

WELCOME TO THE BC PUBLIC SERVICE

MITACS SCIENCE POLICY FELLOWSHIP EMPLOYEE HANDBOOK



CONTENTS

Welcome	2
About the BC Public Service	3
Legislature	5
Cabinet	5
Ministry Structure	6
Support System	8
Employment Policies and Standards	9
Pay, Benefits, and Leave	10
Professional Development	12
Health, Wellness, and Safety	14
Office Processes, Systems, and Tips	15
Employee Engagement	17
Employee Recognition	18
Resources	19

Acknowledgement: The Employment Programs and Corporate Initiatives Office would like to extend its appreciation to the host ministry supervisors and the programs leads at the BC PSA who provided insight on the topics included in this Handbook.

Welcome

Dear Fellows,

Congratulations and welcome to the BC Public Service! We are delighted to welcome you as part of our collective team.

The BC Public Service is a place where employees can grow and achieve their personal and professional goals, and we hope that you will feel proud of and challenged by your work.

This handbook provides access to consolidated information regarding government processes, programs and policies and will help you navigate the BC Public Service from wherever you work. This information is intended to complement your ministry's onboarding/orientation processes.

We hope you find this handbook useful as you commence your Fellowship with us!

Sincerely,

Kathy Philps
Corporate Initiatives Lead
BC Public Service Agency
Kathy.Philps@gov.bc.ca

Catherine Chao
Employment Programs Assistant
BC Public Service Agency
Catherine.Chao@gov.bc.ca

If you require clarification, or would like additional information, please consult directly with the [Employment Programs and Corporate Initiatives Branch](#).

“No other employer offers a blend of purpose, impact and ethical commitment. It is what makes our careers so rewarding and so challenging”

Where Ideas Work – BC Public Service Corporate Plan

About the BC Public Service

Working in the BC Public Service

The BC Public Service is the largest corporate employer in British Columbia, with over 26,000 employees staffed throughout the province. Members of the public service are the politically impartial government employees who are responsible for carrying out the day-to-day activities of government and for delivering public services to the citizens of B.C.

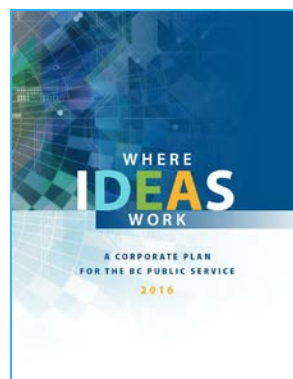
The Government of British Columbia appreciates the role and responsibility of the public service and believes in the commitment and ability of its staff – continuing to make contributions that matter.

Our Values

The BC Public Service is an inclusive community, where we focus on building a positive and supportive environment of respect and safety for all. We define our values as:



Above all is the belief that a true public service cannot exist without an individual and shared commitment to integrity. The values and integrity of the BC Public Service are not just something we bring to our jobs. The values are also reflected in how we see ourselves in our communities. We believe in applying these values to make our province and our communities better.



[Where Ideas Work](#) is the Corporate Plan for the BC Public Service. It describes the corporate commitment for our human resource, operational and technology goals for the BC public service. The plan empowers employees to be innovative, and supports supervisors to manage and lead a future focused workforce. The Deputy Minister to the Premier is the Head of the BC Public Service, and sets the direction of the BC Public Service through corporate plans such as [Where Ideas Work](#).

Diversity

The BC Public Service is committed to “recruit and develop a well qualified and efficient public service that is representative of the diversity of the people of British Columbia” ([Public Service Act](#)).

To support employment equity and diversity in the workplace, we welcome applications from all groups. This includes women, visible minorities, Indigenous Peoples, persons with disabilities, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), and others who may contribute to diversity in the BC Public Service.

We also recognize unique styles, perspectives, beliefs and creativity that support a diverse, respectful, inclusive and collaborative work environment.

Learn about the ways we encourage diversity and how we work to remove barriers to groups identified under the [Human Rights Code](#).



Provincial Employees Community Services Fund

The [Provincial Employees Community Services Fund](#) (PECSF) runs an annual campaign from September to November to raise money for charities in our communities. Volunteers in all BC Public Service organizations use the campaign to host fundraising events to encourage employees to sign up for payroll deductions in any amount and can support any registered charitable organization through PECSF. Over 45 million dollars has been raised since this program was created in 1965 and since government absorbs all administrative cost to run the program, 100% of employees donated dollars benefit charity.

