


A photograph of four Metro Vancouver employees in a construction setting. They are wearing hard hats (red, white, yellow, and white) and high-visibility safety vests. They are gathered around a table, looking at and pointing to a large set of blueprints. The background shows wooden construction materials and a building structure.

Metro Vancouver **Employee Handbook**

An aerial photograph of the Metro Vancouver region, showing a mix of urban areas, water bodies, and mountains. The image is in a dark blue monochrome palette. The text "METRO VANCOUVER REGIONAL DISTRICT" is located in the top left corner.

METRO VANCOUVER REGIONAL DISTRICT

Front Cover: Metro Vancouver staff at the Coquitlam Water Treatment Plant

An aerial photograph of a city, likely Vancouver, with a prominent river winding through it. The image is overlaid with a dark blue filter. The text is white and positioned in the upper left quadrant.

Welcome to Metro Vancouver

SERVICES AND SOLUTIONS FOR A LIVABLE REGION

We're proud of our team at Metro Vancouver, and gratified that you are a part of it. Beginning a new position in a new setting can present many questions. This employee handbook will answer many of the queries that you may have.

If you have any questions regarding this handbook or your employment with Metro Vancouver, please raise them with your manager or feel free to reach out to Human Resources.

Table of Contents

Contents

Welcome to Metro Vancouver	3
Welcome from the CAO	7
About Metro Vancouver	9
Governance	10
Then & Now	13
Organizational Chart	15
Metro Vancouver Committee Structure	16
Vision, Mission, and Roles	19
Our Employees	21
Diversity, Equity and Inclusion	22
Our Policies	24
Guidelines for Conduct	25
Remote Work	28
Your Health and Safety	29
First Nations and Metro Vancouver's Role in Reconciliation	30
Employee Services	31
Your Benefits	33
Metro Vancouver Leadership Competencies	35
Employee Development	37
Employee Recognition	40
Community Connections	41

Disclaimer: This handbook is intended to provide employees with a high-level overview of Metro Vancouver and its various policies and its expectations of employees. In addition to reviewing this handbook, it is important staff familiarize and update themselves with the policies referenced herein directly as well as any other corporate or Board policies relevant to their work. This handbook is also not intended to be substituted for other orientation processes such as the new employee orientation checklist or the online new employee orientation program.

Last revised March 2025.

This handbook is a work in progress. If you have suggestions for improvement, please contact Human Resources.

All employees are responsible for reviewing and acknowledging understanding of the contents of this handbook. Existing employees should review and revisit the employee handbook on an annual basis.

For new employees accessing this handbook prior to their first day of employment, you may be unable to access some of the items referenced in this document. Please revisit this handbook within your first few days at Metro Vancouver to further familiarize yourself with the content.

Metro Vancouver is a dynamic organization and the contents of this handbook and our policies will change over time – it is each individual's responsibility to stay current and seek clarification if required.

Welcome from the CAO



To new employees joining the organization, it is my honour and pleasure to welcome you to the wonderful team at Metro Vancouver. To existing employees reviewing or revisiting this handbook, thank-you for your continued service and commitment to our organization and our region.

We have all chosen to work for an organization that makes a significant positive impact in our region, and the lives of over 3 million residents. I am delighted to say this is a very dedicated, knowledgeable, and enthusiastic team. At Metro Vancouver, we provide services and solutions that ensure the region is one of the most livable in the world. It's a role we take seriously, and we care deeply about the work we do. The Board Strategic Plan is a reflection of this dedication and focuses on the strategic directions, priorities, and vision for our organization.

In the months and years ahead, we will continue the excellent work in our utilities, and have a heightened focus on climate change, affordable housing, and our parks functions. We will also be executing an immense Capital Plan, that will require resources and efforts never seen before in our region – truly once in a lifetime projects. With all of the long-range planning work being undertaken in the organization, we are unifying these plans under a common Resilient Region Strategic Framework and are working to ensure the concepts of resiliency and social equity are embedded in all that we do. We have a tremendous amount of work to do – and also a tremendous opportunity.

Wherever you work – in a park, a treatment plant, a laboratory, an office, our watersheds, a works yard, housing complex, or in construction, each and every one of our employees plays a critical part in serving, guiding, and supporting our region. You should feel immensely proud of the work that you do because it is vital to the communities where we all live.

Metro Vancouver is cognizant of the significant public trust that is placed in us and we are committed to being accountable to the residents of the region. Understanding the work of our organization and working in accordance with our Corporate and Board policies is part of this shared responsibility. Please take your time in reviewing the contents of this handbook and referenced material, and bring forward any questions you may have to your manager.

My wish is that you have a rewarding and fulfilling career with our organization. We are grateful to have you as part of our team. The opportunity is yours to help shape our region – to shape a place people want to be, and the region that we love. Together, we make our region strong.

Sincerely,

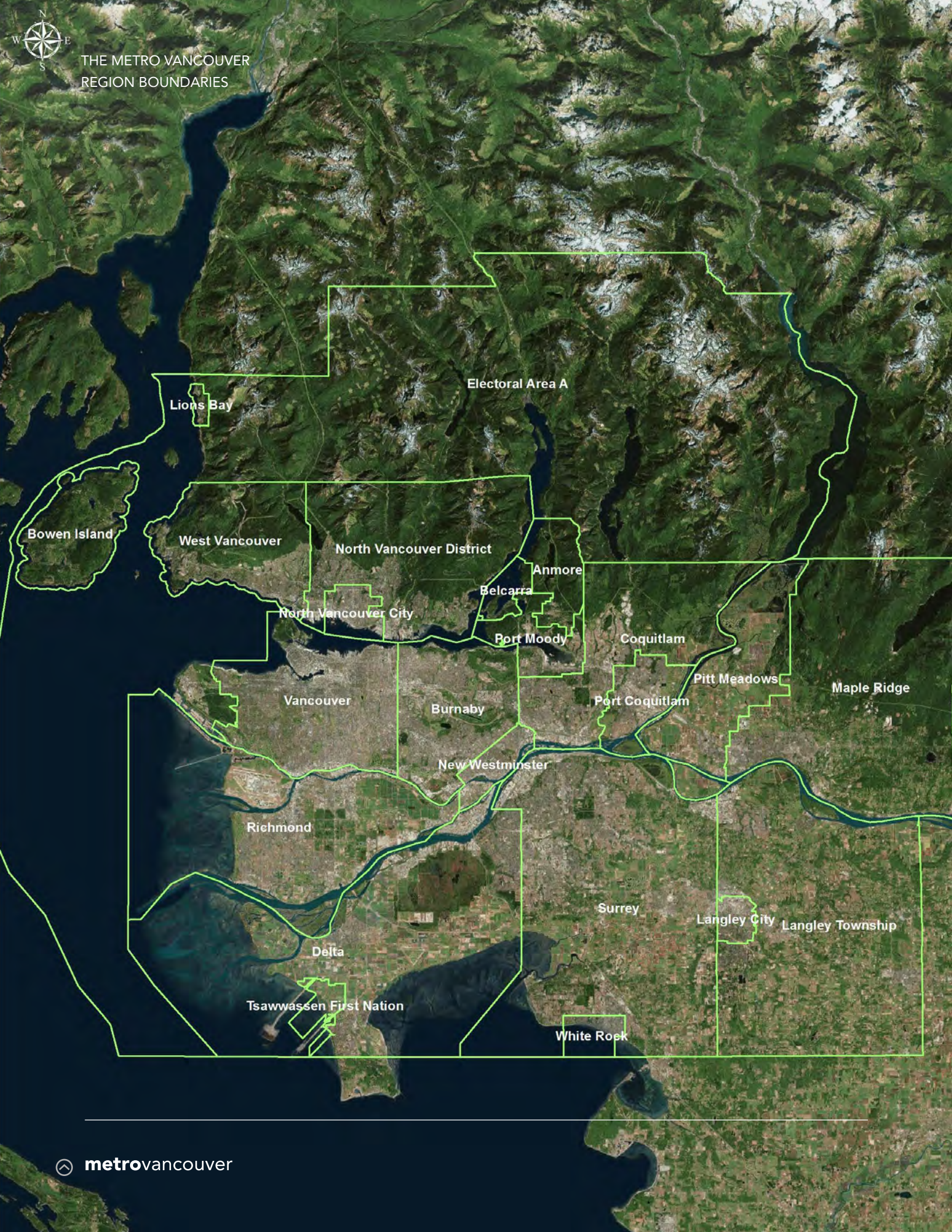
A handwritten signature in black ink, appearing to read 'J. Dobrowolny', with a stylized flourish at the end.

