

British Columbia Assessment Authority

MANDATE

BC Assessment is a provincial Crown corporation created in 1974 under the Assessment Authority Act and governed by a Board of Directors. Its vision is “We are trusted to value B.C.,” and its mandate is to establish and maintain an independent, uniform and efficient property assessment system throughout B.C. in accordance with the Assessment Act.

BC Assessment produces annual assessment rolls at market value and issues annual notices to more than 1.9 million property owners. The annual assessment roll provides the basis for local taxing authorities to raise nearly \$6.7 billion in property taxes that fund a variety of essential community services.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Assessment’s Executive Management Committee supports multiculturalism initiatives and employment diversity at the operational level. The overall responsibility is with the Office of the President and Chief Executive Officer.

The Communications and Government Relations Department and Human Resources Department are responsible for internal communications as well as the distribution of public information through publications, ethnic media relations, advertising and the public website. BC Assessment’s Service Plan outlines the goals, strategies and performance measures for the organization.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

BC Assessment has a diverse workforce of over 650 employees representing a variety of cultures and ethnic diversity, located in 16 offices across the province (see Language Skills Bank below). BC Assessment was recognized in 2014 as one of British Columbia’s Top Employers and supports the delivery of 1.9 million assessment notices to property owners in January of each year with information about the assessment process. BC Assessment’s commitment to multiculturalism and diversity is promoted to all employees as part of internal communications and to the public as part of the annual Property Assessment Communications Campaign. BC Assessment’s Human Resources Department’s hiring practices support diversity in the workplace (e.g. age/culture/gender/experience).

HIGHLIGHTS OF INITIATIVES

- » In 2013-14, BC Assessment provided assessment rolls and services on a contract basis to 60 First Nations in British Columbia that have the authority to establish independent real property taxation systems. A formal customer satisfaction survey of this client group is undertaken every second year.
- » BC Assessment has an internal Language Skills Bank (volunteer program) located on its Intranet site as a staff resource representing 21 different languages including Dutch, Cantonese, German, Mandarin, Russian, Punjabi, Spanish, Italian, Vietnamese, etc. The purpose of the program is to connect employees who have additional language skills to help customers with oral or written questions during peak business periods.

- » BC Assessment staff are available, upon request, to make presentations about the property assessment process and annual assessment roll to ethnic media, local government and community organizations to promote and publicize access to BC Assessment's services. B.C.'s ethnic media outlets are included on news release distribution lists and some BC Assessment spokespeople with language skills are trained to conduct interviews with select ethnic media outlets.
- » BC Assessment translated radio and print ads for select Punjabi and Chinese media outlets in the Lower Mainland to raise awareness for the property assessment process and release of the 2014 Assessment Roll.
- » BC Assessment often meets delegations from First Nations to share information with a variety of multicultural relationships

British Columbia Council for International Education

MANDATE

VISION

To profile B.C. as the education destination of choice for learners from around the globe and to promote global citizenry and internationalization at all levels in B.C.'s education system.

MISSION

The British Columbia Council for International Education (BCCIE) supports all participants in B.C.'s International Education (IE) sector and the provincial government to advance the IE interests of the Province of British Columbia.

CORE VALUES

BCCIE's core values guide its operations and are embedded in its organizational culture and include:

- » Internationalization
- » Global citizenry
- » Collaboration
- » Best Practices
- » Integrity.

