

c2

Student: _____

1. "The majority of Canadian organizations rank diversity as a priority, and more than 80 percent of them have a strategic plan to foster it," according to a report from the Conference Board of Canada.

True False

2. Federal, provincial, and territorial governments in Canada all play an important role in creating the legal environment for human resource management.

True False

3. Approximately 50 percent of Canadian employers and their employees are covered by provincial and territorial legislation.

True False

4. In Canada, banks are covered by federal legislation.

True False

5. Hospitals, schools, colleges, and universities are covered by provincial legislation.

True False

6. Discrimination means to treat someone differently, negatively, or adversely because of their race, age, religion, sex, or other prohibited ground.

True False

7. Discrimination may be direct or indirect.

True False

8. Discrimination on the basis of age would be considered a form of direct discrimination.

True False

9. Women are an employment equity designated group.

True False

10. The Personal Information Protection and Electronic Documents Act (PIPEDA) gives individuals the right to access and request correction of the personal information an organization may have collected about them.

True False

11. Pay equity is a principle of nondiscrimination in wages that requires men and women working the same number of hours to be paid the same.

True False

12. The Canadian Human Rights Commission provides oversight and enforces human rights legislation in organizations that fall under both provincial and federal jurisdiction.

True False

13. The protection of employee health and safety is regulated by the government.

True False

14. Safety in the workplace is based on the foundation of an external responsibility system whereby governments are responsible for creating and maintaining safe and healthy work environments.

True False

15. A workplace health and safety committee is comprised of members from the government and participating organizations.

True False

16. Supervisors are responsible to ensure employees comply with safety policies and practices.

True False

17. Bill C-45 (Westray Bill) makes anyone who directs the work of others criminally liable for safety offences.

True False

18. The Workplace Hazardous Materials Information System or WHMIS is related the worker's "right to participate".

True False

19. The number of time-loss injuries in Canada has been declining each year since 2000.

True False

20. The job hazard analysis technique is used to isolate unsafe job elements.

True False

21. Younger workers (15 - 24 years) have a higher incidence of time-loss injuries than any other age group.

True False

22. Experienced employees are unlikely to need safety retraining because they are familiar with the dangers associated with their work.

True False

23. The text suggests that some define a diverse workforce as a competitive advantage. These organizations are advocating a policy of:

- A. defining diversity.
- B. valuing diversity.
- C. negligent hiring.
- D. avoiding discrimination.
- E. differential treatment.

24. Canada's Top 100 Employers includes a specific category to recognize employers that provide the most inclusive workplaces. This category of employers is called:

- A. Canada's Best Employment Equity Employers.
- B. Canada's Best Diversity Employers.
- C. Canada's Best Employers for Young Employees.
- D. Canada's Most Inclusive Employers.
- E. Canada's Most Protective Employers.

25. What level or type of government plays an important role in creating the legal environment for human resource management?
- A. Municipal
 - B. Territorial
 - C. Provincial
 - D. Federal
 - E. "b," "c," and "d"
26. Which of the following is NOT covered by federal legislation?
- A. Airlines
 - B. Television and radio stations
 - C. Grain elevators, feed, and seed mills
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27. All of the following are prohibited grounds of discrimination under federal legislation, EXCEPT:
- A. Sexual orientation
 - B. Religion
 - C. Political belief
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28. If a woman is denied a job on the basis that she has school-age children, but men with school-age children obtain employment, this is an example of:
- A. respectful behaviour.
 - B. compassionate treatment.
 - C. differential treatment.
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- A. Yes, when employing people older than 55 years of age.
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 - C. Yes, when employing people with disabilities.
 - D. Yes, when employees do not file complaints.
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30. A bona fide occupational requirement (BFOR) must be:

- A. an industry-wide, recognized practice.
- B. a necessary, not merely preferred, qualification for performing a job.
- C. mandatory.
- D. acceptable to all employees.
- E. All of the answers are correct.