Jerry W. Dobrowolny, P.Eng, MBA

Commissioner/ Chief Administrative Officer



THE METRO VANCOUVER
REGION BOUNDARIES



About Metro Vancouver

The services and solutions we provide are the foundation of our region's economic, ecological and social health.

We don't stop. We don't close. Because if we don't turn up, people would notice.

Metro Vancouver's Key Services:

- Water
- Liquid Waste
- Solid Waste
- Regional Parks
- Housing
- Regional Planning
- Air Quality
- Local Government

Metro Vancouver is a federation of 21 municipalities, one electoral area and one treaty First Nation that collaboratively plans for and delivers regional-scale services like drinking water, wastewater treatment, and solid waste management. The regional district also regulates air quality, plans for urban growth, manages a regional parks system, acts as the local government for Electoral Area A, delivers economic development leadership services, and provides affordable housing. The regional district is governed by a Board of Directors, comprised of 41 elected officials appointed from local councils and one directly elected representative from Electoral Area A.

The regional district model allows municipalities, electoral areas and treaty First Nations to collaborate on infrastructure, service delivery, land use planning, and more, as needed by the region's communities. This way, local governments can pool their resources to take advantage of economies of scale and regional leverage. Metro Vancouver is BC's most populous and metropolitan regional district.

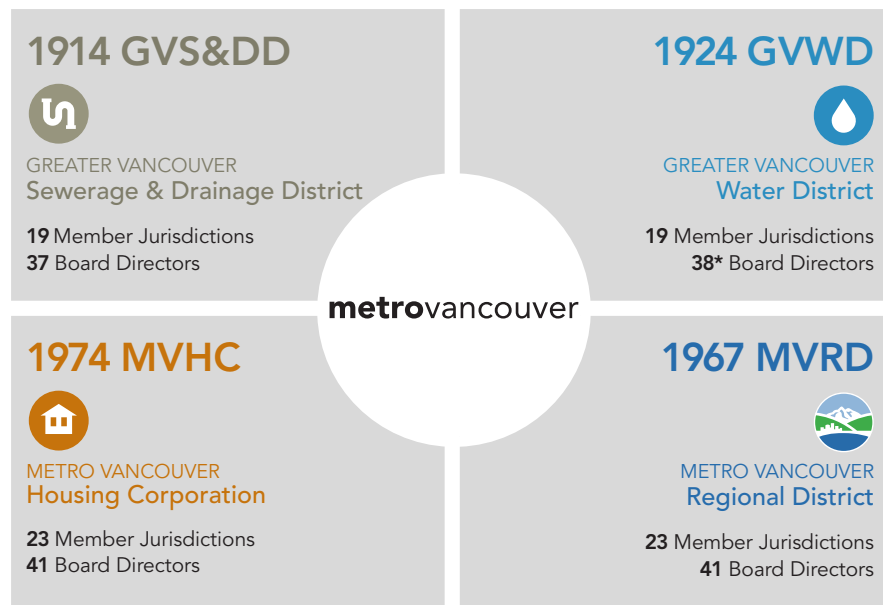
Resilience, sustainability, and livability is at the heart of all Metro Vancouver services, plans, and policies. This commitment is expressed both inside and outside the organization.

Beyond corporate initiatives, Metro Vancouver's policies, plans, and initiatives have contributed to BC's world-famous reputation as a green leader. As the provider of core utility services for over 3 million people, Metro Vancouver's decisions ripple through the community. In recent years we've made significant progress on improving recycling, reducing greenhouse gas emissions, conserving water region-wide, and much more.

