

JASPER

Employer Toolkit

A guide to support newcomer employees





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Jasper Employer Toolkit

A guide to support newcomer employees

This toolkit is for employers and service providers in Jasper, Alberta. It focuses on recent immigrants to Canada, called “newcomers”.

This guide is designed to help you welcome and support newcomers in your workplace. It identifies challenges newcomers may face as they adjust to the Canadian workplace and how you, as an employer, can help. You may also find this toolkit useful for your broader workforce.

This toolkit is not meant to generalize or stereotype. Instead, it gives you information to help you understand and support newcomers in your workplace. It is designed to help break down barriers, encourage discussions, and connect you with helpful resources.

How to use this guide

This toolkit is a reference guide with resources you can use at any time during a newcomer’s employment.

Learn

Learn about best practices and strategies for creating an inclusive and supportive workplace.

Use

Customize resources to use directly in your workplace.

Share

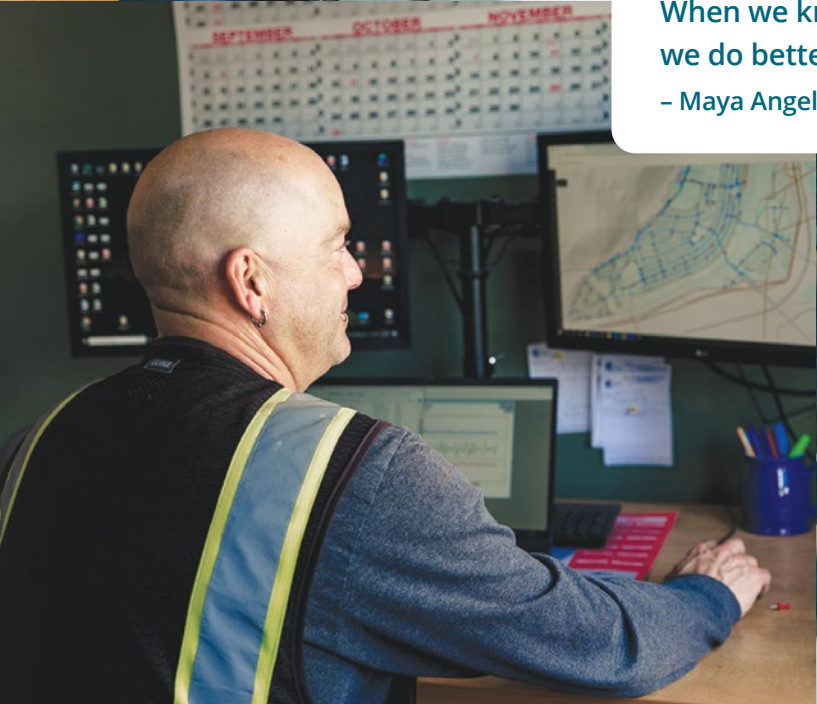
Share relevant sections with your team to promote a welcoming work environment.



“

When we know better,
we do better.

– Maya Angelou





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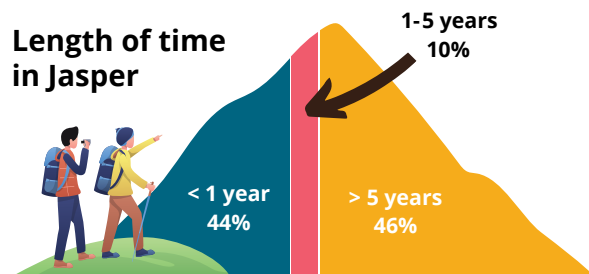
Onboarding



Get to know newcomers in Jasper

Between April and June 2022, the Jasper Local Immigration Partnership collected feedback from 76 newcomers in Jasper. The results help employers, service providers, and community members understand the needs of newcomers living in Jasper.

Length of time in Jasper



Length of time in Canada



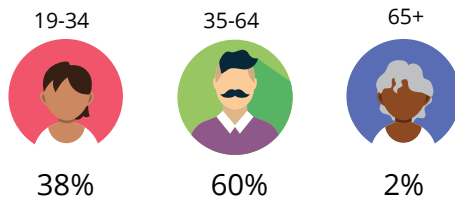
36% Less than a year
17% Between 1-5 years
32% Over 5 years

Gender

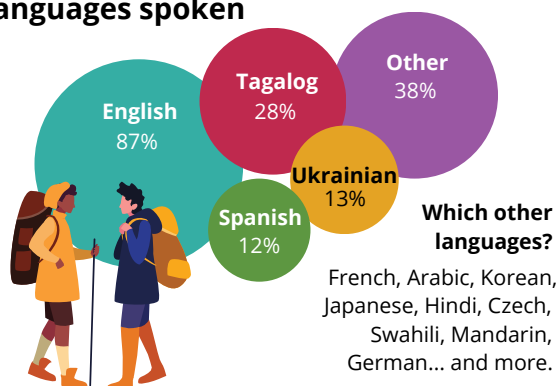


35% Male
65% Female

Age



Languages spoken



What do you like about living in Jasper?



86% The natural landscape.



66% How easy it is to access things by foot or bicycle.



57% The size and friendliness of the community.

How would you like to be more connected to the community?

42% want to volunteer in the community.

63% want to take classes, workshops or continue education.

43% want to do recreation programs for kids and/or adults.

What prevents you from accessing services, support or programs?

28% don't know what's available.

21% can't get to the activities I'd like to participate in (transportation).

34% can't find the time to attend, or feel I won't fit in.



Hiring newcomers

A diverse workforce helps improve your business. Hiring people from different cultures brings new ideas, skills, and experiences. This makes teams stronger and more creative.

The business advantage of hiring newcomers

-  **Access a wider talent pool**
Hiring newcomers helps businesses fill job openings and address labour shortages.
-  **Boost productivity and innovation**
Diverse teams encourage creativity and new approaches to business operations.
-  **Reach new markets**
Employees with international experience can help businesses reach new customers and expand.
-  **Develop a committed and loyal team**
Many newcomers are highly motivated to succeed and build long-term careers in Canada.
-  **Gain fresh perspectives**
Newcomers bring diverse experiences, ideas, and problem-solving skills.
-  **Strengthen workplace culture**
An inclusive team fosters collaboration, respect, and a welcoming environment for all employees.





Strategies for hiring newcomers

■ Remove barriers in job descriptions

- Focus on what needs to be achieved in the role.
- List only the education and experience needed for success.
- Use clear and simple language.

■ Practice active listening

Give signals during interviews to show you understand, for example, nod or take notes. This helps newcomers feel more comfortable and can reduce their anxiety.

■ Ask good questions

- Ask specific questions to help newcomers give detailed answers. General questions can be hard for people without Canadian work experience.
- Use clear and simple language. Avoid jargon and workplace idioms such as “graveyard shift”, “learning curve”, and “in a nutshell”.
- Ask questions about workplace scenarios. Don’t focus on technical certifications.
- Check in during the interview to see if any questions are unclear.
- Be patient when you ask newcomers questions. Let them know it’s okay to take some time to think about their answer.

■ Be aware of how culture impacts an interview

Culture is the set of values, beliefs, and attitudes that influence how people act and see the world. In interviews, culture can affect how newcomers answer questions and how you make hiring decisions. For example:

- In Canada, direct eye contact is important, but in some cultures, it can be seen as disrespectful.
- Canadians often use big gestures when speaking, but newcomers might use smaller gestures or none at all. This might be due to cultural differences, not nervousness.
- Some people may not touch others or shake hands during conversations, especially between men and women. This could be a sign of respect or being reserved.

■ Be aware of biases

Be aware of any biases you may have during interviews. Often, we expect certain answers or have pre-existing ideas, which can affect how we listen.

Implicit Association Test

Use this tool to find out if you have unconscious biases that may impact your hiring process.

implicit.harvard.edu



Make interview questions specific

INSTEAD OF	TRY
Tell me about yourself.	Tell me about your education and experience.
Tell me about a time when...	I want to know about your particular role in...
What are your greatest strengths and weaknesses?	Tell me about your greatest accomplishments at your previous job.
Why are you the best candidate for the job?	What’s the number one thing you can offer our company?
Why should I hire you?	What’s one great thing a manager or co-worker said about you in your previous job?



Onboarding checklists

A clear and helpful onboarding process helps you support newcomer employees from the start.

With a step-by-step plan for the first day, week, and months, you can help newcomers feel welcome and prepared for their new job.

Customize these checklists to fit your workplace and the needs of each employee.

jasper-alberta.ca/p/onboarding-tools



Onboarding checklist

Before the start date

☐ **Prepare and send a welcome package**

- See page 8 for a list of what to include.

☐ **Assign a mentor or buddy**

- Choose a mentor to help the new employee settle in.
- Ask the mentor to plan activities such as having lunch together, job shadowing, reviewing the employee handbook, and daily check-ins.

☐ **Set up office space**

- Assign a work station for the new employee and make sure it is equipped with the necessary tools.
- Set up an area for them to keep personal items such as a locker, cubby, or hook.

☐ **Set up accounts and passwords**

- Create an email account for the new employee.
- Provide access to equipment and software such as point-of-sale programs.
- Register the employee in the payroll system.

☐ **Inform the team**

- Let the team know about the new employee and encourage everyone to offer support.



Onboarding checklist

First day

☐ **Introduce the company**

- Describe the different departments.
- Explain the leadership structure and who the employee reports to.

☐ **Provide information about life in Jasper**

- Introduce various services in Jasper (see page 10).
- Share local guides, maps, and resources (see page 11).
- Connect the employee with social opportunities in town and the workplace.

☐ **Introduce the new employee**

- Send a message to your team or introduce in person. Include the employee's role, prior experience, and achievements.
- Connect the new employee with their mentor.

☐ **Give a tour of the work facilities**

- Walk through the workspace, kitchen, washrooms, and common areas. Explain expectations for their use.
- Show how to use equipment such as printers and cash registers.
- Explain where to find emergency supplies such as fire extinguishers and first aid kits.

☐ **Review important policies and procedures**

- Health and safety procedures
- Emergency response protocols and important emergency contact information
- Discrimination and harassment policies
- Work environment policies such as scent-free environment and smoking areas

☐ **Explain the three main rights of workers in Canada**

- The right to know about health and safety matters
- The right to participate in decisions that affect their health and safety
- The right to refuse unsafe work

☐ **Review the job expectations**

- Job description and any additional expectations
- Work hours, breaks, and expectations for punctuality and absences
- Expectations for interacting with other employees, managers, roommates, and others
- Performance evaluations and probation periods
- Wage structure, tips, incentive pay, expenses, benefits, and payroll deductions

☐ **Complete forms and documents**

- Sign any necessary forms such as taxes and confidentiality agreements.
- Register the employee in the payroll system.