31. Who is responsible to prove the existence of a BFOR if any complaint of discrimination should arise?

- A. Employee
- B. Employer
- C. Government
- D. Lawyers
- E. Privacy Commissioner

32. Employers may do several things as part of their duty to accommodate. Identify the exception.

- A. Modify equipment
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33. Continuing to ask for a date at the workplace after being refused could result in:

- A. career advancement.
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- C. training.
- D. a salary cut.
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34. Some jurisdictions have laws in place to protect employees from behaviours such as yelling, rudeness, and gossip. These laws protect employees from:

- A. domestic violence.
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- C. pay discrimination.
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35. Workplace bullying is a form of:

- A. harassment.
- B. sexual harassment.
- C. negligent hiring.
- D. psychological harassment.
- E. none of the above.

36. Which of the following is NOT a designated employment equity group?

- A. Women
- B. Elderly people
- C. Members of visible minorities
- D. Persons with disabilities
- E. Aboriginal peoples

37. What federal legislation provides rules of how organizations can collect, use, or disclose information about employees in the course of commercial activities?

- A. Canadian Human Rights Act
- B. Charter of Rights and Freedoms
- C. Employment Equity Act
- D. Personal Information Protection and Electronic Documents Act (PIPEDA)
- E. Official Languages Act

38. Employment Standards Legislation covers all the following areas, EXCEPT:

- A. maximum wage.
- B. hours of work.
- C. minimum wage.
- D. general holidays.
- E. layoff procedures.

39. Pay equity legislation is intended to address the _____ gap between men and women in the workplace.

- A. skill
- B. education
- C. wage
- D. age
- E. job satisfaction

40. The _____ enforces human rights legislation for federally regulated employers.
- A. Canadian Human Rights Commission
 - B. Privacy Commissioner of Canada
 - C. Pay Equity Advisor of Canada
 - D. Canada Labour Code
 - E. Canadian Tribunal
41. Increasingly, organizations are taking a strategic approach to occupational health and safety by:
- A. focusing on legal compliance.
 - B. avoiding responsibility for worker health and safety.
 - C. holding employees responsible for safe operations.
 - D. adopting a values-based commitment to safe operations.
 - E. all of the above.
42. Safety in the workplace is based on the foundation of a(n):
- A. external responsibility system.
 - B. government system.
 - C. internal responsibility system.
 - D. dangerous system.
 - E. worker at fault system.
43. Workplace health and safety committees are _____ by the employer and employees at large (or union) to address health and safety issues in a workplace.
- A. elected
 - B. randomly assigned
 - C. contracted
 - D. jointly appointed
 - E. none of the above.
44. At a minimum, supervisors' duties to provide a safe workplace include all of the following, EXCEPT:
- A. ask employees if they would be willing to comply with safety policies and practices.
 - B. identify the need for training for employees and themselves.
 - C. eliminate or at least reduce hazards.
 - D. understand and follow policies and practices related to working safely.
 - E. determine hazards that may exist.

45. Bill C-45 (the Westray Bill) increased the maximum consequences to organizations and anyone who directs the work of others to:

- A. \$25,000 fine.
- B. \$100,000 fine.
- C. unlimited fines.
- D. life imprisonment.
- E. both "c" and "d."

46. Which of the following is NOT a fundamental right of Canadian workers?

- A. Right to know about hazards in the workplace.
- B. Right to participate in identifying job-related safety and health problems.
- C. Right to refuse dangerous work.
- D. Right to follow posted safety instructions.
- E. All of the choices are fundamental rights of Canadian workers.

47. The Workplace Hazardous Materials Information System (WHMIS) relates to the worker's:

- A. right to refuse dangerous work.
- B. right to know about known or foreseeable hazards in the workplace.
- C. responsibility to follow safety rules and regulations.
- D. right to participate in identifying and resolving job-related safety and health problems.
- E. duty to report hazardous conditions.

48. How many workplace fatalities were there in Canada in 2010?

- A. Less than 100
- B. More than 100 but less than 250
- C. More than 250 but less than 750.
- D. More than 1000.
- E. More than 5000.

49. Which of the following is a primary component of a safety awareness program?

- A. Identifying and communicating hazards
- B. Reinforcing safe practices
- C. Promoting safety internationally
- D. All of the above
- E. Only "a" and "b"

50. The safety technique that involves breaking a job down into basic elements, then rating each element for its potential for harm or injury is known as:

- A. job design.
- B. job hazard analysis technique.
- C. job analysis.
- D. hazard analysis.
- E. technic of operations review.