Governance

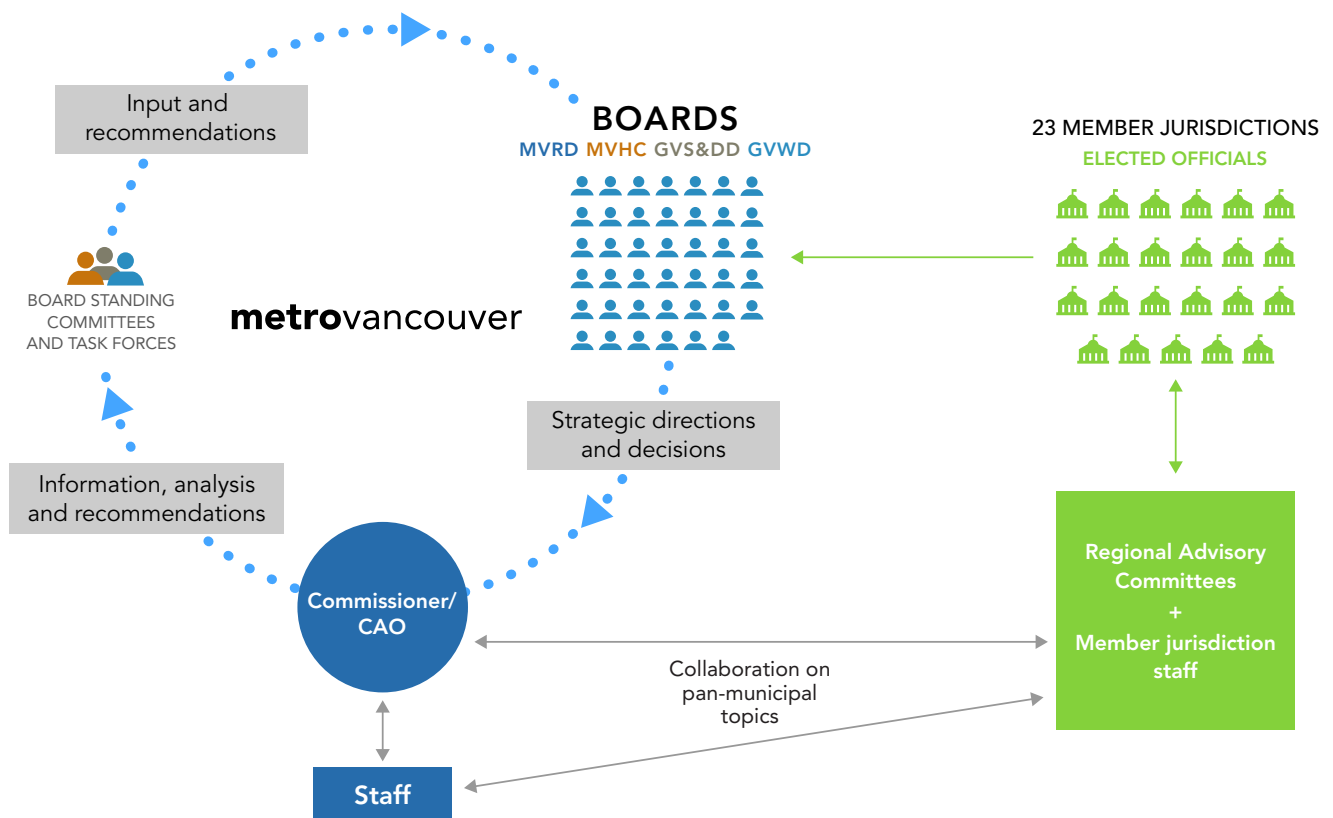
Metro Vancouver is a regional government that represents residents of the region under four separate legal entities:

- Metro Vancouver Regional District (MVRD)
- Greater Vancouver Water District (GWWD)
- Greater Vancouver Sewerage & Drainage District (GVS&DD)
- Metro Vancouver Housing Corporation (MVHC)



**Note, the GWWD Act specifies the director representing EAA is a member of the GWWD Board, but EAA is not a participant member of the service.*

Each entity is governed by a separate Board of Directors composed of elected representatives from the respective member jurisdictions who have chosen to participate in the provision of the service. As established in the Metro Vancouver Regional District's Letters Patent, the [numbers of directors and votes](#) are determined by resident populations of member jurisdictions. This ensures that as the population grows, the Board will continue to have proportional representation on behalf of the residents of the region.



The Board of Directors is the governing body for each Metro Vancouver entity and is informed by discussions and recommendations of its [Standing Committees](#). Metro Vancouver staff take Board direction on issues coming to the Board, as well as in defining and implementing plans and other initiatives. Staff prepare reports for Committees that are informed by research, data and analytical tools in addition to input from municipal staff, either directly or through advisory committees.

OLD CAPILANO INTAKE 1908

Then and Now

Metro Vancouver's History

Then

In 1886, Vancouver and Coquitlam Waterworks were founded.

The mission was clear: to find and deliver a good, reliable source of water for a growing population.

In 1887, the first sewer was built to carry away the region's drain water.

So began a series of investments: clean potable water and safe management of liquid wastes.

Now

Metro Vancouver extends from Lions Bay to Langley, with 21 municipalities, one electoral area, and one treaty First Nation.

Our range of services has expanded to match the growth and complexity of our region, to ensure we can adapt to changing conditions and to maintain the quality of life our residents expect.

We connect our 23 members so that we work as a federation. Together we provide the services and solutions that underlie a livable region.

METROTOWER III



Organizational Chart

Want to know who's who?

Jerry W. Dobrovolny

Commissioner / Chief Administrative Officer

Heather McNell, DEPUTY CAO, POLICY AND PLANNING

Regional Planning and Electoral Area Services

Metro Vancouver Housing

Invest Vancouver

Air Quality & Climate Action Services

Ravi Chhina, DEPUTY CAO, OPERATIONS

Regional Parks

Human Resources & Corporate Services

External Relations

Environmental Regulation & Enforcement

Jessica Beverley, CORPORATE SOLICITOR / GENERAL MANAGER

Legal Services & Indigenous Relations

Paul Henderson, GENERAL MANAGER

Solid Waste Services

Nick Kassam, GENERAL MANAGER

Procurement and Real Estate Services

Peter Navratil, GENERAL MANAGER

Liquid Waste Services

Cheryl Nelms, GENERAL MANAGER

Project Delivery

Marilyn Towill, GENERAL MANAGER

Water Services

Harji Varn, CHIEF FINANCIAL OFFICER / GENERAL MANAGER

Financial Services

Metro Vancouver Committee Structure

Metro Vancouver Committee Structure

METRO VANCOUVER BOARD

STANDING COMMITTEES – Elected Officials

Water

Liquid Waste

Zero Waste

Regional Parks

Regional Planning

Housing

Air Quality
and Climate

ADVISORY COMMITTEES – Regional Staff/Non-Elected Officials

RAAC

Regional
Administrators
Advisory Committee

RAAC
E-Comm 9-1-1
Sub-committee

MTAC

Municipal Technical
Advisory Committee on
Indigenous Relations

REAC

Regional Engineers
Advisory Committee

Solid Waste

Liquid Waste

Water

Geo-spatial
Reference

Climate Protection

Environmental Monitoring

Stormwater Interagency Liaison Group

RPAC

Regional Planning
Advisory Committee

Social Issues

Environment

Housing

Forecasting & Data

RPAC SUB-COMMITTEES

AAC*

Agricultural
Advisory Committee

* Membership is made
up of agricultural
sector representatives
that report directly to
the Regional Planning
Committee.