Type of Government Authority	What is the government authority able to do?
Legislature	<ul style="list-style-type: none"> • Represents public interest • Approves legislation to create or dissolve a public sector organization and setting its mandate • Approves the allocation of public funds • Approves legislation that impacts the governance of public sector organizations
Cabinet	<ul style="list-style-type: none"> • Decides the policies and direction of the BC government. Cabinet committees work on behalf of Cabinet and all Cabinet committees are approved by Cabinet. • Approves the creation or dissolution of public sector organizations • Approves mandate letters for public sector organizations • Determines the funding and revenue generation capacity for organizations, including approval of fees, licenses, etc. • Establishes the government’s approach to governance, such as appointments, director compensation and CEO recruitment • Approves and rescinds board appointments

Ministry Structure

Every public sector organization in BC is assigned a ministry that is responsible for the organization. There are three key roles within the ministry:

		ROLE	RESPONSIBILITY	
ELECTED OFFICIALS		Premier		
		Minister	Ministry	
BC PUBLIC SERVICE EMPLOYEES		Deputy Minister (Associate Deputy Minister)		Division (Department)
		Assistant Deputy Minister		
	One or more of these roles may be absent from a division		Executive Director	Branch
			Director	
			Manager	Program
			Team Leader	Team
			Branch Staff	
				One or more of these organizational units may be absent from a division

Minister

The Minister is the primary link between the BC government and the organization and is held accountable to the government for the performance of the organization.

- Communicates the BC government’s mandate, performance expectations and policy direction to the organization through an annual mandate letter
- Meets with the senior leaders quarterly to discuss relevant business and review goals, performance measures, financial targets and risk assessments
- Represents the organization in the legislature by tabling any legislation related to the organization
- Reviews and approves the organization’s service plans and annual reports

Deputy Minister

The Deputy Minister is the main advisor to the Minister.

- Executive leaders of the BC Public Service
- Develops a strategic engagement plan with the organization
- Sets the leadership direction and pace for meeting priority ministry mandate deliverables
- Shape both the citizen experience of government and the employee experience for those who choose a career in the BC public service

Ministry Staff

- Deliver services and programs and policies of government
- Maintain and enhance the trust and confidence of British Columbians

There are **twenty (20) ministries**, and each is responsible for a specific area of public policy, government function or service delivery:

List of Ministries	List of Ministries Continued
Advanced Education, Skills and Training	Forests, Lands, Natural Resource Operations and Rural Development
Social Development and Poverty Reduction	Tourism, Arts and Culture
Attorney General	Health
Agriculture	Indigenous Relations and Reconciliation
Children and Family Development	Jobs, Trade and Technology
Citizens' Services	Labour
Education	Mental Health and Addictions
Energy, Mines and Petroleum Resources	Municipal Affairs and Housing
Finance	Public Safety and Solicitor General and Emergency Management BC
Transportation and Infrastructure	Environment and Climate Change Strategy

The Mechanics of Government

Check out [this video](#) about how the BC Government works, and how you, as a BC Public Service employee, fit into the bigger picture. If you are reading this information manually, visit this [YouTube address](#).

Support System

In addition to your supervisor and work unit, there are teams of people supporting your success.

Employment Programs and Corporate Initiatives Office (EPCI)

EPCI is accountable for the overall leadership, development and implementation of corporate employment programs specifically, the Mitacs Canadian Science Policy fellowship, corporate internship and Co-op programs. In addition to working in partnership with post-secondary institutions and other public sector and non-profit organizations, EPCI offers many services to connect career candidates with other public service employees throughout the BC public service through networking events, speaker series and virtual collaboration spaces.

With the goal to improve our competitiveness in the job market; we are working to expand opportunities to recruit new talent into the BC Public Service. We achieve this by offering career candidates a wide range of meaningful work experience and career development options.

For applicants looking to develop work place skills and gain career related work experience through short term work assignments, the EPCI office will help you navigate your way forward.

BC Public Service Agency

The [BC Public Service Agency](#) (Agency) provides leadership and services in people management. Established by the *Public Service Act*, the Agency provides human resources leadership, expertise, services and programs that contribute to better business performance of ministries and government as a whole.

