (can easily catch fire). These symbols were designed to warn you quickly.



There are shapes, colours, and symbols on these signs or labels to make them easy to recognize.



This sign from Québec is in French, but even if you do not speak French and do not know what the word arrêT means, you can tell this is a Stop sign because of its shape and colour.

Activity 2: Identifying Common Signs

Do you know some of these common safety signs? Match the sign number to the name.



1.



2.



3.



4.



5.



6.

- A. Fire extinguisher # _____
- B. Wet floor, be careful! # _____
- C. Biohazard # _____
- D. Must wear a hard hat and safety goggles # _____
- E. Must wear ear/hearing protection # _____
- F. Poison # _____

Activity 3: The Signs Around You

1. Make a list of the signs and symbols in your classroom and around the building. What signs do you see? What information are those signs trying to tell you?

2. Choose a common sign and make a drawing of it in the box. What information is this sign giving you?



Information:

Lesson 5: Workplace Performance Reviews

Most companies will do a performance review with their employees once a year.

Your performance review gives you a chance to meet with your supervisor and get helpful tips and feedback (advice)



about your work. Feedback is helpful information that your supervisor gives to you to help you do your best job and improve on your skills.

Your supervisor should be giving you feedback often, but a review is a formal document of how well you are doing your job.

Performance Review Vocabulary

flexible	Being flexible at work means you are ready and able to change to different situations.
honest	Telling the truth.
independent	An independent person is someone that can think and work on their own.
reliable	A reliable person is someone that you can trust to work hard and be at work on time.
responsible	A responsible person makes good decisions. They work hard even when no one is watching.
tolerant	To be tolerant means that you accept others' opinions and ideas even if you don't agree with them.

Activity 1: Fill in the blanks

Using the words from the performance review vocabulary, fill in the blanks in the sentences below.

1. Bobby is _____. I know that he will be at work every day and do his best work.
2. You can believe everything Tammy says. She is very _____.
3. Kimmy does not like when things get changed at work. She needs to be more _____.
4. Shawn works well with everyone; he listens to everyone's ideas. He is very _____.
5. Sage gets his work done on time, even when he is working by himself. He is _____.
6. Karen is very _____ she works hard even when the supervisor isn't there.

Handling Feedback

You will get positive (good) and negative (things you can work on) feedback from your supervisor. Being able to listen and receive feedback will make you more successful at work. Feedback helps everyone see the things that they need to improve which helps people become more successful at their jobs. It is important to listen to the advice from your supervisor and try to accept it with an open mind.



Negative feedback (things you need to improve) can be hard to hear. When getting feedback from your supervisor remember it is to help you

in your work, it is not personal. Take some time to think about what they had to say and ask them to explain if you don't understand. Use their suggestions and advice to improve your work.

During the meeting with your supervisor to talk about your review you can take notes to help you remember what they are telling you.

Suggestions for when you are getting feedback from others:

- Do not take it personally. It is about work and not about you.
- Do not become defensive. Be open to the directions and ideas of others.
- See it as a chance to improve or start a discussion on how things can improve.
- Take a deep breath, stay positive and focus on what is being offered. Try not to feel stressed or overly nervous about the feedback.
- Do not get upset or depressed by receiving feedback; know that is a normal part of every job. Use the ideas presented to help yourself improve.