Metro Vancouver
Executive Staff / Functions

Jerry W. Dobrovlny
COMMISSIONER
CHIEF ADMINISTRATIVE OFFICER

Heather McNell
DEPUTY CAO POLICY AND PLANNING

METRO VANCOUVER HOUSING | REGIONAL PLANNING AND ELECTORAL AREA
SERVICES | INVEST VANCOUVER | AIR QUALITY & CLIMATE ACTION SERVICES

Ravi Chhina
DEPUTY CAO OPERATIONS

HR & CORPORATE SERVICES | REGIONAL PARKS | EXTERNAL RELATIONS
ENVIRONMENTAL REGULATION & ENFORCEMENT

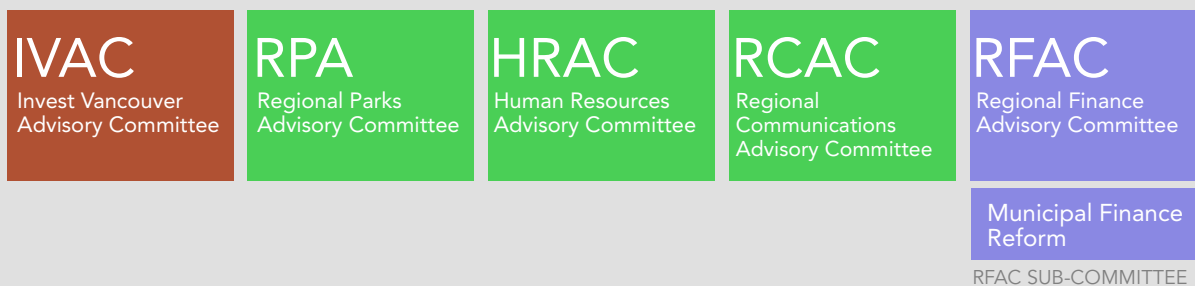
Metro Vancouver Committee Structure continued

METRO VANCOUVER BOARD

STANDING COMMITTEES – Elected Officials



ADVISORY COMMITTEES – Regional Staff/Non-Elected Officials



Community Engagement

Metro Vancouver undertakes ongoing engagement with its members, the public, other orders of government, and key stakeholders on Metro Vancouver processes, projects and initiatives. This engagement encourages information sharing and education, strengthens relationships, and where identified, informs decision-making.

Metro Vancouver Executive Staff / Functions

Paul Henderson

GENERAL MANAGER, SOLID WASTE SERVICES

Jessica Beverley

CORPORATE SOLICITOR / GENERAL MANAGER
LEGAL SERVICES AND INDIGENOUS RELATIONS

Peter Navratil

GENERAL MANAGER, LIQUID WASTE SERVICES

Nick Kassam

GENERAL MANAGER, PROCUREMENT & REAL ESTATE SERVICES

Marilyn Towill

GENERAL MANAGER, WATER SERVICES

Cheryl Nelms

GENERAL MANAGER, PROJECT DELIVERY

Harji Varn

CHIEF FINANCIAL OFFICER / GENERAL MANAGER
FINANCIAL SERVICES

PACIFIC SPIRIT REGIONAL PARK

Vision, Mission, and Roles

Vision, Mission, and Roles

Informed by the long-term planning underway at Metro Vancouver, the Board Strategic Plan anticipates important issues, such as: population growth, climate change, and the need to maintain and upgrade existing infrastructure.

Within the Board Strategic Plan, the strategic directions reflect the Board's priorities and their vision for the organization. The Board Strategic Plan can be accessed [here](#).

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

1. Serve as Regional Federation

Serve as the main political forum for discussion of significant community issues at the regional level, and facilitate the collaboration of members in delivering the services best provided at the regional level.

2. Deliver Core Services

Provide regional utility services related to drinking water, liquid waste, and solid waste to members. Provide regional services, including parks and affordable housing, directly to residents and act as the local government for Electoral Area A.

3. Plan for the Region

Carry out planning and regulatory responsibilities related to the three utility services as well as air quality and climate action, regional planning, regional parks, Electoral Area A, affordable housing, labour relations, regional economic prosperity, and regional emergency management.



This word cloud was generated based on the visioning exercise completed by participants of the Board strategic planning workshop.

Our Employees

Approximately 2,000 full-time and part-time employees work at Metro Vancouver across 20+ work sites located throughout the lower mainland.

Our employees are our greatest asset, and Metro Vancouver relies on the expertise of our employees to deliver services and solutions for a livable region. As an employee with Metro Vancouver, you'll find a diverse and forward thinking environment. You will collaborate with colleagues on challenging work and be encouraged to continually grow and enhance your skills and enjoy the region you're helping to build.



Our employees take pride in contributing to the infrastructure, services and big-picture planning that underline the livability, sustainability, and prosperity of BC's largest metropolitan area, serving over 3 million people every day.

Employees fall within three employee groups: Teamsters Union, Greater Vancouver Regional District Employees Union (GVRDEU), and Exempt.

Diversity, Equity and Inclusion

Metro Vancouver is a diverse region that serves the community through a wide-range of programs and services. As an employer, Metro Vancouver strives to embed diversity, equity and inclusion into all of our work. Our strategy for diversity, equity and inclusion focuses on a commitment to create a shared experience of impression and influences, acceptance, and accountability.

In 2021, Metro Vancouver launched the Diversity, Equity and Inclusion (DE&I) Initiative that included the development of a strategy through stakeholder engagement that outlines the DE&I vision, mission, strategic priorities, and guiding principles. Through cross-departmental collaboration, we are advancing our DE&I strategic priorities by taking action to foster an inclusive culture with a focus on awareness, education and partnerships. Some ongoing initiatives include guest speakers, communication campaigns, lunch and learns, and other inclusion experience events.

DE&I Vision: Metro Vancouver is a leader in diversity, equity and inclusion practices and an organization that embraces, celebrates, and empowers diversity. We are a workplace that fosters trust and safety where individuals have a sense of belonging and are encouraged to be their authentic selves.

DE&I Mission: Our mission is to be reflective of the region we serve and cultivate a diverse, safe, equitable and inclusive work environment for all. We adapt practices and behaviours to mitigate bias and promote innovative and forward-thinking policies, processes and programs.

DE&I Strategic Priorities

- 1. Inclusive Culture & Environment**
To foster a culture of inclusion and remove barriers to participation.
- 2. Diverse Partnerships & Programs**
To build diverse, inclusive and accessible programs and services.
- 3. Transformative Education & Awareness**
To broaden mindsets and advance important conversations.
- 4. Transparent Measuring & Reporting**
To inform decision making by assessing the progress of Diversity, Equity and Inclusion initiatives.

“Diversity” is the visible and invisible characteristics, values, beliefs, worldviews, and personal experiences that make individuals unique. These may include age, culture, education, ethnicity, indigeneity, language, race, religion, abilities, mental health, sex, gender identity, sexual orientation, socioeconomic status, political orientation and family status. These dimensions of identity may intersect and compound to create different experiences.

“Equity” is the promotion of justice and fairness and the removal of systemic barriers that may cause or aggravate discrepancies experienced by different groups of people. This can include the many dimensions of identity.

“Inclusion” is an ongoing commitment to remove barriers and provide opportunities to cultivate a respectful, fair, equitable, and transparent work culture. One that welcomes and embraces diversity, encourages different perspectives, provides a safe space for dialogue and supports each individual to feel valued and have a sense of belonging.