Business Functions:

- HR Planning, legislation and governance
- HR Programs (employee relations, hiring, pay and benefits, corporates systems (MYHR) executive recruitment and executive succession management, classification, occupational health and return to work programs)
- Employee Development (succession, leadership, coaching, performance and conflict management)
- Corporate Initiatives (@Work, Provincial Employees Community Services Fund (PECSF), employment programs, health promotion)
- Operations support (strategic planning, financial, records, facilities and project management, vendor management, information management and technology)

The [MyHR site](#), managed by the BC Public Service Agency, provides you with self-service access to human resources information and services. This includes, but is not limited to, information on pay, benefits, leave and job postings. If you are unable to find information on the site, email MyHR directly.

Strategic Human Resources

The Strategic Human Resources team (SHR) work with their ministry executive to promote and implement workplace programs and activities such as succession planning, employee engagement, performance management and corporate initiatives. Strategic Human Resources have three core responsibilities:

1. Development and implementation of an annual workforce plan customized to the ministry;
2. Organizational development activities linked to the workforce plan and work environment; and,
3. Ministry level implementation of corporate HR initiatives.

Ministry SHR teams regularly partner with the BC PSA to implement deliverables identified corporately and to initiate ministry specific workplace strategies and rely on the BC PSA to deliver HR services such as benefits administration, payroll advice and recruitment services.

Employment Policies and Standards

Core Policy and Procedures

The [Core Policy and Procedures Manual](#) outline government objectives, standards and directives for sound management and promote consistent, prudent financial administration and practices. It serves as an important guide in doing your job; this manual is updated regularly and serves as an important guide in doing your job. It is a great tool to use for any questions that you may have regarding “the rules.”

Standards of Conduct

The [Standards of Conduct](#) apply to all members of the BC Public Service. Signing an [acknowledgement](#) of the policy is required for all BC Public Service employees. The Standards of Conduct should have been provided as part of your onboarding documents. The signed documents must be submitted to the BC Public Service Agency as they are the holders of employee records. In addition to the overarching Standards of Conduct, further information is available to those who are engaged in any stage of the [procurement](#) process.

Oath of Employment

All public service employees are required to take the [Oath of Employment](#). The purpose of the oath is to ensure employees understand their obligations and responsibilities as servants of the Crown. You, as the employee, register yourself to take the Oath. Science Policy Fellowship employees attending the in-person Welcome and Orientation event in Victoria do not need to register to do their Oath. If you have any questions contact your supervisor.

Information Technology Agreement (Appropriate Use Policy)

The [Internet Technology Agreement](#) applies to all members of the BC Public Service and provides detailed information on employee responsibilities. Signing an [acknowledgement](#) of the policy is required for all BC Public Service employees. The agreement would have been provided as part of your onboarding documents. The signed documents must be provided to the BC Public Service Agency as they are the holders of employee records.

Freedom of Information and Protection of Privacy Act

Policy, procedures, guidelines and standards exist around public sector information and protection of privacy. All government documents, including emails on your government computer and mobile devices are subject to the [Freedom of Information and Protection of Privacy Act](#).

Information Incident Management Process

Information incidents occur when unwanted or unexpected events threaten privacy or information security. They can be accidental or deliberate and include the theft, loss (such as a laptop or cell phone), alteration or destruction of information. An information incident can be especially serious when it is a privacy breach: the compromised data includes personal information such as names, birthdates, health or financial details, or social insurance numbers. To be able to respond efficiently and effectively, it is important you know the [Information Incident Management Process](#).

Working Outside the Workplace Policy

The [Working Outside the Workplace Policy](#) provides direction to BC Public Service employees on how to safeguard electronic and paper-based confidential and/or personal information when working remotely; this document is a must read for anyone who works 'outside of the workplace'. [Flexible work options](#) are typically considered depending on the nature of the work. It is important to note not all operational requirements can be met working remotely. Discuss these options with your supervisor.

Pay, Benefits and Leave

Employee information on pay benefits and leave vary depending which employment agreement you are covered by.