☐ **Give access to communications**

- Ensure employee has access to company email.
- Add them to existing communication channels.

☐ **Discuss the onboarding training plan**

- Go over the training plan for the employee's first few weeks.
- Share professional development opportunities such as language courses and ProServe certification.

☐ **Check in and connect**

- Give opportunities to ask questions about work and life outside work.
- Ask about religious, cultural, and accessibility needs.



Tax forms and paystubs

Tax and payroll documents can be confusing for newcomers.

Consider going through these forms with the new employee and showing them a mock paystub.

See page 9 for a guide on taxes and paystubs.



Onboarding checklist

First week

- ☐ **Check in about the employee's experience so far**
 - Introduce employees again, if needed.
 - Make sure they are connecting with their mentor and are comfortable with their tasks and work environment. This can be informal chats during lunch breaks.
 - Continue to share social opportunities in the workplace and in Jasper.
- ☐ **Review job expectations and performance**
 - Ask for and give feedback on work tasks, relationships, communication, and how the employee is settling in. Let them know that feedback is normal for all new employees.
 - Create a written plan for further development, if needed.
 - Encourage the employee to ask questions about their duties and company policies.
 - Provide positive feedback on achievements, where appropriate. This helps new employees develop a sense of belonging in a new workplace.



Workplace culture

Workplace culture can be unspoken and confusing for newcomers.

Be clear about expectations, such as where to hang jackets or how to speak during busy times.

Onboarding checklist

First three months

- ☐ **Follow up on accommodations**
 - Follow up on religious, cultural, or accessibility accommodations that the employee requested.
- ☐ **Discuss cultural challenges**
 - If appropriate, discuss any cultural challenges they may be facing. See page 26 for information on adapting to new cultures.
- ☐ **Create opportunities for team bonding and sharing culture**
 - Give the employee a chance to share their culture with the team such as at a potluck or with a presentation.
- ☐ **Meet regularly to give and receive feedback**
 - Discuss areas where the employee can grow and create a long-term development plan together.
 - Ask about their ideas and feedback on the work so far.

Be curious. Ask questions!

What surprised you about how things work here?

Has anything frustrated you?

What have you enjoyed?



Creating a welcome package

A well-prepared welcome package helps newcomers feel supported and informed as they begin their new job.

It provides essential information and resources to ease their transition into both the workplace and the community.

What to include in your welcome package

You can tailor your package to meet the specific needs of newcomer employees to make onboarding smoother and more welcoming.

Consider including these items in your welcome package:

■ **Welcome letter**

A document that includes important contact information for your business and expectations for their first days and weeks. See page 9 for a template.

■ **Employee handbook**

A guide to company policies, procedures, and expectations.

■ **Organizational overview**

A chart showing company structure and important contacts.

■ **Benefits and payroll information**

Details on benefits, pay schedule, and setting up direct deposit.

■ **Training and development information**

Opportunities for professional growth such as language classes and certifications.

■ **Local area guides and tools**

See page 11 for resources for newcomers.

■ **Information about Indigenous cultures in Jasper**

See page 27 for a printable handout.

■ **Health and wellness resources**

How to access health services, wellness programs, and employee assistance. For newcomers, this may include how to apply for Alberta Health Care and where to find local clinics.

■ **Social opportunities**

Information on community and workplace events.



Onboarding templates

You can use these templates to create clear and helpful materials for newcomer employees.

By providing these documents, you can ensure that the employee's transition is smooth, organized, and supported.

Download and customize these workplace documents to use for onboarding new employees:

jasper-alberta.ca/p/onboarding-tools



Letter of hire

This document outlines the job details, such as pay, hours, and start date. It helps new employees understand what to expect from their role.



Welcome letter

This document includes important contact information for your business and expectations for the first days and weeks.



Letter of employment

This document confirms that the employee works for your company. It can be useful if employees need to show proof of their job for housing, banking, or immigration purposes.



Mentorship guide

This checklist helps mentors welcome and work with newcomer employees.



Guide to taxes and paystubs

This guide explains taxes and paystubs. It helps employees understand how their pay is calculated.



Services in Jasper for newcomers

Learn about services available in Jasper to help your newcomer employees get assistance they may need.

Jasper Settlement Services

Settlement Services helps newcomers to Canada learn about Jasper. Their services are free and available in many languages.

Newcomers to Jasper who use Settlement Services report an easier and more enjoyable transition to life in Canada.

Settlement Services can help your employees:

- File their taxes
- Get translation and interpretation services
- Improve their education
- Sign up for English language courses
- Volunteer in Jasper
- Get social, mental, or financial help
- Apply for:
 - Social Insurance Number (SIN)
 - Alberta Health Care
 - Permanent resident card
 - Canadian citizenship
 - Recognition of education or qualifications

To book an appointment:

Call: 780-852-2100
Email: community@jasper-alberta.ca
Visit the office: 627 Patricia Street

Family Resource Network

The Family Resource Network (FRN) offers free services to support families with children and youth ages 0 to 18.

The FRN offers programs and services to:

- Teach parenting and caregiving skills
- Provide social support
- Help with coping and problem-solving
- Connect families to community resources
- Support child and youth development
- Build resilience and well-being

To book an appointment:

Call: 780-852-2100
Email: community@jasper-alberta.ca
Visit the office: 627 Patricia Street

Community Outreach Services

Community Outreach Services (COS) offers free support, services, and resources to all ages in Jasper. Outreach Workers provide resources and referrals to help people with challenges that affect their daily lives.

When onboarding new employees, consider referring them to COS, as they can assist with many issues.

To book an appointment:

Call: 780-852-2100
Email: community@jasper-alberta.ca
Visit the office: 627 Patricia Street

Jasper Employment and Education Centre

The Jasper Employment and Education Centre (JEEC) offers year-round learning opportunities to help individuals succeed in work and life.

Their free or low-cost programs include:

- English as a Second Language (ESL)
- Basic computer skills
- Life skills training

JEEC also supports Temporary Foreign Workers (TFWs) and others with work permits. They can help workers under the Temporary Foreign Worker Program or the International Mobility Program. Their goal is to help workers build skills, make friends, and succeed in the community.

Employers can use JEEC to find workers. They host job fairs, post job openings, and connect employers with people looking for work. JEEC also helps employers apply for grants to meet hiring needs.

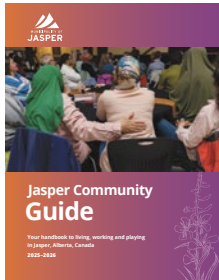
Walk-ins are welcome. To book an appointment:

Call: 780-852-4418
Email: info@jasperemployment.com
Visit the office: 631 Patricia Street
jasperemployment.com



Guides and tools for newcomers

Share these helpful tools to make it easier for your newcomer employees to settle into Jasper.



Jasper Community Guide

This guide has everything your employees need to know about living in Jasper.

It includes fun things to do, important resources, and how to access services.



Jasper's Cheat Sheet

This quick reference sheet has essential information for living and working in Jasper.

It highlights mental health and wellness resources for your team.



Community Calendar

This calendar will connect your employees to what's happening in Jasper.

It lists events, workshops, celebrations, sports, and more.



Community map

This map is specially made for newcomers.

It highlights important locations and resources around town.

Welcome to
Jasper

Welcome to Jasper app

This app has essential information for people who are new to Jasper.

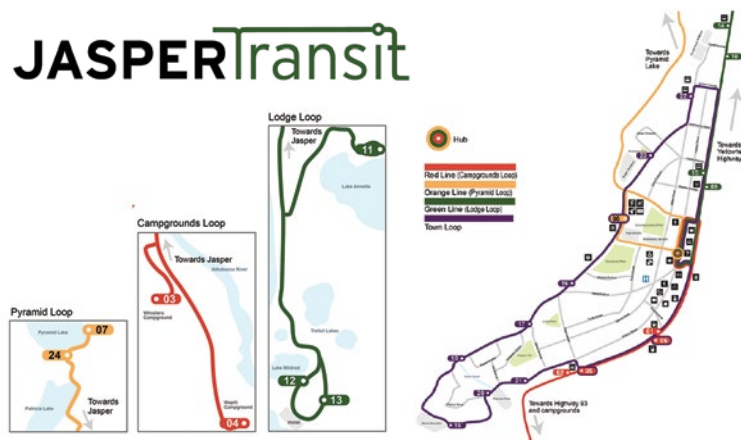
Encourage new employees to download it to their phone to help them navigate community resources and life in Jasper.

You can find these resources on the Municipality of Jasper's website:

jasper-alberta.ca



JASPERTransit



Transit map and schedule

The transit map and schedule are simple to access. They will help your employees get around Jasper and the park with ease.

You can find transit information on the Municipality of Jasper's website:

jasper-alberta.ca



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Communication





Cross-cultural communication

Good communication helps people understand each other.

In a workplace with employees from different backgrounds, it is important to communicate clearly.

People from different cultures may speak and use body language in different ways. This can lead to confusion. Learning how to improve communication helps create a workplace where everyone feels included.

You do not need to learn about every culture to be a better communicator. A good first step is to understand how you speak and act. Being aware of your own habits can help you be more inclusive and clear when you talk to others.

Consider both the things you say and the things you don't say:

- Polite and indirect language
- Idioms
- Non-verbal communication

Polite and indirect language

Canadians often prefer to use polite and indirect language that requires some interpretation.

In conversation, this means Canadians may:

- Not always say exactly what they mean
- Use humour to show modesty or help people feel more comfortable
- Say something in a way that makes it seem less important or serious than it really is (also called an understatement)
- Be reserved in conversation

This can be confusing for newcomers in the workplace. A phrase might sound positive but actually mean something different.

To improve understanding, you can:

- Be aware of your own communication style
- Encourage clear and direct communication
- Provide easy-to-understand feedback

Polite and indirect phrases

What is said	What it might mean	Possible misinterpretation
"It's fine, don't worry about it."	It's not fine, but I won't push.	Everything is truly fine.
"It's a bit tricky."	It's very difficult or almost impossible.	It's just slightly challenging.
"Not bad."	Pretty good.	Something is just okay.
"Do you mind helping with this?"	Please help me.	The person has a choice.
"I have a few concerns."	I have major issues with this.	The concerns are small.
"It would be great if you could do this."	This is actually required.	The task is optional.
"I'll think about it."	Probably not.	They will seriously consider it.



The single biggest problem
in communication
is the illusion that it
has taken place.

– George Bernard Shaw

Idioms

Idioms are phrases that mean something different from what the words actually say.

They can confuse newcomers who are not familiar with the phrases.

Using idioms in the workplace can make it harder for employees to understand instructions or conversations.