DE&I Guiding Principles

1. Individual Accountability and Shared Responsibility: We empower staff to share responsibility and accountability for promoting and supporting respect, inclusivity, mutual trust, equitable treatment, non-discrimination and diverse ideas.
2. Strong Leadership Commitment: We strive to establish a diverse and inclusive workplace, where leaders take personal responsibility in recognizing individual skills, competencies, strengths and diverse work approaches and styles. Leaders ensure diversity, equity and inclusion are embedded and practiced in their respective departments and throughout the organization as a whole.
3. Dedicated Support and Resources: We are committed to raising awareness and providing appropriate education and resources to promote diversity, equity and inclusion and ensure these principals are integrated throughout the organization.
4. Communication and Engagement: We are committed to ensuring there is ongoing, meaningful efforts to communicate diversity, equity and inclusion as critical components of the organization’s business strategy and organizational culture.

More information can be found on the Diversity, Equity & Inclusion intranet page.

Our Policies

Policies are approved by the executive management team or Board. Corporate and Board policies are maintained by Board & Information Services. A complete list of Corporate and Board policies is found on the intranet.

Employees must review and understand the following policies immediately upon commencing employment with Metro Vancouver as well as any other policies identified by their manager that are directly related to their role within the organization. Policies directly related to the employee's role will be identified on the New Employee Orientation Checklist that is reviewed with employees within their first few days with the organization:

- Employee Code of Ethics
- Respectful Workplace Policy
- Occupational Health & Safety Policy
- Information Technology Usage Policy
- Internet Usage Policy
- Electronic Mail Usage Policy
- Records & Document Management System Use
- Substance Use Policy
- Privacy Management Policy

Questions or concerns should be raised and discussed in a timely manner with management or the department assigned responsibility for the administration of the policy in question. Employees are responsible for remaining current on changes to existing policies and are encouraged to set up an alert on the policy list page so they receive automatic email notification when changes are made.

Guidelines for Conduct

Employee Code of Ethics

Employment in the public sector carries with it a special obligation of trust and responsibility. The Employee Code of Ethics Policy is meant to assist all employees in understanding and meeting this obligation. It is critical that employees seek guidance from their management team or Human Resources if they need clarification on expectations under this policy. The Employee Code of Ethics Policy covers a broad range of topics and is not intended to provide specifics for every circumstance.

Employees who are registrants of a professional association governed by the Professional Governance Act have additional expectations under Part four of the Employee Code of Ethics Policy.

Respectful Workplace

Metro Vancouver promotes and supports a work environment that is free from discrimination, personal harassment and bullying, and where all employees are treated with dignity and respect.

Our commitment to a respectful workplace is a shared responsibility. Every employee needs to take the necessary actions to foster an environment that is free from discrimination, personal harassment, and bullying. Each employee is accountable for behaving in a manner that is in accordance with the corporate Respectful Workplace Policy and each employee bears the responsibility to report if they observe discrimination, personal harassment, or bullying in the workplace. New employees are provided with training upon joining the organization.

An employee who believes they have experienced or witnessed personal harassment/bullying or discrimination has several avenues available to address the issue as detailed in the procedures section of the corporate Respectful Workplace Policy. Employees are welcome to seek guidance and assistance from their supervisor, General Manager, or Human Resources.

Relationships in the Workplace

Employee referrals can in some cases be an excellent source of talent; however, no advantage or disadvantage is provided to referred candidates. Metro Vancouver's Talent Acquisition processes and strategies are designed to ensure the most qualified candidate is hired for each available position.

Metro Vancouver employees must not in any way participate in, or influence, the hiring of an individual with whom they have a close personal relationship. Metro Vancouver will endeavor, wherever possible, to avoid hiring individuals who have a personal relationship into the same division, and never within the same direct or indirect reporting line.

In circumstances where a close personal relationship develops between two employees in a direct or indirect reporting line, or in other circumstances which may create a real or perceived conflict of interest, both employees must report the existence of the relationship without delay to their manager(s) and/or Human Resources. Anyone in doubt as to whether a close personal relationship constitutes a conflict of interest should err on the side of disclosure and seek the advice of their management team or Human Resources.

Substance Use

Metro Vancouver is committed to the safety and well-being of its employees and to providing a safe, healthy and productive workplace. Employees must ensure that their safety, and that of co-workers and others persons and property, is not adversely affected or negatively impacted due to the use or after-effects of any substances.

All employees are expected to report fit for work and unimpaired by the use or after-effects of any substance. An employee must not report for work or carry out or engage in Metro Vancouver business or activities or perform duties on behalf of Metro Vancouver if their ability to safely and effectively do so is impaired by the use or after-effects of any substance.

It is strictly prohibited for a worker to sell and/or distribute any substance, or possess any illegal substance, on Metro Vancouver premises.

Information Technology Usage

Metro Vancouver provides employees with access to a wide range of information and communication tools, such as telephones, voicemail, email, computers, and the internet. While these resources are reserved for the conduct of official Metro Vancouver business, some incidental use is allowed. Users are responsible for ensuring that their use of Metro Vancouver information and communication technology is appropriate and consistent with policies. Employees are not to use information and communication technology for any purpose which would reflect negatively on Metro Vancouver.

The use of computers, including internet access and email, is neither private nor confidential and may be monitored or recorded without notice to ensure network performance and adherence to the Information Technology Usage Policy.

Records & Document Management

All documents and records, created or received by employees in the course of their duties, are the property of Metro Vancouver and subject to its overall management and control, and must be stored in the system used to store, manage, locate, and retrieve electronic and physical objects unless otherwise authorized by the senior leadership team.

Dress Code

Metro Vancouver does not have a specific dress code policy, however all employees are expected to present a business-like appearance and dress in a manner that is appropriate to the conditions, location, and type of work being carried out. For further guidance on the expectations of your individual workgroup, be sure to connect with your supervisor and/or manager.

Scents/Odours

Metro Vancouver is committed to providing a safe and comfortable work environment for all employees and visitors because when everyone is healthy, we can all do our best work. Please be respectful of scents as some employees have allergies and/or serious reactions to them. Employees are expected to do their part and make a conscious effort to use scent free products and be mindful of the impacts of lingering odours from smoking and workout/biking clothing etc., and take the steps to mitigate this as required.

Attendance

We value the dedication and commitment our employees show in delivering on our mandate.

Metro Vancouver provides comprehensive support programs to promote employee wellness and early intervention strategies to assist employees.

Employees are expected to attend work on a regular and consistent basis. Employees who are unable to report to work as scheduled must comply with their department's reporting-in procedures and must maintain regular contact with their supervisor. Employee responsibilities also include: seeking/ following appropriate medical treatment, providing Metro Vancouver with the information needed to administer its benefit programs, and cooperating with Metro Vancouver's Return to Work and Accommodation process.

Media Relations

Metro Vancouver has a designated spokesperson model that guides responses to media requests for information and comment.

Metro Vancouver employees are to refer queries from news media to the Media Relations division of the External Relations Department. Employees are only authorized to speak to media at the request of the Media Relations team and when supported by their own General Manager.