51. The first step of a technic of operations review analysis of an accident is to:

- A. establish the facts surrounding the incident.
- B. identify the basic elements of the job.
- C. rate each of the basic job elements for its hazard potential.
- D. identify the single, systemic failure that most likely contributed to the incident.
- E. identify the two or three secondary factors that likely contributed to the incident.

52. Research by Human Resources and Skills Development Canada indicates that _____ workers have a higher incidence of time-loss injuries than any other age group.

- A. women
- B. younger
- C. close to retirement
- D. visible minority
- E. physically disabled

53. One common technique for reinforcing safe practices is implementing a _____ to reward workers for their support and commitment to safety goals.

- A. safety incentive program
- B. safety management program
- C. performance pay program
- D. productivity incentive program
- E. all of the choices are correct.

54. Reflecting the increasing diversity of Canadian society, many firms now indicate they have a policy of valuing diversity. Discuss how this is being practised and the implications for HRM.

55. Outline the legal framework of human resource management in Canada.

56. Define discrimination. Differentiate between direct and indirect discrimination. Provide an example of each type of discrimination.

57. Define sexual harassment, identify and discuss the two major types of sexual harassment, and indicate four steps firms may take to ensure workplaces are free from sexual harassment.

58. Employment equity legislation attempts to eliminate employment barriers to four designated groups. Demonstrate your knowledge of employment equity by identifying and briefly explaining who is included in each of the designated groups.

59. What are the objectives of Pay Equity?

60. Employees have both rights and responsibilities with respect to workplace health and safety. Identify and briefly describe employees' rights and responsibilities that are protected by occupational health and safety legislation.

61. What is the role of employers to reinforce safe behaviours? What practices do firms implement to reinforce safe behaviours in the workplace?

c2 Key

1. (p. 35) "The majority of Canadian organizations rank diversity as a priority, and more than 80 percent of them have a strategic plan to foster it," according to a report from the Conference Board of Canada.

FALSE

Difficulty: Hard

Learning Objective: 02-01 Discuss the importance of valuing diversity and safety.

Steen - Chapter 02 #1

2. (p. 36) Federal, provincial, and territorial governments in Canada all play an important role in creating the legal environment for human resource management.

TRUE

Difficulty: Easy

Learning Objective: 02-02 Describe the legal framework for human resource management in Canada.

Steen - Chapter 02 #2

3. (p. 36-37) Approximately 50 percent of Canadian employers and their employees are covered by provincial and territorial legislation.

FALSE

Difficulty: Easy

Learning Objective: 02-02 Describe the legal framework for human resource management in Canada.

Steen - Chapter 02 #3

4. (p. 36 (Table 2.1)) In Canada, banks are covered by federal legislation.

TRUE

Difficulty: Medium

Learning Objective: 02-02 Describe the legal framework for human resource management in Canada.

Steen - Chapter 02 #4

5. (p. 36 (Table 2.1)) Hospitals, schools, colleges, and universities are covered by provincial legislation.

TRUE

Difficulty: Medium

Learning Objective: 02-02 Describe the legal framework for human resource management in Canada.

Steen - Chapter 02 #5

6. (p. 37) Discrimination means to treat someone differently, negatively, or adversely because of their race, age, religion, sex, or other prohibited ground.

TRUE

Difficulty: Easy

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #6

7. (p. 37) Discrimination may be direct or indirect.

TRUE

Difficulty: Easy

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #7

8. (p. 37) Discrimination on the basis of age would be considered a form of direct discrimination.

TRUE

Difficulty: Easy

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #8

9. (p. 44) Women are an employment equity designated group.

TRUE

Difficulty: Medium

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #9

10. (p. 44) The Personal Information Protection and Electronic Documents Act (PIPEDA) gives individuals the right to access and request correction of the personal information an organization may have collected about them.

TRUE

Difficulty: Medium

Learning Objective: 02-04 Discuss privacy; employment/labour standards; and pay equity and their relevance for HRM.

Steen - Chapter 02 #10

11. (p. 46) Pay equity is a principle of nondiscrimination in wages that requires men and women working the same number of hours to be paid the same.