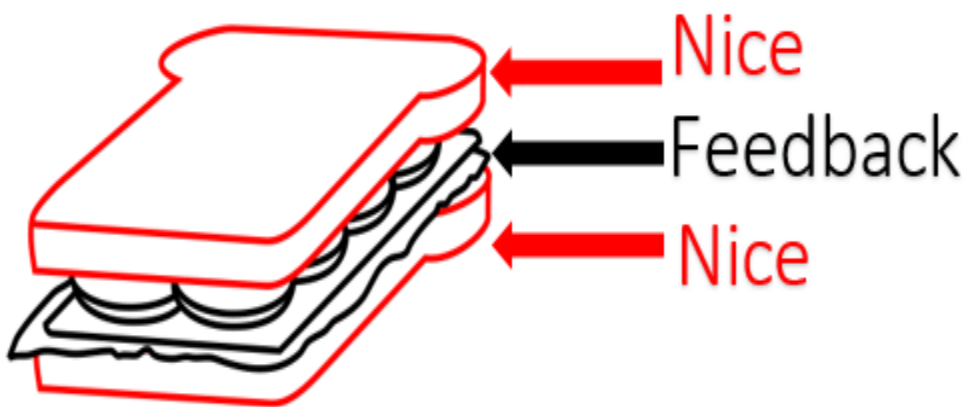
Suggestions for when you are offering feedback to others:

- Never make your suggestions for improvement personal. Use your "I" statements and be objective (make it just about the goal).
- Try not to directly single out one of your teammates. Addressing the group can help make someone feel less stressed about receiving feedback.
- Highlight what has been working well and offer compliments and encouragement along with the feedback.
- Only give feedback you think it is necessary.

The Nice Sandwich

The nice sandwich (sandwich leadership) is a way to offer feedback in a less stressful and more helpful way.

The idea is simple. You take the feedback and offer it between two compliments or nice things that you can say about your co-worker or employee.



Pat is working on getting a big takeout order ready with two other workers. They have divided the order in 3 parts and each of them are working on getting their part done in time. Mary likes to wait until the last minute, and this makes Pat nervous and worry about getting the order done in time. He knows Mary always does a great job on preparing the food, but she often doesn't get her part done on time.

Pat: Mary I am so happy to be doing this big job with you because you are a great cook and hard worker. I feel like we should stick to a timeline so we can be sure to have to order ready in time. I know the customers will love their food and we can have it ready for them in time if we work together.

Activity 2: What should you do?



Read the situation below and talk about how you would offer feedback in this situation. Write out what you would say on the lines below the example.

You are part of a catering team getting food ready for a last-minute event. You need to make sure all items on the checklist are brought to the event. Your job is to help with packaging the food, plates, glasses, and tablecloths. You are working with two other employees. They are working well and fast, but you notice while you are packing the salads that they are making them incorrectly.

On the lines below, offer feedback on the salads in a way that will not stress or upset your team.

Performance Reviews

Read over the example performance review below.

Performance Evaluation

Employee: Kianna Brooks

Date of Review: Nov 12, 2022

Title: Sales and Customer Service

	Rating 1-4 1-needs improvement 4-excellent	Comments
Responsible	3	Kianna works well and makes good decisions about work timelines.
Dependability (Reliable)	4	Always on time, completes her work on time
Independent	3	Works well alone and goes ahead with tasks that need to be done without being asked.
Teamwork	4	Kianna is always offering to help other employees when they need help.

Job Skills: Kianna has worked hard to improve her skills. Her math skills have improved, and she serves her customers quickly.

Work Results: Kianna is a great employee. Kianna has great verbal communication and teamwork skills. She does well when speaking in a small group and is always offering to help the other employees. Kianna should focus on improving her written communication skills.



Activity 3: Reading Performance Reviews

1. Do you think Kianna will be happy with her performance review? Please explain your answer (why or why not).

2. What skill is Kianna's boss recommending that she work on (try and improve)?

Vocabulary Words in Workplace Policy and Procedures

Breaks	The times you take at work for meals or coffee/tea. By law you get a 30-minute meal break if working 5 hours or longer. The company can decide if these are paid or unpaid breaks.
Deductions	Money that your employer can legally take off your pay. This money is for government programs including Employment Insurance (EI) and Canadian Pension Plan (CPP).
Discrimination	Treating someone differently (usually negatively) because of ethnic or cultural value differences.
Employee	The worker hired by the company to do a specific job.
Fired	Getting fired means you have been told to leave your job by your boss or supervisor.
Maternity and Parental Leave	This is the time you take off from your work when you are a new parent (mother or father).
Employer	The company that hires you.
Minimum Wage	The lowest amount of money you can be paid per hour.
Overtime Pay	Hours you worked over a regular work day (more than 8 hours a day) or a regular work week (more than 40 hours a week).
Probation Period	A probation period is usually the first 3 months of work with your new job. It is a trial period for your employer to decide if you are right for the job.
Quit	Quitting your job means you are leaving your job.