Disclaimer: This handbook is intended to provide employees with a high level overview of Metro Vancouver and its various policies and expectations of employees. In addition to reviewing this handbook, it is important staff familiarize themselves with the policies referenced directly as well as any other Corporate or Board policies relevant to their work. For the most up to date iteration of Metro Vancouver policies, please visit the intranet.

Remote Work

Since March 2020, remote work has proven to be essential to the continuity of Metro Vancouver's operations, and has provided benefits to employees, organizations, communities, and our region. Where operationally feasible, remote work is anticipated to continue to play a role in the future of work at Metro Vancouver.

Remote work is a voluntary arrangement in which work is performed at a remote site for part of an employee's work week, and in which all requirements of the position continue to be fulfilled.

To help find balance and maintain critical in-person connection and ties to Metro Vancouver worksites, it is important to maintain a mix of both remote work and regular attendance at Metro Vancouver worksites, known as a hybrid work model.

There are numerous benefits to a hybrid work model: increased flexibility; increased collaboration (having hundreds of staff able to join together in one zoom meeting for example); and reduced commuter congestion and carbon emissions. There is also an important connection between remote work and effective space allocation.

For more information on Metro Vancouver remote work policies please visit the Remote Work intranet page. Employees who would like to be considered for a remote work arrangement should speak with their exempt supervisor to discuss the request and operational feasibility and must have an approved Remote Work Agreement, per the corporate Remote Work policy.

Your Health and Safety

Health and Safety In the Workplace

Metro Vancouver is committed to protecting the health and safety of our workers and ensuring compliance with all regulatory requirements. Our Safety Management System is in place to support each Metro Vancouver employee, supervisor, and manager as they work together to ensure Metro Vancouver is a place to work safely and effectively.

Our common commitment to ongoing improvement to workplace health and safety is what is needed for us all to go home safely at the end of each day.

As an employee, you are expected to:

- Always work safely
- Adhere to procedures and policies established for the safety of everyone
- Report all observed safety concerns that cannot be immediately corrected
- Encourage respect for workplace safety with your co-workers

In addition to the above, managers and supervisors are expected to:

- Develop and implement programs supportive of a safe workplace
- Provide workers with the tools, training and support that complement Metro Vancouver's safety initiatives
- Encourage and facilitate correction of safety concerns in a timely fashion
- Respond and work collaboratively to resolve safety concerns when brought to their attention

Safety Support and Resources

Safety is a joint commitment and we rely on active participation from our workers, management, Unions, and many joint health and safety committees.

Metro Vancouver also has a Corporate Safety Division with occupational health and safety professionals who help develop and maintain our Safety Management System and provide support to all departments in the implementation of our safety policies, standards, and procedures.

If you have concerns or suggestions regarding workplace health or safety, or if you need to report unsafe work practices or conditions, please contact your manager, supervisor, joint health and safety committee representative, or a member of the Corporate Safety team.

Communicable Disease Prevention Plan

Information related to Metro Vancouver's communicable disease prevention plan can be found on the Corporate Safety intranet page.

First Nations and Metro Vancouver's Role in Reconciliation

Local First Nations

Metro Vancouver is situated within the traditional territories of 10 local First Nations: those of [qíćáý \(Katzie\)](#), [q̓ʷá:ńłáń \(Kwantlen\)](#), [kʷíkʷə́łəm \(Kwikwetlem\)](#), [máthxwi \(Matsqui\)](#), [xʷməθkʷəy̓əm \(Musqueam\)](#), [qíqéyt \(Qayqayt\)](#), [Semiahmoo](#), [Skwxwú7mesh úxwumixw \(Squamish\)](#), [scə́waθən məsteyəxʷ \(Tsawwassen\)](#) and [səlilwətał \(Tsleil-Waututh\)](#). In addition, there are many other First Nations whose traditional territory extends to the region.

First Nations are rights-holders and have been stewarding and occupying these lands and waters since time immemorial. These rights are enshrined in, but do not originate from, [section 35 of the Canadian Constitution Act, 1982](#).

Each Nation is distinct in that each has its own set of governance structures, laws, protocols, cultures, interests, and traditions.

Metro Vancouver's role in reconciliation

As a public-serving entity that delivers critical regional infrastructure and regional plans, Metro Vancouver has an important role to play in reconciliation. Metro Vancouver is continuously reflecting, gaining awareness, and striving to ground its work in reconciliation through long-term positive and collaborative relationships with First Nations governments and communities. Learn more about Metro Vancouver's commitment to reconciliation [here](#). This commitment is an ongoing imperative that underpins all Metro Vancouver work.

Your individual role in reconciliation

Reconciliation is a continuing and shared responsibility across individuals, communities, and all orders of government, to be willingly engaged and actively repair relations between Indigenous and non-Indigenous peoples. Metro Vancouver encourages all staff and residents of the region to reflect on Canada's

Truth and Reconciliation Commission Calls to Action

and take action, while learning about the harmful legacy and ongoing implications of structural injustices. This will open pathways to reconciliation with Indigenous peoples to keep moving forward in a positive way. Individuals are further encouraged to familiarize themselves with the [United Nations Declaration on the Rights of Indigenous Peoples \(UNDRIP\)](#), which Canada endorsed in 2016.

Metro Vancouver's Indigenous Relations staff provide advice, support, and training to Metro Vancouver staff on Indigenous engagement, policies, First Nations' interests as well as issues of mutual interest.

Metro Vancouver Indigenous Relations Service

Metro Vancouver's Indigenous Relations service provides guidance, support, and training to Metro Vancouver staff to ensure that processes, projects, and plans take account of First Nations' rights and interests, and enhance collaboration. Provincial legislation, including British Columbia's [Declaration on the Rights of Indigenous Peoples Act \(DRIPA\)](#), increasingly emphasizes the importance of the affirmation of, and developing relationships with, Indigenous governing bodies.

Metro Vancouver Indigenous Relations staff send out a weekly newsletter with recent media coverage featuring Indigenous Relations matters. Employees can contact Indigenous Relations to subscribe.

Because all Metro Vancouver work may impact First Nations, it is important to contact Metro Vancouver Indigenous Relations staff at the beginning stages of any project, initiative, activity, or plan or if you have general questions about how to proceed with your work in a good way.

Employee Services

Payroll and Time Entry

Metro Vancouver's HR/Payroll System allows employees to manage their personal, payroll and benefits information as well as enter their time (e.g. sick leave or vacation days), review time and access pay statements.

Employees have a responsibility to enter their time in accordance with payroll guidelines and in a timely manner. Employees should speak to their supervisor or manager to understand the process for entering time within their individual workgroup.

All employees are paid on a bi-weekly basis by direct deposit to a financial institution of their choice.

Employee File/Access To Personal Information

Human Resources is responsible for maintaining an employee file for each employee. The information in the employee file is confidential and subject to protection under Freedom of Information and Protection of Privacy legislation.

You may request to view the contents of Metro Vancouver's file related to your personal information by contacting HR at least 24 hours in advance.