FALSE

Difficulty: Hard

Learning Objective: 02-04 Discuss privacy; employment/labour standards; and pay equity and their relevance for HRM.

Steen - Chapter 02 #11

12. (p. 46) The Canadian Human Rights Commission provides oversight and enforces human rights legislation in organizations that fall under both provincial and federal jurisdiction.

FALSE

Difficulty: Easy

Learning Objective: 02-04 Discuss privacy; employment/labour standards; and pay equity and their relevance for HRM.

Steen - Chapter 02 #12

13. (p. 47) The protection of employee health and safety is regulated by the government.

TRUE

Difficulty: Easy

Learning Objective: 02-05 Explain the context for workplace health and safety.

Steen - Chapter 02 #13

14. (p. 48) Safety in the workplace is based on the foundation of an external responsibility system whereby governments are responsible for creating and maintaining safe and healthy work environments.

FALSE

Difficulty: Hard

Learning Objective: 02-05 Explain the context for workplace health and safety.

Steen - Chapter 02 #14

15. (p. 48) A workplace health and safety committee is comprised of members from the government and participating organizations.

FALSE

Difficulty: Medium

Learning Objective: 02-05 Explain the context for workplace health and safety.

Steen - Chapter 02 #15

16. (p. 49) Supervisors are responsible to ensure employees comply with safety policies and practices.

TRUE

Difficulty: Easy

Learning Objective: 02-06 Identify employers' duties and employees' rights and responsibilities related to workforce health and safety.

Steen - Chapter 02 #16

17. (p. 49) Bill C-45 (Westray Bill) makes anyone who directs the work of others criminally liable for safety offences.

TRUE

Difficulty: Medium

Learning Objective: 02-06 Identify employers' duties and employees' rights and responsibilities related to workforce health and safety.

Steen - Chapter 02 #17

18. (p. 50) The Workplace Hazardous Materials Information System or WHMIS is related the worker's "right to participate".

FALSE

Difficulty: Hard

Learning Objective: 02-06 Identify employers' duties and employees' rights and responsibilities related to workforce health and safety.

Steen - Chapter 02 #18

19. (p. 50-51 (Figure 2.7)) The number of time-loss injuries in Canada has been declining each year since 2000.

TRUE

Difficulty: Hard

Learning Objective: 02-06 Identify employers' duties and employees' rights and responsibilities related to workforce health and safety.

Steen - Chapter 02 #19

20. (p. 51) The job hazard analysis technique is used to isolate unsafe job elements.

TRUE

Difficulty: Medium

Learning Objective: 02-07 Discuss ways employers promote worker health and safety.

Steen - Chapter 02 #20

21. (p. 52) Younger workers (15 - 24 years) have a higher incidence of time-loss injuries than any other age group.

TRUE

Difficulty: Easy

Learning Objective: 02-07 Discuss ways employers promote worker health and safety.

Steen - Chapter 02 #21

22. (p. 53) Experienced employees are unlikely to need safety retraining because they are familiar with the dangers associated with their work.

FALSE

Difficulty: Medium

Learning Objective: 02-07 Discuss ways employers promote worker health and safety.

Steen - Chapter 02 #22

23. (p. 35) The text suggests that some define a diverse workforce as a competitive advantage. These organizations are advocating a policy of:

- A. defining diversity.
- B. valuing diversity.**
- C. negligent hiring.
- D. avoiding discrimination.
- E. differential treatment.

Difficulty: Hard

Learning Objective: 02-01 Discuss the importance of valuing diversity and safety.

Steen - Chapter 02 #23

24. (p. 35) Canada's Top 100 Employers includes a specific category to recognize employers that provide the most inclusive workplaces. This category of employers is called:

- A. Canada's Best Employment Equity Employers.
- B. Canada's Best Diversity Employers.**
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Difficulty: Easy

Learning Objective: 02-01 Discuss the importance of valuing diversity and safety.

Steen - Chapter 02 #24

25. (p. 36) What level or type of government plays an important role in creating the legal environment for human resource management?

- A. Municipal
- B. Territorial
- C. Provincial
- D. Federal
- E. "b," "c," and "d"**

Difficulty: Medium

Learning Objective: 02-02 Describe the legal framework for human resource management in Canada.