Employee Self Service

Employee Self Service (ESS) is an online service that gives you secure access to your pay information and leave banks – current and historical records. Update personal information such as mailing or home address, phone number and your emergency contact. This site also provides access to your T4 and your employment verification letter. Access [Employee Self Service: Access from Home](#) or [Employee Self Service: Access from Work](#). (IDIR restricted)

Designated Paid Holidays

Science Policy Fellowship auxiliary employees shall be compensated for the paid holiday who have:

1. Worked, or received pay at straight-time rates for the day before and the day after a paid holiday; or
2. Worked, or received pay at straight-time rates for 15 of the previous 30 days; or
3. Worked, or received pay for at least 105 hours at the straight-time rate in the previous 30 days.

Vacation

Science Policy Fellowship auxiliary employees are entitled to receive vacation pay at the rate of six percent [6%] of their regular earnings. Science Policy Fellowship employees shall receive their earned vacation biweekly. Science Policy Fellowship auxiliary employees, after six months from their date of hire, may elect to take a leave of absence without pay of up to 15 workdays, not to exceed 105 hours, in any calendar year.

Health and Welfare Benefits

In lieu of health and welfare benefits, Science Policy Fellowship auxiliary employees shall receive compensation of 72¢ per hour (to a maximum of \$50.40 biweekly). Effective April 1, 2018, compensation increases to 74¢ per hour (to a maximum of \$51.80 biweekly).

Employee Discount Store

The [Employee Discount Store \(IDIR restricted\)](#) provides BC Public Service employees with access to special offers and discounts on certain goods and services including [cell phone plans](#), [hotel accommodations](#), [computers](#) and much more.

Onboard Training

The [Learning System \(IDIR restricted\)](#) is managed by the BC Public Service Agency, offering a number of face-to-face and self-paced online courses, free of charge. Courses that you are interested in should be a part of your [MyPerformance](#) discussion with your supervisor, and agreed to prior to registering.



As a new employee of the BC Public Service, the following training is **mandatory through the Learning Centre (with course ID#)**:

- IM 117: Protection of Privacy: Access to Information and Records Management (Course ID# ITEM-652)
- Standards of Conduct (Course ID# ITEM-49)

You are also strongly encouraged to take:

- Welcome to the BC Public Service (Course ID# ITEM-322)
- Building a Respectful Workplace (Course ID# ITEM-63)

To register employees log in through [Learning and Education](#), click on “My Learning” and search for the course by name.

Professional Development

Professional Development is not simply attending training or a course – although these can be key components – instead it’s multifaceted, increasingly informal as much as formal, and occurs on a daily basis. Connect with your Host about your professional development activities supplementing your Mitacs professional development sessions as outlined in the Mitacs Science Policy Fellowship (SPF), information.



MyPerformance

[MyPerformance](#) is government's performance management tool. MyPerformance revolves around you and your relationship with your supervisor. The focus is on supportive and powerful conversations that will engage you meaningfully. Ensure you are having regular conversations with your supervisor on topics such as setting goals and identifying learning opportunities – document in them in your [MyPerformance Profile \(IDIR restricted\)](#).

- The actual tool provides a place to document conversations with your supervisor about job expectations, goals, learning and development plans and overall performance.
- [Ministries](#) follow either a calendar-year cycle (January 1 – December 31) or a fiscal-year cycle (April 1 – March 31) for completion of the three phases: Planning, Focusing and Review.
- [MyPerformance Guides](#) are corporate resources to maximize your use of the tool.
- [Using Myperformance Profile](#) provides FAQs specific to entering information into the fields.

Performance Coaching Services

Coaching is an active partnership that supports you in identifying and obtaining clarity on your goals and supports you to be successful at work. A performance coach can help you clarify what's holding you back and implement your plan to move forward. Through coaching, you will move toward your goals with focus and commitment as you close the gap between where you are now and where you want to be. [Performance coaching services](#) are available to all BC Public Service employees at every career level, free of charge. Coaching sessions are strictly confidential and can be held in person, over the phone or by webcam.

Mentoring

If you are interested in taking part in informal mentoring, we encourage you to seek out someone who is not your supervisor and build a relationship. Mentoring is an opportunity in which both parties will benefit. If you need guidance or have questions, contact your supervisor.

Health, Wellness and Safety

Employees of the BC Public Service have a responsibility for workplace health and safety. We all contribute to a safe workplace by following safe work procedures, immediately reporting unsafe conditions or incidents, and being prepared to respond properly in the event of a workplace injury or emergency.