Should you require a confirmation of employment letter, please contact HR and provide at least 24 hours' notice.

Employee Information

Employees are responsible for updating any information that affects their employee record, benefits or payroll direct deposit, including:

- Change of address, telephone and emergency contact
- Change in financial institution

To change or update your information, log into the HR/Payroll system using your network ID and password, then click on 'Self Service', and then 'My Personal Information' to update your personal information. You can also change your direct deposit information ('Self Service>My Payroll and Compensation') and review your benefit plan enrolment ('Self Service/My Personal Information'>'Benefits Summary'). Please contact the Employee Benefits department in order to update additional information that may affect your benefits, such as a change to your beneficiaries or family status (marriage, children, etc).

Commuting and Parking

Metro Vancouver employees may work at various locations and sites across the region. At Head Office there are monthly and daily onsite paid parking options, and at most other sites across the region there is onsite parking for employees.

Metro Vancouver also has an Employer Transit Commuter Program which is available to Metro Vancouver employees who use public transit to travel to and from work. The program offers a reimbursable discount for all Compass products to eligible Metro Vancouver employees.

There are also facilities at Head Office for those employees that choose to bike to work. Full change room facilities, secured bike room storage, and day lockers are available for employee use. Please contact Building Operations to request access.

Electric Vehicle Charging Stations

Head Office employees who drive electric vehicles can utilize designated electric vehicle charging stations. Only electric vehicles that are actively charging are permitted to park in these designated stalls. Please contact Building Operations for detailed information.

Metro Vancouver's Multi-Faith Rooms

Metro Vancouver has two Multi-Faith rooms dedicated to prayer and observance of faith. The intention of these spaces is to be neutral and flexible, to ensure people from different faiths and spiritual backgrounds are comfortable using the rooms for their specific needs. The Multi-Faith rooms are accessible for use by Metro Vancouver employees before and after work hours and during break times normally available to them. For more information, please review the Multi-Faith Room Guidelines available on the intranet.

Metro Vancouver's Parent Room

Metro Vancouver's Parent room is a dedicated space for employees to feed their baby, express breast milk, or chest feed/nurse their baby in a private, clean, and comfortable space. This is an inclusive space to help support parents returning to work after having a baby. Metro Vancouver's Parent room is accessible for use by Metro Vancouver employees before and after work hours and during break times normally available to them. For more information, please review the Parent Room Guidelines available on the intranet.

Your Benefits

Health and welfare benefits are an important part of your compensation package.

Health and Welfare Benefits

Health and welfare benefits are available to eligible employees and may include extended health benefits, dental insurance, short-term disability insurance (STD), long-term disability insurance (LTD), group and voluntary life insurance, and accidental death and dismemberment insurance (AD&D). Eligibility for benefits is determined by employment group and status.

Full terms and conditions are available in the plan documentation and on our corporate intranet. In all cases, the carrier contract is the final authority on the availability of all benefits.

If you have questions regarding your eligibility and benefit entitlements, contact Employee Benefits in Human Resources, consult your collective agreement or visit the Benefits & Compensation on intranet page.

Following enrolment, it is important to promptly notify Employee Benefits of any changes to your list of dependents or beneficiaries.

For extended health benefit claims, online claim forms are available through the Pacific Blue Cross web-site. You can also register for a Member Profile account and submit e-claims for expenses for some services. Pacific Blue Cross also has a free mobile app for viewing coverage and submitting claims quickly and efficiently.

Employee & Family Assistance Program (EFAP)

The Employee & Family Assistance Program is a voluntary, confidential short-term counselling and advisory service that connects you and your eligible family members to an external network of professionals that can be contacted 24/7. This group of professionals includes psychologists, social workers, addiction and career counsellors, child and eldercare specialists, and legal and financial experts.

The cost of the service is paid by Metro Vancouver and as such, is available at no cost to you. If you have questions about this program, details can be found on the intranet.

For questions about employee benefits, contact Employee Benefits in Human Resources.

Corporate Wellness Programs

At Metro Vancouver, wellness is recognized as a dynamic process in which our employees have an opportunity to achieve their optimal “well-rounded” state, based on seven identified “areas of wellness”. These seven areas (physical, occupational, psychological, intellectual, environmental, economic, and social) guide the development of all our corporate wellness programs and initiatives.

Metro Vancouver is dedicated to employee health and wellness and offers numerous programs to all employees through its very own health and wellness program: MetroFit.

MetroFit is a comprehensive workplace wellness program available to all Metro Vancouver employees and offers:

- Fitness Centre Discount Program
- On-site fitness facilities
- Shift work wellness and safety workshops
- Lunch and Learns on various wellness topics
- Flu Shot Program
- Sponsorship for teams and groups that encourage health and wellness for participating employees
- Health & Wellness Challenges
- Wellness Clinics

Pension Plan

Eligible employees participate in the BC Municipal Pension Plan.

Further information regarding the pension plan and enrolment guidelines are available from Human Resources or the Pension Corporation website at pensionsbc.ca

Metro Vancouver Leadership Competencies

All Metro Vancouver employees embody leadership in their unique roles, whether they are leading oneself, programs, projects, services, people, or other leaders. To foster success and excellence, Metro Vancouver has six leadership competencies that serve as the foundation of effective leadership across all levels, empowering employees to make meaningful contributions and drive the region's success.



Accountability

Takes responsibility for meeting commitments, delivering results, and achieving outcomes while demonstrating integrity and personal ownership.



Adaptability

Proactively instigates, embraces, and responds to change and uncertainty, remaining agile and resilient in a continuously evolving environment.



Building and Nurturing Relationships

Cultivates professional working relationships founded on trust, mutual respect, collaboration, and teamwork.



Communication

Communicates clearly and effectively, ensuring mutual understanding through active listening and two-way dialogue.



Continuous Learning

Demonstrates a growth mindset with a commitment to further developing one's knowledge, skills, and abilities.



Strategic Thinking and Action

Strategically and critically analyzes complex situations, thinking broadly and logically to develop and implement well-informed decisions.