Common English idioms

Idiom	What it really means
"Hit the ground running"	Start something quickly and with enthusiasm
"Break the ice"	Make people feel comfortable in a new situation
"A piece of cake"	Something that's very easy
"In the same boat"	Experiencing the same situation as others
"The ball is in your court"	It's your turn to take action
"That's the last straw"	My patience has run out
"Get something off your chest"	Talk about something that's been bothering you
"You can say that again"	That's true, I agree
"Tip of the iceberg"	The small, visible part of a larger problem
"Get bent out of shape"	Get upset
"Back to the drawing board"	Start over or look at a failed idea in a new way
"Cut corners"	Do something in the easiest or quickest way
"Go the extra mile"	Do more than what was expected
"Learn the ropes"	Learn how to do a particular job or task
"On the same page"	Agree with or have the same view as someone

To improve understanding, you can:

- Use simple words instead of idioms.
- Explain idioms when you use them – idioms can be fun!
- Encourage employees to ask if they don't understand a phrase.



Non-verbal communication

Non-verbal communication includes gestures, eye contact, and personal space.

Before learning about others, it's helpful to understand your own habits.



Eye contact

- Do you make eye contact when you speak to someone?
- Do you know that too much eye contact can feel uncomfortable for people from some cultures?



Hand gestures

- Do you use hand gestures often?
- Do you know that some gestures have different meanings in different cultures? For example, a thumbs-up is seen as positive in some cultures but rude in others.



Personal space and touch

- Do you prefer to stand close to people, or do you need more space?
- Do you assume that shaking hands is the best way to greet someone?



Facial expressions

- Do you smile to show friendliness?
- Do you know that in some cultures, people smile less in formal settings?



Tone of voice

- Do you think about your tone of voice when you speak?
- Do you know that your tone of voice might be interpreted differently than you intend?



Being aware of your non-verbal communication helps you adjust to different situations and people.



Plain language

Plain language is communication that is clear and simple. It is writing or speaking in a way that is easy to understand.

Why is plain language important?

- Over 40% of adults have low literacy skills, which means they often have a hard time understanding content the first time they read it.
- Most readers tend to skip and scan through content, especially on screens.
- Many readers are not fluent in English.

Plain language makes information easier to find, read, and understand. When people understand what they read, they need fewer explanations and make fewer mistakes. This will help your business run more efficiently.

Tips for using plain language in the workplace

- Use clear, descriptive page titles. Make it obvious who and what the message is for.
- Use clear, descriptive headings so it's easy to scan and pick out the main points.
- Break information into lists to make it easier to read. Use numbers for steps and bullets for items that aren't in a specific order.
- Write short sentences, ideally no more than 15 words.
- Keep paragraphs short, with one idea per paragraph.
- Be concise. Remove words that do not add meaning.
- Use simple, common words. If you need to use complex terms, define them or provide examples. If you're using many complex terms, consider creating a glossary.
- Avoid acronyms and abbreviations. If used, spell them out at their first use.
- Write like you would talk to the reader. Use "we", "us" and "you".



Using plain language in your workplace documents benefits all your employees, not only newcomers.



Notes

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Culture and inclusion



Equity, diversity, and inclusion

Jasper is home to people from around the world. Newcomers bring unique cultures, languages, traditions, and ways of working.

While these differences are valuable, we all share common goals: the desire for safety, meaningful work, financial security, and a place to call home. We want to practice our beliefs, build community, and feel like we belong.

Equity, diversity, and inclusion in the workplace

As an employer, you play an important role in creating a welcoming workplace where everyone feels respected, valued, and supported.

This benefits not only your employees but also drives the innovation, teamwork, and success of your business.

Here are examples of how equity, diversity, and inclusion show up in the workplace.

Equity

Giving people the support they need to succeed, which may not be the same for everyone.

In the workplace, this means recognizing that different employees may face different challenges and providing resources to help them thrive.

Examples

- A company removes barriers in the hiring process so everyone has a fair chance at getting a job.
- An employer offers flexible work schedules for parents.
- An organization provides extra training for employees who are still learning English.

Diversity

Having a team made up of people from different backgrounds and perspectives.

A diverse workplace includes differences in culture, language, age, gender, abilities, and more, which can bring fresh ideas and innovation.

Examples

- A company hires employees from different countries, creating a team with a wide range of skills and viewpoints.
- A business employs workers from different age groups, combining fresh ideas with years of experience.
- A workplace hires people with disabilities and provides accessible tools and spaces to support them.

Inclusion

Creating a work environment where everyone feels valued, respected, and able to fully participate.

This means ensuring all employees feel comfortable expressing themselves and have equal opportunities to contribute and grow.

Examples

- A manager encourages quieter team members to share ideas in meetings, so all employees have a chance to speak.
- A company celebrates cultural holidays and events to recognize the diverse backgrounds of its employees.
- A workplace provides gender-neutral washrooms to ensure all employees feel comfortable.



“

Diversity is being invited
to the party; inclusion is
being asked to dance.

– Verna Myers

Tips for promoting equity, diversity, and inclusion in the workplace

■ Provide clear training

- Create a structured training plan with written instructions when needed.
- Share and enforce policies on inclusion, discrimination, and harassment.

■ Use clear communication

- Translate key materials such as safety instructions.
- Make signs simple and easy to understand. Use graphics when possible.

■ Support language learning

- Help employees access language classes.
- Allow flexible schedules so employees can attend classes.

■ Accommodate culture

- Recognize and accommodate cultural holidays and practices.
- Adjust work schedules to meet employees' cultural needs.

■ Celebrate culture

- Host lunches with foods from different cultures.
- Encourage team-building activities outside of work.



Building a strong and thriving workplace
starts with equity, diversity, and inclusion.



Culture in the workplace

Culture is the shared beliefs, values, traditions, customs, language, arts, and social behaviours of a group of people.

It shapes how people live, view the world, and interact with others. Culture influences identity, social norms, and relationships within communities.

Why culture matters at work

As an employer, it's important to understand how culture influences your newcomer employees.

People from different cultural backgrounds may have unique habits or views that affect how they behave at work. For example:

- Direct eye contact can be seen as disrespectful or a challenge to authority.
- Speaking directly to a manager may not be appropriate.
- Small talk, such as asking "How are you?" might be confusing or uncommon.
- Being alone with a co-worker of a different gender might be uncomfortable or inappropriate.

In a previous workplace, it may have been acceptable to:

- Use cannabis or drink alcohol at work
- Bring children to work
- Arrive 15 to 30 minutes late

It is important to explain job expectations and workplace norms clearly. Don't assume that these things are understood.

Understanding cultural differences at work helps improve communication, teamwork, and job satisfaction. When employees feel respected and included, they work better and stay motivated.

Paying attention to culture helps build strong teams and creates a workplace that is productive, respectful, and welcoming.



Seek first to understand,
then to be understood.

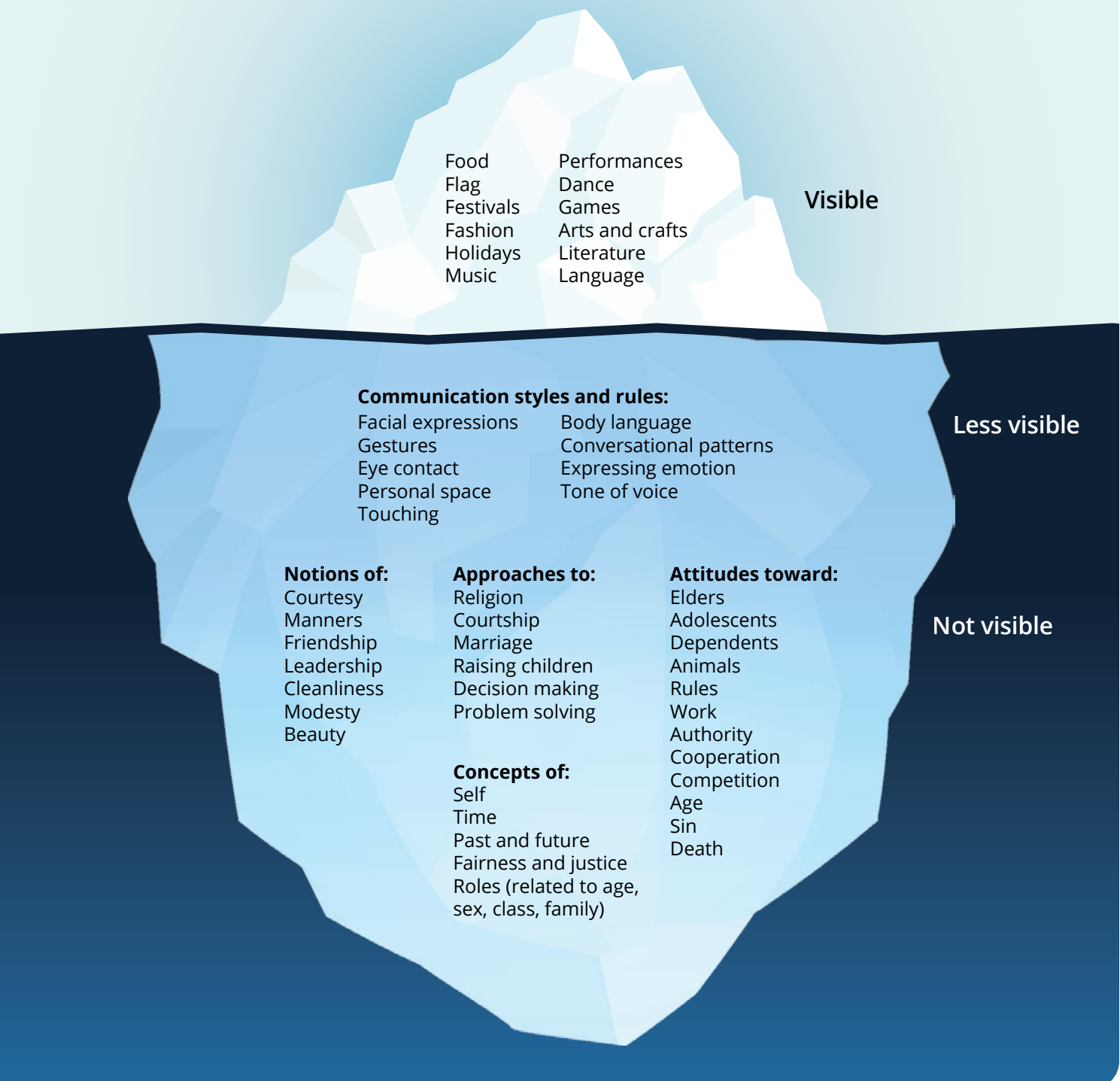
– Stephen R. Covey



Culture is like an iceberg

What you see is only a small part. Most of it lies beneath the surface.