Emergency Preparedness and First Aid

Familiarize yourself with the Emergency Preparedness and First Aid procedures within your workplace. This includes knowing who your emergency warden is and how and where to go in an emergency. This should have been included as part of your onboarding. If you haven't received the information, contact your supervisor.

Occupational Safety and Health (OSH)

The [Occupational Safety and Health](#) committee is the only legislated committee in the BC Public Service. Union and employer representatives work together to make the ministry a safer workplace, which includes ergonomics and safety when working alone. Connect with your supervisor to obtain additional information regarding the OSH committee within your workplace.

WorkSafeBC

[WorkSafeBC](#) is dedicated to promoting workplace health and safety for the workers and employers of B.C. It consults with and educates employers and workers and monitors compliance with the Occupational Health and Safety Regulation.

Office Processes, Systems and Tips



How to Guides

Log on to a computer (or workstation)

All BC Public Service employees have a unique IDIR ID, which is used to log on to your workstation and to access many government applications. After logging on to your workstation for the first time, you will need to [change your password \(IDIR restricted\)](#), and [validate your IDIR](#).

Log on to a wireless network (Wi-Fi)

You can access wireless internet services on BC government devices on the **BCNGN** network. The **DOGWOOD** network can also be used to access the internet using your government IDIR ID and password.

Access your digital files (LAN) on a wireless network

You can access the LAN in BC government office buildings using the BCNGN network (see above).

Access your digital files (LAN) outside of work

For BC Public Service employees who telecommute or work virtually, remote access to the LAN can be done on a portable BC government computer using a Virtual Private Network (VPN) service. If your work duties require this service, your supervisor must submit an iStore request to set up your access to the VPN program. Logging into the VPN program can be done using your government IDIR ID and password.

Update your Global Address List (GAL) information

The Global Address List is the BC Government's directory and contains your contact information. When you log-on to the [7-7000 Service Desk \(IDIR restricted\)](#) you can click on the left hand side of the screen 'Update GAL Info' and not only update your basic information, such as address and phone number, but also your current position title.

Access email outside of work

With an active IDIR account, you can [access your e-mail account](#) from anywhere as long as you have access to the internet. For logon, use 'idir' as the Domain.

Book a room

There are bookable spaces all across the province, should you require a meeting space or boardroom that you can book through Microsoft Outlook. To locate a boardroom in the Global Address Listing (GAL), from the Calendar tab, go to **Open Calendar > From Room List**. To book the boardroom, select **New Meeting**.

Update your time card

[Time and Leave Management](#) is an electronic employee timecard, allowing employees to enter their own leave, where it can be viewed and approved by supervisors. You may not be able to sign into the system for a couple of pay periods.

Use 'Unified Communications'

Unified Communications (UC) is the integration of real-time communication services such as instant messaging, telepresence information, telephony - Voice over IP (VoIP), video conferencing, call control and speech recognition with non-real-time communication services such as unified messaging (voice mail, email, SMS and fax). Information and instructions on using unified communications can be found [here \(IDIR restricted\)](#).

Map a network drive

Ministries typically have a shared folder where documents and files are to be saved. In order to see this folder (or drive) on your computer, you will have to [map the network drive \(IDIR restricted\)](#).

Use Microsoft Lync (Skype for Business)

Microsoft Lync is an instant-messaging program used to communicate with other BC Public Service employees. Information and instructions on using Microsoft Lync can be found [here \(IDIR restricted\)](#).

Support

Workstation Support (IT)

The 7-7000 Service Desk is your single point of contact for all workstation support activities. Analysts interface with other government IT services and coordinate resolution of your workstation incidents and service requests through one contact point. Review their [Frequently Asked Questions \(IDIR restricted\)](#), or submit a service request through the [7-7000 website \(IDIR restricted\)](#), or via telephone (250-387-7000; 1-866-660-0811) if you have any technical problems with your workstation or Managed Print Services (MPS).

IT Contacts

Each division and/or business units have IT contacts – these are the people you go through to obtain IT services (e.g., software, mobile phones). They have the authority to submit IT requests on behalf of your program area. Connect with your supervisor to get the name of your IT contact.

Building Security and Access Card

This is specific to your location and building that you work from. Connect with your supervisor to ensure you have an access card for your building if one is required and you understand the security process for your building.