Statutory Holiday	A public holiday that the government requires all employers to give the workers time off. In Ontario these are: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving, Christmas Day and Boxing Day.
Termination	Stopped working, this includes quitting, getting fired, or getting laid off.
Wage	The amount of money that you will be getting paid for each hour you work.
Vacation	A holiday or time when you will be away and not at work. Workers usually get a minimum of 2 weeks' vacation after 1 year of full-time work with the same company.

Congratulations! You have finished this course.



Answer Guide

Lesson 1: Common Workplace Procedures

Activity 1: Understanding and Using Policy Information (pg. 10)

- 1. Overalls must be returned to the laundry room.*
- 2. Gloves must be replaced after lunch and breaks.*
- 3. a) They may be reassigned because of illness.
b) They would be reassigned because sick employees should not be around food or machinery that makes food.*
- 4. Headphones must be worn on the lollipop line.*
- 5. Answers may vary. Answer should relate to the information in the health and safety procedures or be about working at a candy factory.*

Lesson 2: Requesting Time Off

Activity 1: Writing a Sick Email (pg. 15)

Answers will vary. Learners should have an email that includes a reason/explanation for them being away from work, be polite and end with thanking their employer.

Activity 2: Working Out Problems (pg. 18)

- 1. Answers will vary, learners are to share a problem that they have experienced where they felt they were treated unfairly.*
- 2. Answers will vary, learners are to share what they wanted to be changed in the situation/problem they had shared in question 1.*
- 3. Answers will vary, learners are to share how they dealt with the problem and if it worked for them.*

Lesson 3: Best practices for Discussing Problems at Work

Activity 1: Using “I” Statements (pg. 21)

Example 1,2 and 3- Answers will vary, learner should have an “I feel” statement including a feeling for each example.

Example Answers:

- 1. I feel sad when there are comments about my clothing choices.*
- 2. I feel overwhelmed first thing in the morning with all that we need to get done. It helps when we all arrive on time.*
- 3. I feel upset hearing bad things about my friend and coworker.*

Activity 2: Writing a Workplace Request (pg. 23)

Answers will vary, learners should have an email making a request to their supervisor. Email should begin with an appropriate greeting and end with thanking their supervisor.

Lesson 4: Workplace Orientation

Activity 1: Unsafe Work Scenario (pg. 26)

- 1. Luke should tell his employer or supervisor about the job and why he feels unsafe.*
- 2. Luke should stop working if he feels unsafe, even if his supervisor says it is okay.*

Activity 2: Identifying Common Signs (pg. 28)

A - #2 B - #6 C - #4 D - #5 E - #3 F - #1

Activity 3: The signs Around You (pg. 29)

- 1. Answers will vary, learner should have at least 3 signs and their meanings.*
- 2. A drawing of a sign with an explanation of its meaning/information on the signs meaning.*

Lesson 5: Workplace Performance Reviews

Activity 1: Fill in the Blanks (pg. 31)

1. *Reliable*
2. *Honest*
3. *Flexible*
4. *Tolerant*
5. *Independent*
6. *Responsible*

Activity 2: What should you do? (pg. 34)

Answers will vary. Example Answer:

I really appreciate you coming into work to help last minute. You are such great workers. The salads will need to be redone as they are not quite right.

This is not a problem though, since you have gotten everything else done so fast and well, we will have lots of time to redo them. We can all help out!

Activity 3: Reading Performance Reviews

1. *Answers will vary, should include a reason for their answer.*
2. *Kianna's boss is recommending that she work on her written communication skills.*