The visible parts include clothing, language, and food, while the unseen parts include values, beliefs, and behaviours.





Creating a culturally competent workplace

Creating a culturally competent workplace is a process of learning and integration. By recognizing where you are in this process, you can work toward full inclusion and integration of your newcomer employees.

The cultural competency process

Cultural awareness

Basic understanding

Cultural awareness is the first step. You recognize that cultural differences exist, but you don't always act on this knowledge. At this stage, you may notice differences but might not fully understand their impact.

Example: A manager notices that some employees don't make direct eye contact but does not understand why.

Cultural sensitivity

Acknowledgement with some action

Cultural sensitivity goes beyond awareness. You acknowledge cultural differences and make small adjustments to be more inclusive. However, these changes may be limited and not fully integrated into workplace policies.

Example: An employer offers Halal food options at staff parties.

Cultural competency

Full inclusion and integration

Cultural competency is the goal. You actively learn about different cultures and make meaningful changes to create an inclusive workplace. At this level, you adjust policies, communication styles, and workplace norms to support all employees.

Example: A company adapts workplace policies to allow flexible break times for employees who observe religious practices.

Adapted from *Connecting Cultures and Communities: Guide and Toolkit*, by Pembina Valley Local Immigration Partnership, 2023 (<https://pvlip.ca/guide-toolkit>).



Tips for creating a culturally competent workplace

■ Learn about yourself

Reflect on your cultural background, beliefs, and values. Understand how your culture shapes the way you work and interact with others.

■ Learn about others

Take time to learn about different cultures and languages to better understand your employees' experiences. Encourage your team to do the same.

■ Understand communication styles

Learn about how people communicate in different cultures.

■ Practice fair hiring

Ensure your hiring process is ethical and provides equal opportunities for all applicants, regardless of their background.

■ Provide training

Offer workplace training for managers to help them understand cultural diversity and reduce unconscious bias.

■ Create a safe space

Be clear about workplace expectations, especially those that may not be obvious to newcomers. Address cross-cultural misunderstandings respectfully.

■ Celebrate cultural holidays

Recognize and celebrate important cultural events in the workplace. See the Municipality of Jasper's Cultural Calendar: jasper-alberta.ca

■ Offer inclusive food options

Provide food options at gatherings that cater to diverse dietary needs, such as Halal, Kosher, and vegan.



By moving toward cultural competency, you create a more welcoming and productive work environment for everyone.

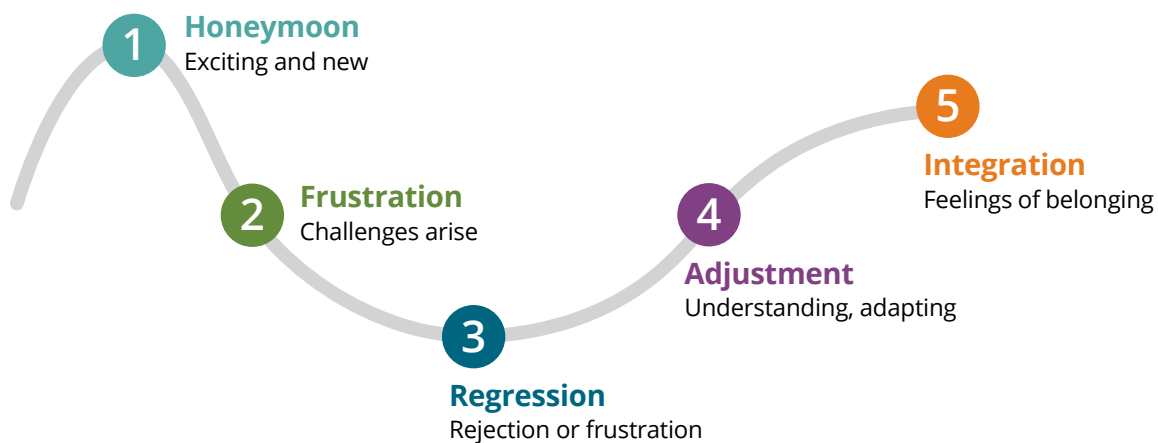


Culture shock

Canadian culture can feel strange and challenging for newcomers. At first, many enjoy the “visible” parts of Canadian culture, such as friendliness and outgoing behaviour.

However, the unseen parts of culture may become confusing or frustrating after a few weeks or months.

Here is a breakdown of the process people go through when they adjust to a new culture. Each phase varies in length and intensity for different people.



1 Honeymoon phase

Everything feels exciting and new

Newcomers often enjoy exploring their new surroundings and experiencing a different way of life. This is a positive phase filled with curiosity and enthusiasm.

2 Frustration phase

Challenges arise

After the initial excitement fades, newcomers may feel frustrated or confused by cultural differences, such as language barriers or unfamiliar customs. This phase can bring homesickness, irritation, or even rejection of the new culture.

3 Regression phase

Feelings of rejection or frustration deepen

Newcomers may focus on what they dislike about the new culture and compare it unfavourably to their own. They may withdraw, struggle to adjust, and feel isolated or misunderstood.

4 Adjustment phase

Understanding grows, adapting is easier

Over time, newcomers feel more comfortable, develop coping strategies, and start to build connections. The challenges seem less overwhelming.

5 Integration phase

Feelings of belonging develop

Newcomers can navigate both their original culture and the new one. They embrace the positive aspects of both cultures and feel at home in their new environment.

Adapted from *Connecting Cultures and Communities: Guide and Toolkit*, by Pembina Valley Local Immigration Partnership, 2023 (<https://pvlip.ca/guide-toolkit>).



By understanding the stages of culture shock, you can better support your employees as they adapt to a new culture.



Introduction to Indigenous cultures in Jasper

The land we call Jasper National Park is home to over 20 Indigenous groups. These groups have long-standing connections to this land that remain to this day.

Many newcomers to Jasper and Canada may not be familiar with the variety and depth of Indigenous cultures, communities, and languages.

Include this info sheet in your welcome package or orientation.
jasper-alberta.ca



Indigenous Peoples in Canada

Indigenous Peoples in Canada belong to three main groups: First Nations, Inuit, and Métis.

- **First Nations**

Indigenous Peoples (both status and non-status) who live in non-Arctic regions of Canada. There are over 630 First Nations communities. Each community is part of 50 larger nations.

- **Inuit**

Indigenous Peoples from Canada's northern regions, often above the Arctic Circle, living in 53 communities.

- **Métis**

A distinct group with roots in both Indigenous and European fur-trading communities.

Indigenous Peoples live in rural areas, small towns, suburbs, and cities across Canada.

Many are still advocating for formal recognition by the Canadian government.



Jasper's history

Jasper has a complex and layered history tied to Indigenous Peoples. Learning about and honouring this history truthfully is an ongoing process.

Employers and residents alike are encouraged to deepen their understanding of this history and engage in reconciliation.

Important note on language

Historically, the term *Indian* was used to describe Indigenous Peoples.

Today, this term is considered outdated and inappropriate, though it remains in some legal documents. The respectful and appropriate term is *Indigenous*.

Truth and Reconciliation
jasper-alberta.ca



Indigenous Connections
parks.canada.ca





Indigenous beliefs and practices

While each Indigenous nation is unique, many share common principles and practices.

■ Sustainability

Decisions made today should ensure a sustainable future for generations ahead.

■ Equity

Many Indigenous teachings use the circle to represent equity, where no one is above or below others. For example, talking circles ensure everyone's voice is equally valued.

■ Offering tobacco

Offering tobacco when asking for advice or help shows respect and good intentions.

■ Smudging

Smudging is a ritual where herbs or plants such as sage or sweetgrass are burned to create cleansing smoke.

The smoke is fanned toward individuals, items, or spaces to bring clarity and focus. It is often performed at the beginning of events.

Smudging is a moment to slow down, be mindful, and come together with positive intentions.

■ Singing, drumming, and dancing

Indigenous celebrations often include singing, drumming, and dancing. Non-Indigenous people are welcome to join in respectfully. If unsure about etiquette, observe others or research the event beforehand to understand what to expect.

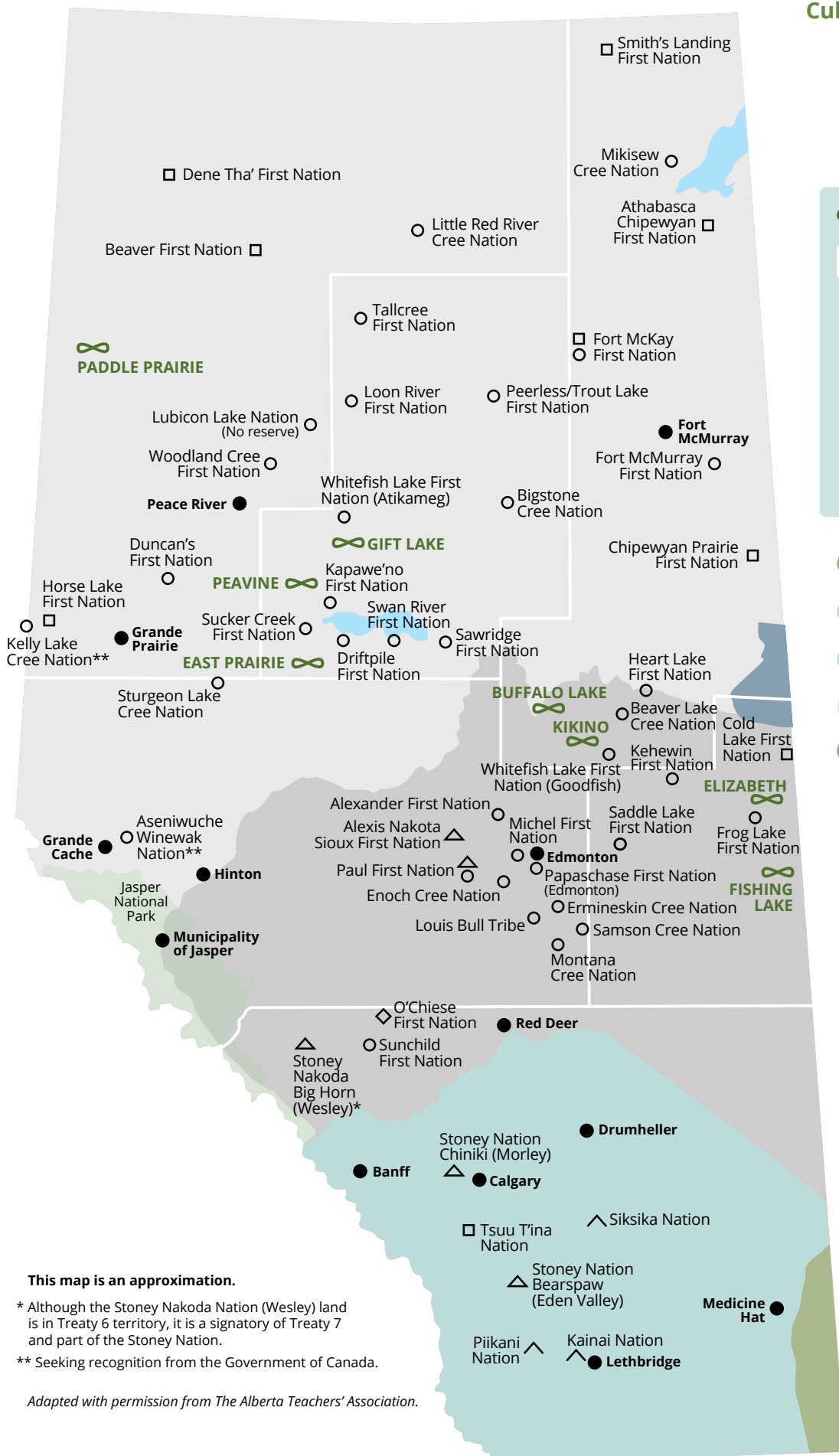


By learning about Indigenous cultures and honouring their traditions, we can contribute to reconciliation and build a more inclusive and respectful community.