Steen - Chapter 02 #25

26. (p. 36 (Table 2.1)) Which of the following is NOT covered by federal legislation?

- A. Airlines
- B. Television and radio stations
- C. Grain elevators, feed, and seed mills
- D. Retail and hospitality businesses e.g. stores and restaurants**
- E. Neither "c" or "d" are covered by federal legislation.

Difficulty: Medium

Learning Objective: 02-02 Describe the legal framework for human resource management in Canada.

Steen - Chapter 02 #26

27. (p. 38 (Figure 2.1)) All of the following are prohibited grounds of discrimination under federal legislation, EXCEPT:

- A. Sexual orientation
- B. Religion
- C. Political belief**
- D. Pardoned conviction
- E. Age

Difficulty: Hard

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #27

28. (p. 37) If a woman is denied a job on the basis that she has school-age children, but men with school-age children obtain employment, this is an example of:

- A. respectful behaviour.
- B. compassionate treatment.
- C. differential treatment.**
- D. strategic recruitment.
- E. the duty to accommodate.

Difficulty: Medium

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #28

29. (p. 37-38) Is differential treatment of employees ever legal?
- A. Yes, when employing people older than 55 years of age.
 - B.** Yes, when there is a bona fide occupational requirement.
 - C. Yes, when employing people with disabilities.
 - D. Yes, when employees do not file complaints.
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Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

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30. (p. 38) A bona fide occupational requirement (BFOR) must be:
- A. an industry-wide, recognized practice.
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Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #30

31. (p. 38) Who is responsible to prove the existence of a BFOR if any complaint of discrimination should arise?
- A. Employee
 - B.** Employer
 - C. Government
 - D. Lawyers
 - E. Privacy Commissioner

Difficulty: Medium

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #31

32. (p. 40 (Figure 2.3)) Employers may do several things as part of their duty to accommodate. Identify the exception.
- A. Modify equipment
 - B. Make facilities accessible
 - C. Modify job duties
 - D.** Dismiss employees
 - E. Modify work schedules

Difficulty: Easy

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #32

33. (p. 41) Continuing to ask for a date at the workplace after being refused could result in:

- A. career advancement.
- B. charges of sexual harassment.**
- C. training.
- D. a salary cut.
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Difficulty: Medium

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #33

34. (p. 41) Some jurisdictions have laws in place to protect employees from behaviours such as yelling, rudeness, and gossip. These laws protect employees from:

- A. domestic violence.
- B. psychological harassment.**
- C. pay discrimination.
- D. negligent hiring.
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Difficulty: Medium

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #34

35. (p. 41) Workplace bullying is a form of:

- A. harassment.
- B. sexual harassment.
- C. negligent hiring.
- D. psychological harassment.**
- E. none of the above.

Difficulty: Medium

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #35

36. (p. 44) Which of the following is NOT a designated employment equity group?

- A. Women
- B. Elderly people**
- C. Members of visible minorities
- D. Persons with disabilities
- E. Aboriginal peoples

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37. (p. 44) What federal legislation provides rules of how organizations can collect, use, or disclose information about employees in the course of commercial activities?

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- C. Employment Equity Act
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Difficulty: Easy

Learning Objective: 02-04 Discuss privacy; employment/labour standards; and pay equity and their relevance for HRM.

Steen - Chapter 02 #37

38. (p. 45) Employment Standards Legislation covers all the following areas, EXCEPT:

- A. maximum wage.**
- B. hours of work.
- C. minimum wage.
- D. general holidays.
- E. layoff procedures.

Difficulty: Medium

Learning Objective: 02-04 Discuss privacy; employment/labour standards; and pay equity and their relevance for HRM.

Steen - Chapter 02 #38

39. (p. 46) Pay equity legislation is intended to address the _____ gap between men and women in the workplace.

- A. skill
- B. education
- C. wage**
- D. age
- E. job satisfaction

Difficulty: Easy

Learning Objective: 02-04 Discuss privacy; employment/labour standards; and pay equity and their relevance for HRM.

Steen - Chapter 02 #39

40. (p. 46) The _____ enforces human rights legislation for federally regulated employers.

