

# BC Public Service Agency

## MANDATE

The BC Public Service Agency provides human resource programs and services that meet the goals identified in the Corporate Human Resource Plan, Being the Best.



## EXECUTIVE COMMITMENT TO MULTICULTURALISM

The current edition of Being the Best highlights a corporate diversity strategy, Reflecting Our Communities, which will ensure the BC Public Service reflects the diverse communities it serves. To support the strategy, the agency offers an e-Learning course, Diversity in the BC Public Service.

We strongly believe that this course helps the organization work towards our goal of valuing the cultural, geographic, social, experiential, generational and other differences within our province and reflecting those differences in our workforce and in our work. This e-Learning course was identified as required training for all staff in the agency. Since 2012, 301 agency employees have completed diversity and respectful workplace training.

## EMBRACING MULTICULTURALISM IN THE WORKPLACE

As an employer, the BC Public Service is committed to promoting a work environment that is free from discrimination and harassment and where all employees are treated with respect and dignity. This overarching commitment is reflected in orientation programs, human resource policies and training modules to ensure that diversity is embedded within the workplace.

The BC Public Service Agency embraces multiculturalism in the workplace by:

- » Continued support for the highly successful Aboriginal Youth Internship Program, now in its seventh year.
- » Implementation of the Aboriginal Relations Behavioural Competencies to provide guidance for the BC Public Service to develop culturally respectful behaviour and make the changes necessary to better serve Aboriginal people.
- » Promotion of information and tools on MyHR to support Respectful Workplaces in the BC Public Service.
- » Ongoing development of more targeted recruitment and marketing campaigns for the BC Public Service to reach a broader candidate pool that is inclusive of all diversity groups.

## HIGHLIGHTS OF INITIATIVES

The BC Public Service Agency recognizes that with diversity come unique perspectives, beliefs and approaches. Now, more than ever, our focus on inclusion is entrenched in our business as the need to innovate becomes increasingly important to our modern workforce.

- » The e-Learning course, Diversity in the BC Public Service, supports the corporate diversity strategy for the BC Public Service, Reflecting Our Communities. Because the agency believed this was such an important offering, it identified the course as required training for all agency staff.

- » One way the agency is encouraging diversity is by embracing the distinct perspectives and experiences of British Columbia's Aboriginal population. Through innovative diversity programs such as the Aboriginal Youth Internship Program, we are able to support and facilitate the professional growth of Aboriginal youth across the province. For example, a program intern was awarded the YVR Art Foundation Scholarship for reflecting the art form of the British Columbia's First Nations. Another intern won the Aboriginal Youth Internship Program contest for creating a new logo that will represent the program by combining the BC Public Service's branding with First Nations, Inuit and Métis influences.
- » At the 2013 Provincial Nesika Awards, the agency was recognized with its partner, the Ministry of Aboriginal Relations and Reconciliation for creating the dynamic e-Learning course, Building Capacity in Aboriginal Relations: We are all here to stay. Developed in collaboration with Aboriginal partners and colleagues from across government, this learner-driven course is the product of over a year of close consultation and partnership with internal and external subject matter experts, Aboriginal elders, and Learning Centre developers. The course seeks to deliver Aboriginal awareness training to BC Public Service employees in a culturally appropriate and unique way.
- » The agency continues to develop more targeted recruitment and marketing campaigns for the BC Public Service, maximizing outreach on all external posted job opportunities to reach a broader candidate pool that is inclusive of all diversity groups. The goal is to generate an applicant flow of diverse candidates through a proactive recruitment network that is not accessible through traditional recruitment methods.
- » The implementation of the 17 Aboriginal Relations Behavioural Competencies supports everyone who works in the BC Public Service and who lives on the traditional territories of Aboriginal people across the province. The competencies were developed from listening to what Aboriginal people in British Columbia said is important for working with Aboriginal people and organizations and define for the BC Public Service what will improve its individual and collective abilities to appreciate and empower the Aboriginal people across the province. The application of the competencies encompasses individuals, communities, bands, nations, organizations, and urban populations and acknowledges that this population is distinct and diverse.
- » The agency continues to participate in cross-jurisdictional learning opportunities to gain diverse perspectives on human resource management and promote the BC Public Service values abroad. For instance, in June 2013, the agency hosted a group of senior public servants from China. The Chinese delegation received presentations from various agency lines of business, with presentation content and subsequent questions and answers conducted through an interpreter. The presentation content focused on various topics such as administrative supervision, government ethics, responsible agencies, regulations and practices.
- » The Government of British Columbia has set a vision for B.C. to be the most progressive place for people with disabilities to live in Canada. From Dec. 3, 2013, to March 11, 2014, government held a comprehensive, province-wide consultation to better understand how government, businesses and communities can increase accessibility and decrease barriers for people living with disabilities.

- » Respect in the workplace is the foundation of the agency's culture, and resources were updated on MyHR to support BC Public Service employees in promoting respectful workplaces. We offer face to face learning that supports respectful workplaces, including Building a Respectful Workplace and the Discrimination Prevention Workshop. To enhance working relationships in the BC Public Service, the agency provides the overall MyPerformance program, which includes resources to focus on supportive and powerful conversations that meaningfully engage employees and supervisors. Individual Performance Coaching and Team Coaching options promote diversity and inclusion, enhancing retention.
  - » In addition, we are embracing more flexible work options that recognize the diverse needs of our workforce, and promoting good personal health practices that are sensitive to individual or cultural differences through My Good Health. Our new Mental Health Matters website addresses the issue of mental health, including how to increase understanding and support around mental health issues in the workplace. Also, our new Allies for a Safe and Healthy Workplace and Leading a Safe and Healthy Workplace training programs are helping BC Public Service employees to learn about the importance of building a proactive culture of safety and health for everyone in the workplace.
  - » One of the themes that emerged through the disability white paper consultation was accessible service delivery. Accessible service delivery is about the B.C. government providing services and supports to British Columbians in a straightforward, respectful and fully accessible way, and demonstrating that commitment to accessibility through its own hiring practices and human resources policies.
- » Aligned with this goal, the BC Public Service Employment Opportunities website is enabled with assistive technology to allow visually impaired candidates to use it. There is also a web page dedicated to help candidates obtain assistance should they require accommodation to compete effectively for a position. Functionality on the Employment Opportunities website allows for the inclusion of diversity questions as a component of all applicant profiles. This will ensure hiring practice, process and tools are inclusive. Career advisors are also available for direct contact and support.
  - » As part of the commitments made to citizens in response to the disability white paper consultation, the BC Public Service commits to creating an accessible public service. Within this context, efforts to achieve this goal may include:
    - Creating tools and supports for hiring managers and supervisors to contribute to employee and/or applicant accommodation throughout the hiring process.
    - Conducting an accessibility audit of the BC Public Service MyHR website to determine how to enhance accessibility to public servants and citizens.
    - Informal partnerships with organizations dedicated to assisting persons with disabilities for the purpose of raising awareness of hiring practices.