The purpose of smudging

- Clean our minds to think good thoughts.
- Clean our eyes to see the good in others.
- Clean our ears to hear only kind words.
- Clean our mouths to speak respectfully about others.
- Clean our whole selves to reflect goodness in our actions.



This map is an approximation.

* Although the Stoney Nakoda Nation (Wesley) land is in Treaty 6 territory, it is a signatory of Treaty 7 and part of the Stoney Nation.

** Seeking recognition from the Government of Canada.

Adapted with permission from The Alberta Teachers' Association.

Practice pronouncing local Indigenous names

Indigenous name	Pronunciation	English name
Dane-zaa	dane -zah	Beaver
As'iní'wa'chî Ní'yaw	ah-se-neh- wa -chee nee -yaw	Rocky Mountain Cree
Aseniwuche Winewak	ah-se-neh- wu -chee win -eh-walk	Rocky Mountain People
Nêhiyawak	nee- hay -ah-wuk	Cree
Anishinaabe	ah-nish- nah -bay	Ojibway
Secwépemc	say- kwep -emk	Shuswap
Iyethka Wichastabi	ee- yith -ka wi-cha- sta -bi	Stoney
Mountain Métis	mountain may- tee	Mountain Métis
Métis	may- tee	Métis

Municipality of Jasper Land Acknowledgement Policy



Creating a land acknowledgement

A land acknowledgement shows respect for Indigenous Peoples and their connection to the land. It is also a step towards reconciliation.

A meaningful acknowledgement goes beyond words – it reflects understanding and sincerity.

Steps to create a land acknowledgement

1 Know whose land you are on

Learn about the Indigenous communities connected to the land in Jasper National Park. See page 51 for resources.

Practice pronouncing the names of Indigenous communities.

2 Understand why you are doing it

Understand why it is important to show respect to Indigenous Peoples and their traditions, culture, and connection to this land.

Learn about the forced removal of Indigenous Peoples from Jasper National Park to understand the harm that has been inflicted on them.

Knowing this history will give you the compassion and awareness to develop a meaningful land acknowledgement.

3 Recognize your role

Start with an open mind. You may not know your role in reconciliation yet, and that's okay. As you learn and listen to Indigenous perspectives, you will be able to add a personal connection to your land acknowledgement.

4 Look at existing land acknowledgements from the area

See the Municipality of Jasper's land acknowledgement: jasper-alberta.ca

Read other land acknowledgements to see what resonates with you.

5 Write your acknowledgement

Make your land acknowledgement personal and authentic. Include:

- Greetings from you or your organization
- Gratitude for being on these lands today

6 Share and use your acknowledgement

Use your land acknowledgement at the start of meetings, events, and gatherings. Include it in emails, programs, websites, and other materials.

Tips for a meaningful acknowledgement

■ Be sincere

Speak from the heart.

■ Be less formal

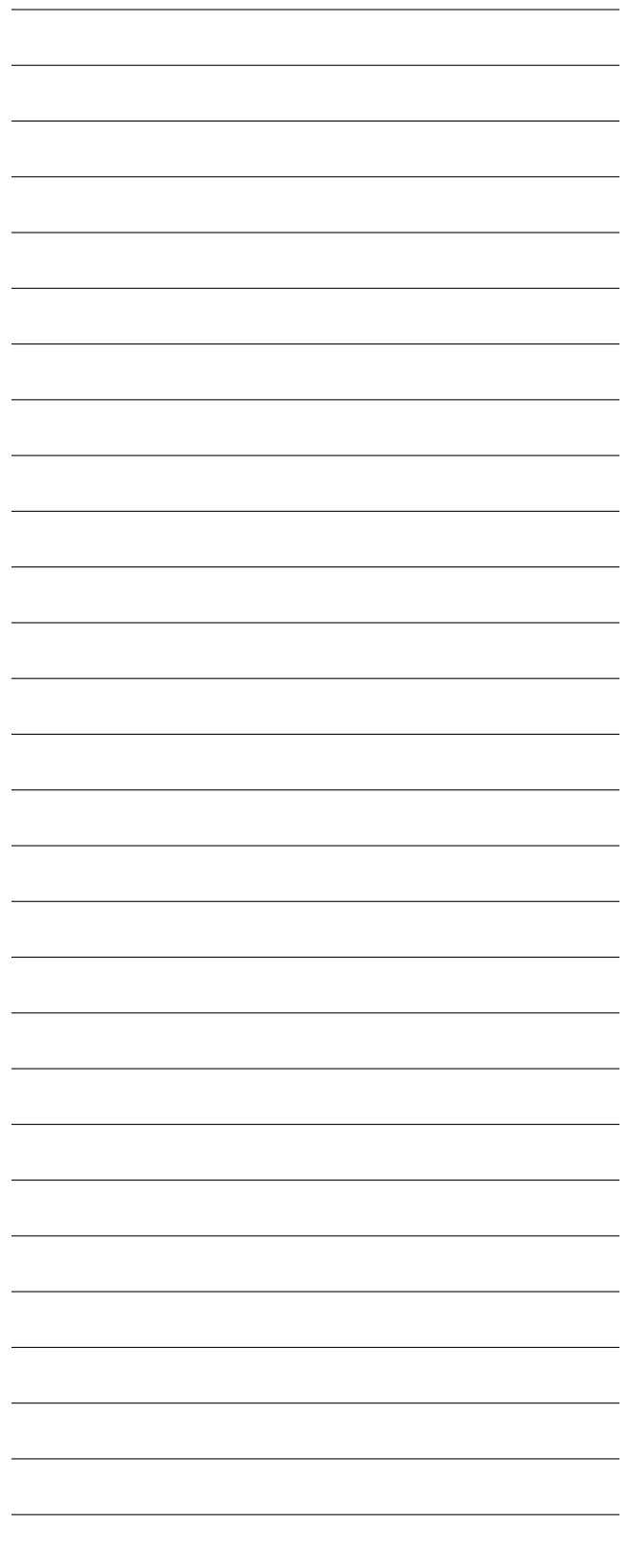
Make it feel genuine and conversational.

■ Keep learning

Continue to learn about Indigenous histories and cultures.

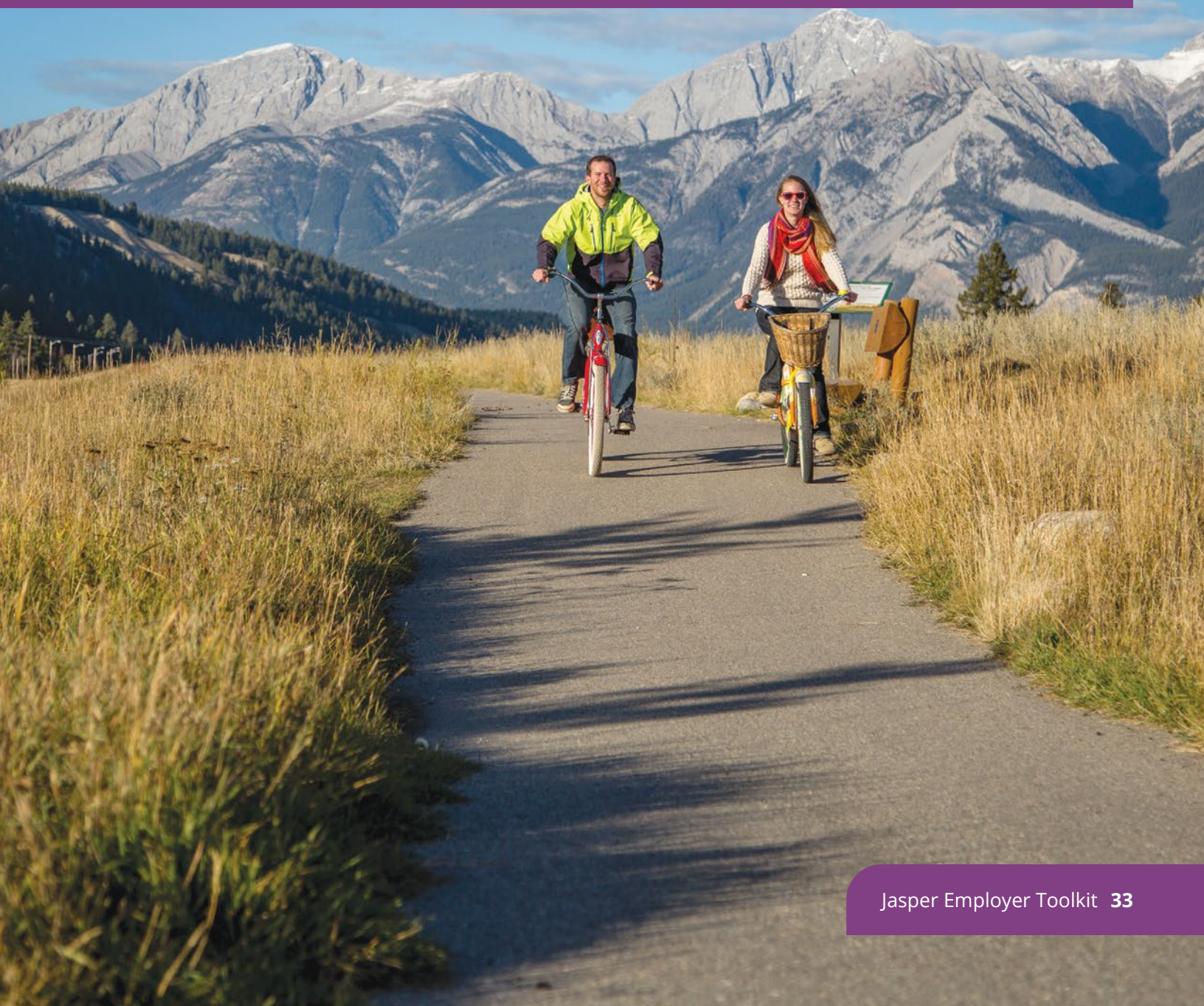
■ Show respect

Always respect Indigenous Peoples and their traditions.