Employee Engagement

You will hear people talking about engagement – the question is “What is it?” Employee engagement is a measure of how satisfied employees are with the organization, their job, and their commitment to the BC Public Service. Research shows that highly engaged employees are more involved in and committed to their work, creating a higher-performing organization and an all-around better workplace – resulting in better service to the citizens of B.C.

Work Environment Survey (WES)

Every other year BC Stats runs a confidential [Work Environment Survey](#) to receive feedback from employees across government. The WES results give us a starting place for great conversations about what’s working well, what’s tricky and what we could do differently going forward specific to the work environment.

Employee Recognition

Recognition is about acknowledging employee and colleague contributions, service, innovation and excellence. It's about celebrating team accomplishments and taking time to build community, teamwork and a common purpose.



Premier's Awards

The [Premier's Awards \(IDIR restricted\)](#) showcase and celebrate the work of some of our most outstanding employees whose professionalism, dedication and innovation have made a difference in many lives and communities in B.C.

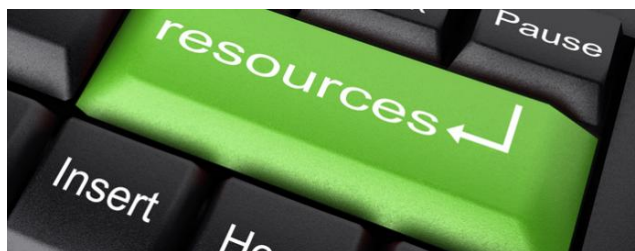
Long Service Awards

Every year, [Long Service Awards \(IDIR restricted\)](#) ceremonies are held at Government House in Victoria. Established in 1956, the program annually honours and commemorates BC Public Service employees for their 25, 30, 35, 40, 45 and, incredibly, 50 years of dedication and commitment to the public service.

Public Service Week

[Public Service Week \(IDIR restricted\)](#) is celebrated in the third week of June, annually. It recognizes the BC Public Service as a valuable resource that improves the lives of British Columbians. There are often Ministry events happening during this time, keep an eye out for further communication.

Resources



@Work

[@Work](#) is the cross-government intranet, showcasing a variety of people and milestones across the BC Public Service. The greatest attribute of this site is that it's for staff by staff, providing us all an opportunity to engage with one another regardless of where we're located in the province.

BC Provincial Government Website

The [BC Government website](#) is the central hub to government, providing information to the public on ministries, external agencies and government programs.

Travel Policies

If you travel for work, there are several [policies](#) you need to know as well as many resources to help you with your trip, which includes [approved accommodation listings](#), [airfare](#), [vehicle rentals](#), [mileage](#), and [per diems](#). Please contact your host supervisor for approval to travel and the policies that describe requirements for travelling as a BC Public Servant.

Employment Conditions and Agreements

There are [laws, agreements, policies and values](#) that set the rules and conditions for employment in the BC Public Service. There are three main agreements that impact the BC Public Service, and every employee is covered by one of the three agreements:

BC Government and Service Employees' Union

Information on the [Collective Agreement](#) for BC Government and Service Employees' Union (BCGEU) employees.

Professional Employees Association

Information on the [Collective Agreement](#) for Professional Employees Association (PEA) employees.

Terms and Conditions of Employment for Excluded Employees

Information on the [Terms and Conditions](#) of Employment for Excluded Employees.

Communities of Practice

A community of practice is a group of BC Public Service employees who share an interest in, or a career in a particular area (e.g., finance, procurement, policy, and webinars). There are several communities of practice within the BC Public Service that you can tap into to gain additional knowledge related to a particular field, to learn from other professionals, and to develop your personal network. Check out the @Work Groups for some of the COPs that you can join!

Acronyms

Government has many acronyms and can be confusing. Find out more information and definitions using the [Government Acronyms \(IDIR restricted\)](#) resource. Contact your supervisor to obtain a copy of the commonly used acronyms in your ministry.

E-Cards and Certificates

The @Work website features several [e-cards and certificates \(IDIR restricted\)](#) of appreciation that anyone can use, for free, to thank a colleague for their efforts or simply brighten their day.



Where ideas work

For more information, please contact:

Employment Programs and Corporate Initiatives Branch

fellowships@gov.bc.ca

BC PUBLIC SERVICE AGENCY

Useful Links:

@Work: <https://gww.gov.bc.ca>

MyHR: <http://www2.gov.bc.ca/>