- A. Canadian Human Rights Commission**
- B. Privacy Commissioner of Canada
- C. Pay Equity Advisor of Canada
- D. Canada Labour Code
- E. Canadian Tribunal

Difficulty: Easy

Learning Objective: 02-04 Discuss privacy; employment/labour standards; and pay equity and their relevance for HRM.

Steen - Chapter 02 #40

41. (p. 47) Increasingly, organizations are taking a strategic approach to occupational health and safety by:
- A. focusing on legal compliance.
 - B. avoiding responsibility for worker health and safety.
 - C. holding employees responsible for safe operations.
 - D.** adopting a values-based commitment to safe operations.
 - E. all of the above.

Difficulty: Hard

Learning Objective: 02-05 Explain the context for workplace health and safety.

Steen - Chapter 02 #41

42. (p. 48) Safety in the workplace is based on the foundation of a(n):
- A. external responsibility system.
 - B. government system.
 - C.** internal responsibility system.
 - D. dangerous system.
 - E. worker at fault system.

Difficulty: Easy

Learning Objective: 02-05 Explain the context for workplace health and safety.

Steen - Chapter 02 #42

43. (p. 48) Workplace health and safety committees are _____ by the employer and employees at large (or union) to address health and safety issues in a workplace.
- A. elected
 - B. randomly assigned
 - C. contracted
 - D.** jointly appointed
 - E. none of the above.

Difficulty: Medium

Learning Objective: 02-05 Explain the context for workplace health and safety.

Steen - Chapter 02 #43

44. (p. 48-49) At a minimum, supervisors' duties to provide a safe workplace include all of the following, EXCEPT:
- A.** ask employees if they would be willing to comply with safety policies and practices.
 - B. identify the need for training for employees and themselves.
 - C. eliminate or at least reduce hazards.
 - D. understand and follow policies and practices related to working safely.
 - E. determine hazards that may exist.

Difficulty: Medium

Learning Objective: 02-06 Identify employers' duties and employees' rights and responsibilities related to workforce health and safety.

Steen - Chapter 02 #44

45. (p. 49) Bill C-45 (the Westray Bill) increased the maximum consequences to organizations and anyone who directs the work of others to:

- A. \$25,000 fine.
- B. \$100,000 fine.
- C. unlimited fines.
- D. life imprisonment.
- E.** both "c" and "d."

Difficulty: Hard

Learning Objective: 02-06 Identify employers' duties and employees' rights and responsibilities related to workforce health and safety.

Steen - Chapter 02 #45

46. (p. 49) Which of the following is NOT a fundamental right of Canadian workers?

- A. Right to know about hazards in the workplace.
- B. Right to participate in identifying job-related safety and health problems.
- C. Right to refuse dangerous work.
- D.** Right to follow posted safety instructions.
- E. All of the choices are fundamental rights of Canadian workers.

Difficulty: Medium

Learning Objective: 02-06 Identify employers' duties and employees' rights and responsibilities related to workforce health and safety.

Steen - Chapter 02 #46

47. (p. 50) The Workplace Hazardous Materials Information System (WHMIS) relates to the worker's:

- A. right to refuse dangerous work.
- B.** right to know about known or foreseeable hazards in the workplace.
- C. responsibility to follow safety rules and regulations.
- D. right to participate in identifying and resolving job-related safety and health problems.
- E. duty to report hazardous conditions.

Difficulty: Medium

Learning Objective: 02-06 Identify employers' duties and employees' rights and responsibilities related to workforce health and safety.

Steen - Chapter 02 #47

48. (p. 51 (Figure 2.6)) How many workplace fatalities were there in Canada in 2010?

- A. Less than 100
- B. More than 100 but less than 250
- C. More than 250 but less than 750.
- D.** More than 1000.
- E. More than 5000.

Difficulty: Hard

Learning Objective: 02-06 Identify employers' duties and employees' rights and responsibilities related to workforce health and safety.

Steen - Chapter 02 #48

49. (p. 51-54) Which of the following is a primary component of a safety awareness program?

- A. Identifying and communicating hazards
- B. Reinforcing safe practices
- C. Promoting safety internationally
- D. All of the above**
- E. Only "a" and "b"

Difficulty: Hard

Learning Objective: 02-07 Discuss ways employers promote worker health and safety.