Health and safety





Inclusive health and safety

Inclusive health and safety practices help create a workplace where all employees, including newcomers, feel informed, confident, and valued.

Here's why inclusive health and safety practices are important:

Prevents accidents

Clear training and simple language help employees follow safety procedures correctly.

Encourages participation

When employees feel included, they ask questions, share concerns, and give feedback.

Builds trust and belonging

Supporting employees' rights and listening to their concerns creates a respectful workplace.

Ensures legal compliance

Inclusive safety practices help workplaces follow Alberta laws and regulations.

Improves workplace culture

A safe and welcoming environment makes employees more confident and engaged.





Strategies to create inclusive health and safety practices

■ Improve health and safety training

- **Provide hands-on training**
Demonstrate procedures and let employees practice.
- **Check for understanding**
Use role-playing or ask employees to explain procedures back to you.
- **Promote ongoing learning**
Encourage additional training such as first aid or workplace safety certifications.

■ Create accessible materials

- **Simplify wording**
Use short sentences and plain language. Avoid technical terms, idioms, and jargon.
- **Offer translations**
Translate important health and safety information to the languages spoken by your employees. See page 50 for translation tools you can use for your health and safety documents.
- **Explain difficult terms**
Clearly define any abbreviations, acronyms, and technical terms.
- **Use clear visuals**
Use pictures, icons, diagrams, and videos to help explain important information.

■ Promote employee rights

- **Incorporate rights into training**
Discuss employee rights during onboarding and health and safety training. Use real-life examples to make the information relatable and easy to understand.
- **Create visual resources**
Post workplace rights information on bulletin boards in common areas. Include posters or infographics in multiple languages for easy access.

■ Encourage employees to give feedback

- **Make it clear that feedback is valued**
Ensure that employees know that feedback won't lead to negative consequences.
- **Offer multiple methods**
Let employees give feedback verbally, in writing, and through surveys. This allows for various communication styles and will help you engage with more employees.
- **Offer confidential reporting options**
Set up private and simple ways for employees to report health and safety concerns.
- **Allow for anonymous feedback**
Use suggestion boxes, online surveys, or mobile apps to collect feedback anonymously.
- **Hold regular check-ins**
Schedule one-on-one or small group meetings to discuss safety concerns.
- **Train managers**
Provide training on how to actively listen and create an environment where feedback is encouraged.
- **Act on feedback**
Take feedback seriously. Let employees know what actions will be taken. If changes aren't possible, explain why.



Employee rights in Canada

Newcomers to Canada may not be familiar with their rights as an employee. Take time to explain:

- The right to know about health and safety matters
- The right to participate in decisions that affect their health and safety
- The right to refuse unsafe work



When employees feel safe and supported at work they are more engaged, productive, and confident in their roles.



Mental health

Many employees may face mental health challenges. This can affect job performance, team dynamics, and an employee's overall well-being if left unaddressed.

When you recognize the signs, you can provide timely support.

Signs of mental health challenges

Here are some signs that may mean an employee is struggling with their mental health:

Stress

- Difficulty concentrating or completing tasks
- Feeling overwhelmed or easily frustrated
- Physical symptoms such as headaches, tense muscles, or trouble sleeping

Burnout

- Lack of energy and motivation to complete tasks
- Withdrawal from team interactions or reduced engagement at work
- Negative or cynical attitude

Anxiety

- Restlessness, irritability, or excessive worry about work or personal issues
- Avoiding certain tasks or situations due to fear or unease
- Physical symptoms such as sweating, rapid heartbeat, or shortness of breath

Culture shock

- Confusion or frustration about new cultural norms and workplace expectations
- Homesickness or longing for familiar surroundings
- Difficulty adjusting to communication styles, unfamiliar practices, or a different language.

Post-Traumatic Stress Disorder (PTSD)

- Difficulty concentrating or completing work after a traumatic event
- Flashbacks, nightmares, or intrusive memories that disrupt focus
- Always feeling on edge or being overly alert to potential dangers
- Avoiding reminders of a traumatic event

Depression

- Persistent sadness, low energy, or fatigue
- Losing interest in activities that were once enjoyable
- Difficulty making decisions or staying organized at work



Understanding mental health challenges in the workplace is an important step toward creating a supportive environment.



How culture can impact mental health

Culture shapes how people understand and deal with mental health challenges. In some cultures, talking about mental health is normal, but in others, it might be seen as a sign of weakness.

This can affect whether someone feels comfortable asking for help or how they describe their feelings. For example:

- People from some cultures may describe stress or sadness as physical symptoms, such as headaches or stomach pain, instead of talking about emotions.
- In some languages, words for conditions such as depression or burnout might not exist, which can make it harder for someone to explain what they are experiencing.

Cultural values also affect how people cope. For example:

- Some people may rely on family or spiritual practices instead of seeking professional help.
- Some people might feel it's not appropriate to bring up personal challenges at work.

Understanding these differences can help you better support your diverse teams.

Stigma of mental health challenges

Stigma around mental health challenges can prevent employees from seeking the help they need. This is especially true for newcomers, who may also face cultural or language barriers when discussing mental health.

As an employer, you play an important role in creating a workplace where all employees feel safe and supported.

Tips to reduce the stigma of mental health challenges

■ Start conversations

- Talk openly about mental health during team meetings or one-on-one check-ins.
- Share personal stories or examples from leadership to normalize mental health challenges.

■ Create a supportive culture

- Establish policies that prevent discrimination based on mental health challenges.
- Recognize and reward teams for creating a culture of kindness and support.

■ Host wellness events

- Organize events such as mindfulness sessions, stress-relief workshops, or "mental health days."
- Promote these events as part of your broader commitment to employee wellness.

■ Provide education

- Offer workshops or training on mental health awareness and stress management.
- Educate employees about common mental health challenges and resources available to them.



Mental health services

Learn about mental health services in Jasper and beyond to help direct your newcomer employee to the assistance they may need.

If you or someone you know is in immediate danger, call 911.

Local mental health services

Jasper Mental Health and Addiction Clinic

Available for appointments and walk-ins.
Monday to Friday, 10:00 am to 2:00 pm.

■ 780-852-6616
518 Robson Street

Hospital Emergency Department

Open 24 hours, 7 days a week.
If in crisis, help is always available by calling 911.

■ 518 Robson Street

Cottage Medical Clinic

Check-ups, non-emergency health concerns, and referrals.

By appointment only.

Monday to Friday, 8:30 am to 4:00 pm.

■ 780-852-4885
300 Miette Avenue

Mamowichihitowin Community Wellness Program

Therapeutic services for individual and families affected by violence.

■ referrals@yfc.m.ca
mcwp.ca

Emergency shelter

Yellowhead Emergency Shelter for Women

Short-term shelter for women and children in crisis.

■ 780-865-4359
info@yeswomen.ca

Helplines

Alberta 211

Offers information about community and social services in Alberta.

■ Call 211 or text "INFO" to 211

Mental Health Helpline

Offers 24/7 confidential support, crisis intervention, and referrals for mental health concerns.

■ Call 877-303-2642

Addiction Helpline

Offers 24/7 confidential support for Albertans experiencing addiction (including gambling).

■ Call 866-332-2322

Crisis Text Line

Provides access to free, 24/7 support to anyone, in any type of crisis.

■ Text "CONNECT" to 741741

Suicide Crisis Helpline

Offers a 24/7 safe space to talk if you or someone you know is in crisis.

■ Call or text 988

Kid's Help Phone

Offers 24/7 support to kids, teens, and young adults across Canada.

■ Call 800-668-6868
Text 686868



Discrimination and harassment

As an employer, it is your responsibility to create a workplace that is free of discrimination and harassment. You can help employees understand how to handle harassment if it happens.

What is discrimination?

Discrimination is treating someone unfairly or differently because of their race, gender, religion, age, or other personal characteristics. It happens when people are denied the same opportunities, respect, or rights simply because they are seen as different.

What is harassment?

Harassment is unwanted behaviour that makes someone uncomfortable, upset, or scared. It can include teasing, bullying, or repeated comments and actions that are harmful.

Discrimination and harassment in the workplace

Many newcomers to Canada experience discrimination and harassment in the workplace. Sometimes, it can be subtle and hard to identify.

These subtle actions are known as micro-aggressions. Micro-aggressions are small, often unintentional comments, actions, or behaviours that express negative attitudes or prejudices.

In the workplace, micro-aggressions toward newcomers may be based on their immigration status, culture, accent, or background.

These micro-aggressions may seem harmless but can create a hostile or unwelcoming environment for newcomers over time.

Types of micro-aggressions	Examples
Micro-insults Subtle comments that disrespect someone's identity, such as their culture, gender, or abilities.	<ul style="list-style-type: none"> Telling a joke that mocks a racial group or people with disabilities, then saying, "I was only joking!" Assuming someone can't complete a task because their first language isn't English, then saying, "Wow, I can't believe you were able to do that."
Micro-invalidations Comments or actions that dismiss or minimize someone's experiences.	<ul style="list-style-type: none"> Interrupting a newcomer who shares their experience with discrimination and saying, "That's not that bad." Dismissing a newcomer's difficulty reading an instruction manual by saying, "It's not that hard to understand."
Non-verbal micro-aggressions Actions or body language that send disrespectful or biased messages without words.	<ul style="list-style-type: none"> Following a customer around a store because you think they might steal something. Rolling your eyes when someone talks about feeling excluded.



Tips to address discrimination and harassment in the workplace

■ Create clear policies

- Write and share clear policies about discrimination and harassment.
- Make sure all employees know what behaviours are not acceptable and what will happen if someone breaks these rules.
- Explain these policies when you hire any new employee.

■ Provide regular training

- Offer training for all employees on inclusive and respectful workplace practices.
- Teach employees how to recognize, stop, and report incidents of harassment or discrimination.

■ Promote respect in the workplace

- Build a workplace culture where respect, diversity, and inclusion are valued.
- Encourage employees to communicate openly and treat each other with kindness.
- Lead by example by showing respectful behaviour.

■ Make it easy for employees to report concerns

- Set up private and simple ways for employees to report discrimination or harassment.
- Make sure employees feel safe and supported when they report concerns.
- Take every report seriously by investigating quickly and taking appropriate action.



When you address discrimination and harassment in the workplace, you help create a safer, more inclusive environment where all employees can thrive.



Take care of your employees, and they will take care of your business. It's as simple as that.

– Richard Branson



Preparing newcomers for winter in Jasper

The winter months can be challenging and unfamiliar for many newcomers to Jasper. They may never have encountered the extreme cold, snowstorms, or icy conditions that are common here.

As an employer, you play a key role in helping newcomers adjust and feel supported.

By providing the right resources, information, and guidance, you can ensure they stay safe, healthy, and confident as they navigate their first Jasper winter.



Tips to help newcomers prepare for winter

■ Show how to dress properly

- Explain how to dress in layers, with thermal wear, waterproof jackets, and warm accessories such as gloves, hats, and scarves.
- Warn about the dangers of frostnip and frostbite, and teach them how to prevent it.

■ Help employees plan for winter challenges

- Make newcomers aware of common winter challenges they may encounter, such as frozen pipes, power outages, and cars that won't start.
- Reassure them that these challenges are normal, as they may feel extreme to newcomers.
- Recommend emergency supplies to keep in their homes and vehicles, such as booster cables, flashlights, and emergency blankets.
- Let them know who they can call if they need help, such as tow services, plumbers, and emergency services.

■ Help them connect with community services and programs

- Free winter coats from Community Outreach Services – anyone can take what they need
- Community dinners offered by the Municipality of Jasper
- Glenda's Soup for You program

■ Encourage winter health and well-being

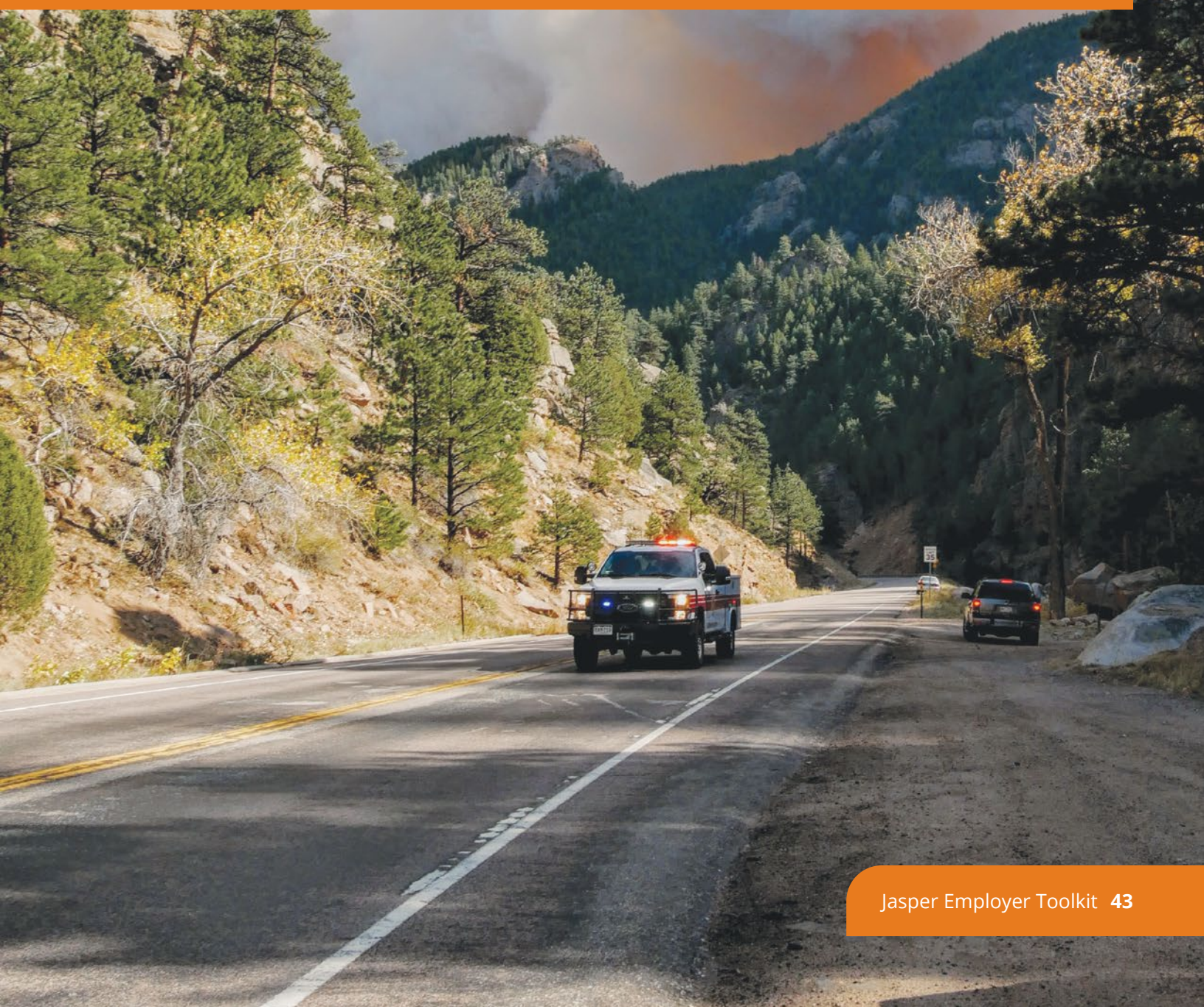
- Promote flu prevention and good hand hygiene to keep everyone healthy during flu season.
- Emphasize that it's important to stay active to boost mental health. Winter can be tough on newcomers.
- Introduce them to outdoor activities such as snowshoeing, skiing, and skating.
- Suggest drop-in sports, art programs, and other local events. Social activities help prevent isolation during the winter months.

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Photo: Luuk Wijk, Parks Canada



Emergency planning





Creating emergency plans

Emergencies can happen at any time and can cause serious problems for both employees and businesses.

Emergency response plans can protect your employees, keep your workplace safe, and help your business recover faster.

Planning for emergencies may feel overwhelming, but it's critical for protecting your employees and your business.

A clear plan helps you stay organized during an emergency and reduces the time it takes to recover.



Photo: Luuk Wijk, Parks Canada

Steps to create emergency plans

When creating emergency plans, it's helpful to follow these general steps:

1 Identify emergencies to prepare for

Emergencies can happen unexpectedly, and it's important to be ready for a variety of situations that could affect your workplace, employees, and business operations.

There are many types of emergencies to consider. See page 46 for emergencies that may affect your business.

2 Use available resources

Jasper Business Continuity Guidebook and Workbook

These resources help you plan for emergencies that could disrupt your business. They include simple steps to identify risks, create response plans, and recover quickly after an emergency. Download the guidebook and workbook, and schedule time to review it with your leadership team or employees.

Jasper Evacuation Guide

This guide helps residents develop their own evacuation plans. It's available online in English, French, Spanish, Tagalog, and Ukrainian.

Other resources

There are many other useful resources to help you create your emergency plans. See page 52 for some of these resources.

Business Continuity Guidebook and Workbook

jasper-alberta.ca



Jasper Evacuation Guide

jasper-alberta.ca



3 Create your plans

Outline clear steps for different emergencies, such as fires, floods, and severe weather. Include evacuation routes, ways to communicate, and key safety actions.

Make sure your plans are easy for all employees to understand. Use simple words, pictures, maps, and diagrams. Translate the plans if needed.

Create and assemble any necessary signs, equipment, and kits to accompany your plans. Get feedback from your team and revise your plans if needed.

4 Share your plans

Share the plans during orientations, meetings, and training sessions. Talk about the plans often to ensure everyone knows their role and what to do in an emergency.

5 Practice your plans

Emergency plans only work if employees know them well and have practiced what to do. Hold regular drills for common emergencies, such as fire evacuations or severe weather alerts. These drills help employees feel more confident and ready for real emergencies.

Review your emergency plans every year to keep them up to date. Make changes if needed, such as when you hire new employees, add equipment, or change procedures.

When you regularly practice and update your plans, you build a culture of preparedness. This keeps your workplace safer for everyone.

Roles and responsibilities in emergency plans

It's important that employees know what is expected of them in an emergency. This reduces stress and helps people focus during an emergency.

- Assign specific roles, such as fire wardens or first aid responders.
- Provide training for each role to ensure they are prepared.
- Have backup plans in case the assigned employees are unavailable.
- Share roles during onboarding and in emergency drills to ensure everyone understands their role.

Emergency supplies

Ensure that emergency supplies are easy to find. Keep supplies in a secure but accessible location, not locked away.

- Designate specific areas for larger items such as fire extinguishers, fire blankets, first aid kits, and radios.
- Create a well-organized kit to store smaller items such as first aid supplies, masks, tools, flashlights, batteries, whistles, gloves, high-visibility vests, goggles, and sanitation supplies.
- Inform employees about the location of supplies during onboarding and regular drills.



Workplace priorities during evacuation

After the 2024 Jasper Wildfire, many employees said they felt confused about their work responsibilities during the evacuation. They weren't sure if it was okay to leave work unfinished in order to evacuate.

Consider having a discussion with your team about workplace priorities in the event of an evacuation.



Potential emergencies and threats



Severe weather emergencies

Flood: Water damage to property and roads caused by heavy rains or overflowing rivers.

Hail: Ice storms that damage vehicles, roofs, or outdoor equipment.

Wind: Strong winds that can down trees, damage property, and disrupt transportation.

Lightning: Electrical storms that pose risks to outdoor workers and can cause fires.

Wildfire: Large-scale fires that endanger lives, air quality, and infrastructure.

Extreme cold: Severe drops in temperature that create risks for outdoor workers and impact heating systems.



Operational emergencies

Supply chain disruptions: Delays or shortages of key materials, products, or supplies.

Transportation interruptions: Road closures, vehicle breakdowns, or other disruptions that affect shipping or commuting.

IT disruptions: Failures in computers, software, or networks.

Telecommunications outages: Loss of phone or internet services that affects communication with staff and customers.



Security emergencies

Theft: Unauthorized removal of property, products, or funds.

Vandalism: Intentional damage to property, such as graffiti or broken equipment.

Cyberattack: Unauthorized access to company networks that exposes sensitive data or disrupts systems.

Fraud: Dishonest practices, such as fake transactions or identity theft.

Sabotage: Deliberate acts to damage operations, equipment, or reputation.



Infrastructure emergencies

Fire: Damage to buildings, equipment, or products caused by flames or smoke.

Hazardous materials: Spills or leaks of chemicals or other dangerous substances.

Power outage: Loss of electricity, impacting lights, heating, and essential equipment.