Steen - Chapter 02 #49

50. (p. 51) The safety technique that involves breaking a job down into basic elements, then rating each element for its potential for harm or injury is known as:

- A. job design.
- B. job hazard analysis technique.**
- C. job analysis.
- D. hazard analysis.
- E. technic of operations review.

Difficulty: Medium

Learning Objective: 02-07 Discuss ways employers promote worker health and safety.

Steen - Chapter 02 #50

51. (p. 52) The first step of a technic of operations review analysis of an accident is to:

- A. establish the facts surrounding the incident.**
- B. identify the basic elements of the job.
- C. rate each of the basic job elements for its hazard potential.
- D. identify the single, systemic failure that most likely contributed to the incident.
- E. identify the two or three secondary factors that likely contributed to the incident.

Difficulty: Medium

Learning Objective: 02-07 Discuss ways employers promote worker health and safety.

Steen - Chapter 02 #51

52. (p. 52) Research by Human Resources and Skills Development Canada indicates that _____ workers have a higher incidence of time-loss injuries than any other age group.

- A. women
- B. younger**
- C. close to retirement
- D. visible minority
- E. physically disabled

Difficulty: Medium

Learning Objective: 02-07 Discuss ways employers promote worker health and safety.

Steen - Chapter 02 #52

53. (p. 53) One common technique for reinforcing safe practices is implementing a _____ to reward workers for their support and commitment to safety goals.

- A. safety incentive program
- B. safety management program
- C. performance pay program
- D. productivity incentive program
- E. all of the choices are correct.

Difficulty: Medium

Learning Objective: 02-07 Discuss ways employers promote worker health and safety.

Steen - Chapter 02 #53

54. (p. 35-36) Reflecting the increasing diversity of Canadian society, many firms now indicate they have a policy of valuing diversity. Discuss how this is being practised and the implications for HRM.

Some firms in Canada now consider diversity to be a source of competitive advantage as it brings them a wider pool of talent and more insight into the needs and behaviours of their diverse customers. "Canada's Top 100 Employers" recently added a new category to recognize employers that provide the most inclusive workplaces (Canada's Best Diversity Employers), which is likely to encourage employers to increase their efforts to demonstrate they value diversity. However, valuing diversity is not a law. Organizations that value diversity proactively work to meet employment equity goals. They may put into place policies stating their understanding and respect for differences in the workplace. Organizations may try to hire, reward and promote employees who demonstrate respect for others. They may sponsor training programs that teach employees about differences among groups and help to make every individual feel respected, valued, and able to perform to their potential.

Difficulty: Medium

Learning Objective: 02-01 Discuss the importance of valuing diversity and safety.

Steen - Chapter 02 #54

55. (p. 36-37) Outline the legal framework of human resource management in Canada.

Approximately 90 percent of firms are covered by provincial or territorial legislation. 10 percent of firms are covered by federal legislation. It can be challenging to maintain compliance with legal requirements for firms with employees who work in more than one jurisdiction. Firms in the federal list include federal government departments, agencies, and most federal Crown corporations, airlines, banks, etc. (See Table 2.1). Provincially- and territorially-regulated organizations include retailers and hospitality businesses, hospitals, schools, colleges and universities and all other organizations not specifically listed as falling under federal legislation. (See Table 2.1). Areas covered by all federal, provincial and territorial legislation include human rights, employment standards, and health and safety.

Difficulty: Medium

Learning Objective: 02-02 Describe the legal framework for human resource management in Canada.

Steen - Chapter 02 #55

56. (p. 37) Define discrimination. Differentiate between direct and indirect discrimination. Provide an example of each type of discrimination.

Discrimination means to treat someone differently, negatively, or adversely because of their race, age, religion, sex, or other prohibited ground. See Figure 2.1 for complete list.

Direct discrimination: Policies or practices that clearly make a distinction on the basis of a prohibited ground.

Indirect discrimination: Policies or practices that appear to be neutral but have an adverse effect on the basis of a prohibited ground.

Difficulty: Medium

Learning Objective: 02-02 Describe the legal framework for human resource management in Canada.