Loss of utilities: Disruptions to water, gas, or internet services.



Personnel emergencies

Pandemic: Widespread illness that puts employee health at risk.

Loss of staff: Unable to operate normally due to employees resigning or being absent.

Labour action: Strikes or protests by employees that interrupt work and create tension in the workplace.



Preparing newcomers for emergencies

When you plan for emergencies, it's important to think about the specific needs of your employees and workplace.

Newcomer employees may have unique challenges during emergencies. They may be unfamiliar with Canada's weather, emergency systems, and workplace safety rules.

Tips to prepare newcomers for emergencies

■ Host a workshop on what to expect in an emergency

With a short workshop, you can:

- Introduce emergencies such as wildfires and extreme cold
- Explain evacuation procedures in the workplace and community
- Explain how emergency services operate
- Show where employees can access community transportation in an evacuation
- Help employees sign up for Alberta Emergency Alert
- Encourage employees to ask questions

■ Make sure your emergency plans are clear and simple

Many emergency plans use complex language that may be difficult to understand. Provide instructions in plain language and use visual aids such as maps and diagrams. Translate materials if needed.

■ Address misunderstandings about emergency services

Some newcomers may be afraid to use emergency services due to concerns about costs or police involvement. Take time to explain:

- It's free to call 911
- When you call 911, you do not have to show proof of immigration status
- Emergency responders are there to help, not punish
- When to call 911 and when to handle a situation in another way

■ Encourage employees to assemble personal emergency kits

It's important for employees to be prepared for emergencies, both at work and at home. Encourage them to assemble their own emergency kits.

You can share the Municipality of Jasper's resource on how to make an emergency kit.

Make a Kit
jasper-alberta.ca



When you consider the unique needs of newcomer employees in emergency planning, you can help them feel informed, prepared, and safe when it matters most.

Notes

[illegible]



Learning resources



Onboarding

Learning and resources

Toronto Region Immigrant Employment Council (TRIEC)

This website provides practical, customizable tools and resources on topics such as recruitment, onboarding, communications, leadership, employee development, and diversity strategy.

<https://trieclearning.ca>

Navigating the Interview

Norquest College

This toolkit is for Human Resources professionals to help navigate cross-cultural onboarding and hiring practices.

www.norquest.ca

Communication

Cultural Awareness

COMMISCEO

This free manual gives tips on how to improve communication for people working within an international or multicultural environment.

www.commisceo-global.com

Plain Language Checklist

Government of British Columbia

This guide provides tips on using plain language to create clear, accessible, and user-friendly content for a wide audience.

www2.gov.bc.ca

Workplace resources for newcomers and employers

Regional Connections Immigrant Services

This website offers free downloadable resources on settlement, employment, language learning, and community support to help newcomers navigate life in Canada.

<https://regionalconnections.ca/downloads>

Translation and language

Fluency Now

Offers translation memory software suitable for creating workplace guides. It's cost-effective and includes a proofreading feature.

www.westernstandard.com

Google Translate

This free tool helps translate text, documents, and websites between multiple languages, making communication easier across different languages.

<https://translate.google.ca>

Microsoft Translator

This free tool includes features such as live captioning and voice translation, which can be helpful in real-time communication.

<https://translator.microsoft.com>

Smartcat

This online tool helps teams store and reuse translations for workplace documents. It ensures clear and consistent language while allowing real-time collaboration.

www.smartcat.com

Translators Café

These platforms connect users with professional translators for customized translations of important workplace materials. They also offer forums for discussing translation challenges.

www.translatorscafe.com

Equity, diversity, and inclusion

Barriers to Belonging: Paving a Smoother Path to Immigrant Inclusion

Action Canada

This publication provides insights on the barriers to inclusion faced by newcomers to Canada and offers recommendations to ease these challenges.

<https://actioncanada.ca/publications>

Diversity, Equity and Inclusion: The Employer Toolkit 2024

ECO Canada

This toolkit provides employers with practical resources to support diversity, equity, and inclusion (DEI) in the workplace. It offers strategies, tips, and tools to help create an inclusive and fair environment for all employees.

<https://eco.ca>

Educational and inclusion guides

Canadian Centre for Diversity and Inclusion (CCDI)

CCDI's guides help you learn about important topics on diversity and inclusion in Canadian workplaces. Their quick guides make it easier to understand and take action on these issues.

<https://ccdi.ca/resources>

Municipal Inclusion

The Municipality of Jasper (MOJ)

On this webpage, you can find the MOJ's Equity, Diversity and Inclusion Policy and Plan, which outlines its plans to implement inclusive practices in its operations. You can also access links to their printable Inclusion Resources.

www.jasper-alberta.ca/p/municipal-inclusion



Indigenous relations

An employer's guide to promoting Indigenous inclusion in the workplace

Altis Technology

This guide provides practical tips for promoting Indigenous inclusion in the workplace. It offers strategies to build a more inclusive and respectful environment for Indigenous employees and communities.

www.altistechnology.com

Indigenous Ally Toolkit

Montreal Indigenous Community Network

This toolkit aims to educate non-Indigenous individuals and groups on how they can use their privilege to listen, shift power dynamics, and take concrete steps towards reconciliation.

<https://reseaumtlnetwork.com>

Indigenous Canada Course

University of Alberta

This free 12-lesson course is offered by the University of Alberta's Faculty of Native Studies. From an Indigenous perspective, this course explores key issues facing Indigenous Peoples today.

www.ualberta.ca

Indigenous framework timeline and resources

City of Edmonton

This webpage offers many excellent resources on the Indigenous histories in Canada and the Truth and Reconciliation Calls to Action.

www.edmonton.ca

Land acknowledgements

The Alberta Teachers' Association

This resource explains how to create a meaningful acknowledgement. It can help you understand why land acknowledgements are important and recognize Indigenous territories with respect.

<https://teachers.ab.ca>

Resilience: The Asinewuche Winewak Story

This film explores the history of the Asinewuche Winewak Nation in the Athabasca Valley.

www.youtube.com

Truth and Reconciliation

Municipality of Jasper

This page includes resources, initiatives, and events to promote truth and reconciliation throughout the year.

www.jasper-alberta.ca/p/truth-and-reconciliation

We Know the Truth: Stories to inspire reconciliation

CBC News

On the inaugural National Day of Truth and Reconciliation in 2021, CBC released this video introducing Canadians to Indigenous people who are changing the conversation on reconciliation.

www.youtube.com

Workplace Training Modules

Native Women's Association of Canada (NWAC)

NWAC offers a free 8-part series for employers to support their learning on topics such as Indigenous rights, hiring and retaining Indigenous talent, mental health and cultural safety, effective communication, workplace policies, and more.

<http://nwac-nap.ca/training>

Inclusive health and safety

Health and Safety for Small Business

Canadian Centre for Occupational Health and Safety (CCOHS)

This course helps small business employers learn about their health and safety responsibilities, including how to identify workplace hazards and risks, and how to develop an effective health and safety program.

www.ccohs.ca

Health and Safety Resources and Tools

Workplace Safety & Prevention Services (WSPS)

WSPS provides free multilingual resources for worker safety, available in languages such as French, Mandarin, Punjabi, Spanish, and Tagalog. These include videos and tip sheets designed for orientations and health and safety training.

www.wsps.ca

OHS education and resources

Government of Alberta

This website provides workplace safety resources, including training and guidelines, to help employers and workers understand and follow Alberta's occupational health and safety rules. You can find printable health and safety posters and graphics in many languages to share in your workplace.

www.alberta.ca/ohs-education-resources

Strengthen your orientation

Workplace Safety & Prevention Services (WSPS)

This article offers tips on how to increase the productivity and impact of your workplace training programs.

www.wsps.ca



Mental health

A Practical Toolkit to Help Employers Build an Inclusive Workforce

Mental Health Commission of Canada

This toolkit is designed to help you increase accessibility and inclusiveness, and address the needs of workers living with mental illness.

www.mentalhealthcommission.ca

Mental Health Workshops

Work to Wellness

These interactive workshops are designed to enhance workplace well-being. Sessions cover topics such as preventing burnout, achieving work-life balance, leadership development, and team building.

<https://worktowellness.com>

Poor Workplace Mental Health is Costing Your Business Money

Workplace Safety & Prevention Services (WSPS)

This article highlights the importance of investing in the mental health of your workplace.

www.wsps.ca

Psychological Health and Safety Toolkit

BC Municipal Safety Association

This toolkit provides comprehensive resources to support psychological health and safety in the workplace. It includes strategies, guidelines, and practical tools to help employers create a mentally healthy environment for their employees.

www.bcmsa.ca

Resources

Team Health and Safety

This website offers courses, resources, and toolkits on all psychological health and safety topics.

<https://teamhealthandsafety.ca/resources>

Discrimination

Call It Out: racism, racial discrimination and human rights

Ontario Human Rights Commission

This 30-minute interactive online course offers a historical overview of racism and racial discrimination and provides approaches to preventing and addressing racial discrimination.

www.ohrc.on.ca

Learn and Unlearn: Anti-racism Resource Guide

School of the Art Institute of Chicago

This is a free series of lessons that define key terms, ideologies, and concepts that form the foundations and origins of racism.

<https://libraryguides.saic.edu>

Navigating race in Canadian workplaces

Canadian Centre for Diversity and Inclusion

This toolkit helps workplaces address race and racism in Canada. It provides guidance on fostering inclusive conversations, recognizing biases, and creating a more equitable work environment.

<https://ccdi.ca>

Employment and housing standards

Employment Standards Code

Government of Alberta

The Employment Standards Code establishes Alberta's minimum standards of employment in many areas including payment of wages, hours of work, overtime, vacation and holidays, and termination of employment. It also explains how employees can take action if these rules are not followed.

<https://open.alberta.ca/publications>

Employment Standards Regulation

Government of Alberta

The Employment Standards Regulation provides additional details on standards, such as the minimum wage and the employment of young people, while establishing industry specific rules.

<https://kings-printer.alberta.ca>

Residential Tenancies Act

Government of Alberta

The Residential Tenancies Act provides a framework for landlord and tenant relations in Alberta, setting minimum standards of conduct for both landlords and tenants.

<https://open.alberta.ca/publications>

Emergency planning

Emergency response planning toolkit

Government of Alberta

This extensive toolkit will walk you through the process of thinking through the possible threats to you and your business and how to mitigate them.

<https://open.alberta.ca/publications>

Get Prepared

Government of Canada

This website identifies the different emergency threats to our country and how to best prepare yourself and your business.

www.getprepared.gc.ca

Make a Kit

Municipality of Jasper

Tips on what to include in your emergency kits. This is a thorough list, including things to pack in advance and things to pack at the last minute.

<https://jasper-alberta.ca>



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