Steen - Chapter 02 #56

57. (p. 41) Define sexual harassment, identify and discuss the two major types of sexual harassment, and indicate four steps firms may take to ensure workplaces are free from sexual harassment.

Sexual harassment refers to unwelcome behaviour that is of a sexual nature or is related to a person's sex.

The two major types of sexual harassment involve:

1. Quid pro quo harassment - person makes a benefit (or punishment) contingent on a employee's submitting to (or rejecting) sexual advances.
2. Hostile work environment - occurs when someone's behaviour creates an environment in which it is difficult for someone of a particular sex to work.

Steps firms should take:

1. Develop a clear policy statement stating that sexual harassment will not be tolerated.
2. Ensure all employees are aware of the policy and receive training related to anti-harassment.
3. Develop a mechanism for reporting harassment in a way that encourages people to speak out.
4. Act promptly to discipline those who engage in harassment, as well as to protect the victims of harassment.

Difficulty: Medium

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #57

58. (p. 44) Employment equity legislation attempts to eliminate employment barriers to four designated groups. Demonstrate your knowledge of employment equity by identifying and briefly explaining who is included in each of the designated groups.

1. Women - self-explanatory.
2. Members of visible minorities - persons other than aboriginal peoples, who are non-Caucasian in race or non-white in colour.
3. Aboriginal peoples - persons who are Indians, Inuit, or Metis.
4. Persons with disabilities - persons who have a long-term or recurring physical, mental, sensory, psychiatric, or learning impairment.

Difficulty: Medium

Learning Objective: 02-03 Explain the importance of human rights and the implications for HRM.

Steen - Chapter 02 #58

59. (p. 46) What are the objectives of Pay Equity?

Federally regulated employers are responsible for providing equal pay for work of equal value, or pay equity. Pay equity is a principle of nondiscrimination in wages that requires men and women doing work of equal value to the employer to be paid the same. The four criteria used are skill, effort, responsibility and working conditions. Pay equity legislation is intended to address the wage gap—the difference between the earnings of women working full-time versus the earnings of men working full-time. Currently in Canada, women working full-time make an average of only 72 cents for every dollar earned by men.

Difficulty: Medium

Learning Objective: 02-04 Discuss privacy; employment/labour standards; and pay equity and their relevance for HRM.

Steen - Chapter 02 #59

60. (p. 49) Employees have both rights and responsibilities with respect to workplace health and safety. Identify and briefly describe employees' rights and responsibilities that are protected by occupational health and safety legislation.

Responsibilities: The internal responsibility system assigns responsibilities for health and safety to both employers and employees. Employees have to follow safety rules and regulations governing employee behaviour. Employees also have a duty to report hazardous conditions.

Rights: All Canadian workers have three fundamental rights that are protected by occupational health and safety regulations:

1. Right to know about known or foreseeable workplace hazards.
2. Right to participate in identifying and resolving job-related safety and health problems.
3. Right to refuse dangerous work.

Difficulty: Medium

Learning Objective: 02-06 Identify employers' duties and employees' rights and responsibilities related to workforce health and safety.

Steen - Chapter 02 #60

61. (p. 53-54, 56) What is the role of employers to reinforce safe behaviours? What practices do firms implement to reinforce safe behaviours in the workplace?

To ensure safe behaviours, employers should not only define how to work safely but also reinforce the desired behaviour. One common technique for reinforcement is implementing a safety incentive program to reward workers for their support and commitment to safety goals. Such programs generally start by focusing on monthly and quarterly goals and encouraging suggestions for improving safety.

Programs can then be expanded to include more wide-ranging, long-term goals. Employers may distribute awards for safety in public such as company or department meetings. Besides focusing on specific jobs, organizations can target particular types of injuries or disabilities, especially those for which employees may be at risk. For example, organizations may target eliminating eye injuries through a combination of job analysis, workplace policies, safety training, protective eyewear, rewards and sanctions, and management support.

For companies that operate internationally, the organization will need to use strong communications and consistent actions to protect workers' health and safety. This is especially true when operating in countries that may have different cultural values related to safety and/or may interpret corporation-wide safety policies differently.

Difficulty: Hard

Learning Objective: 02-07 Discuss ways employers promote worker health and safety.

Steen - Chapter 02 #61

c2 Summary

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