Metro Vancouver Leadership Competencies in Action

Accountability 	<ul style="list-style-type: none"> • Takes Responsibility: Owns actions and outcomes; acknowledges and learns from mistakes. • Embodies Integrity: Maintains honesty, transparency, and ethics in all actions, decisions, and interactions. • Seeks Diverse Perspectives: Recognizes and values different perspectives to drive performance. • Meets Commitments: Consistently fulfills tasks, promises, and obligations. • Delivers Results: Ensures tasks and assignments are completed efficiently, effectively, and with fiscal responsibility.
Adaptability 	<ul style="list-style-type: none"> • Embraces Change: Welcomes new challenges with positivity and actively seeks continuous improvement and innovation opportunities. • Remains Agile: Remains flexible and quickly adapts to shifting circumstances, expectations, and requirements. • Demonstrates Resilience: Maintains effectiveness under pressure and recovers quickly from setbacks. • Adjusts Approach: Anticipates change and modifies approach by adjusting strategies and plans as situations evolve.
Building and Nurturing Relationships 	<ul style="list-style-type: none"> • Develops Trust: Shows respect, empathy, and consideration for others. • Fosters Inclusion: Creates psychologically safe spaces that value each individual's unique perspectives and foster an environment of belongingness where everyone can contribute fully. • Collaborates: Actively seeks and builds collaborative relationships and partnerships. • Creates Common Understanding: Bridges diverse perspectives and aligns others around shared goals and values. • Manages Conflict: Navigates and resolves conflicts by addressing issues promptly, fairly, and constructively.
Communication 	<ul style="list-style-type: none"> • Uses Clear Messaging: Tells a clear and concise story by connecting messages to the "why". • Facilitates Dialogue: Uses active listening to engage in open two-way conversations based on empathy and mutual respect. • Ensures Understanding: Confirms that messages are received and understood as intended. • Adapts Approach: Adjusts communication style and approach to fit the context, situation, and audience.
Continuous Learning 	<ul style="list-style-type: none"> • Builds Self-Awareness: Assesses personal strengths and weaknesses through self-reflection and feedback. • Embraces a Growth Mindset: Values learning and views experiences as an opportunity to develop. • Pursues Professional Development: Seeks formal and informal learning opportunities to expand knowledge, skills, and abilities; applies these learnings. • Shares Knowledge: Actively supports the growth and development of others through knowledge and information sharing.
Strategic Thinking and Action 	<ul style="list-style-type: none"> • Thinks Broadly: Considers the bigger picture context; assesses long-term impacts of decisions and actions. • Analyzes Situations: Considers multiple perspectives; leverages data, research, and evidence to evaluate complex situations critically. • Organizational and Political Acuity: Understands and navigates the dynamics of the formal structures and informal networks. • Acts Decisively: Balances the short-term needs with long-term goals to initiate action that drives strategic goals and priorities forward.

Employee Development

Metro Vancouver's success depends on the knowledge and skills of our people. You'll grow as a result of your involvement in meaningful, diverse and innovative work. You'll learn from the extensive opportunities we provide for you to thrive in your personal, technical and career development. Program details and application processes can be found on the Career Development & Training intranet page.

Training and Development

Metro Vancouver's Employee Development and Training team works to ensure the organization's workforce is equipped with the competencies, skills and abilities required, and implements employee development activities and educational offerings to meet identified needs and objectives. Subject to the approval of their managers, employees are invited to register for in-house courses outlined in the annual training calendar.

In addition to in-house training programs, employees may also be subsidized for external courses and programs related to their current position, subject to manager approval.

Corporate Development Fund

The Corporate Development Fund (CDF) is designed to support the education and growth of regular, full-time Metro Vancouver employees outside of their current field of expertise. There are two CDF application categories, each funded to a maximum amount:

- Technical, trade, and job-related skills training programs are funded at 100%
- Programs leading to a college diploma, certification, degree, or professional accreditation are funded at 50%.

Mentorship Program

Each year, volunteers are recruited and applications are received for the Mentorship Program. The Employee Development and Training team then selects 20 mentees from the pool of interested candidates and closely matches them with an experienced employee who acts as their mentor throughout the structured 12-month program and beyond. This program provides mutual benefits for both mentors and mentees. Mentors have developed leadership skills and gained a personal sense of satisfaction from knowing that they have helped someone. Mentees have expanded their knowledge and skills, gained valuable advice from more experienced colleagues, and built their professional networks.

Leadership and Supervisory Development Programs

Metro Vancouver's Leadership & Supervisory Development Programs consist of three program levels; Supervisory Development Program Level 1, Supervisory Development Program Level 2, and Leadership Development. These programs help develop and grow some of our best internal talent and build the competencies of our future senior leaders.

Career Development Counselling

The Employee Development and Training team in Human Resources offers career development counselling for employees who hope to progress or pursue different work opportunities within Metro Vancouver. Employees seeking counselling assistance can contact the Employee Development and Training team in Human Resources to set up an appointment to discuss their interests.

Engineer-In-Training Program

The Engineer-In-Training Program is a supportive learning environment and structured program that encourages an EIT to thrive in their career development. A formal part of the Engineer-In-Training Program is the Mentoring Partnerships Program, in which Professional Engineers mentor EITs through the course of their four-year program.

Apprenticeship Program

Metro Vancouver's Apprenticeship Training Program provides an opportunity for talent within the organization to progress through integrated practical and classroom learning experiences and become certified tradespersons in the following trades: carpenter, industrial mechanic, industrial instrument mechanic, industrial electrician, welder, heavy duty equipment technician, steamfitter.

Employment Opportunities

Metro Vancouver supports employees in the development and pursuit of their career objectives. Employees are encouraged to apply for advertised employment opportunities within Metro Vancouver. Eligibility and priority for consideration may be restricted by collective agreement and/or position qualifications.

Current job opportunities can be viewed and applied to, from work or home, by accessing the HR/Payroll system, and selecting 'Careers' from the 'Self Service' page.

Advocates for Women in STTEM (AWSTTEM)

The Advocates for Women in STTEM (Science, Technology, Trades, Engineering, and Mathematics) group strives to advocate for women's advancement in STTEM roles by creating connections, promoting communication, and building a supportive environment for women to succeed. This group meets regularly and is always welcoming new members.

Emerging Professionals Group

The Emerging Professionals Group is a network of emerging professionals focused on connecting, supporting, and developing relationships across the organization.

The group provides an environment with structured time and space to discuss personal and professional futures in a safe, relaxed and friendly setting.

Continuing Education for Members of Professional Associations

Employees may be a member of a Professional Association which requires them to achieve a minimum number of continuing education hours each year. Metro Vancouver is supportive of employees achieving their continuing education hours where this is a requirement of their role, and the Corporate Training & Development Policy outlines the support available.

For Professional Registrants of Engineers & Geoscientists British Columbia (EGBC), as a firm regulated by EGBC Metro Vancouver has further outlined Continuing Education processes. Information can be found on the Career Development and Training intranet page.

Internationally Trained Engineers Program

The Internationally Trained Engineers Program provides up to one year of engineering experience within Metro Vancouver, to support an internationally trained engineer's professional engineer application with EGBC, by providing engineering experience that may be used to demonstrate the Canadian work environment competencies outlined by EGBC.

Canadian Work Experience Program

The Canadian Work Experience program supports Metro Vancouver's efforts to take meaningful action to further the organization's goals around diversity, equity and inclusion. This program provides work assignments to new immigrant professionals and is intended to complement Metro Vancouver's existing Internationally Trained Engineers program to provide internationally trained professionals that are new to Canada with a low barrier opportunity to gain their first Canadian work experience. Opportunities through this program help counter unemployment and underemployment for Canadian newcomers, and help bridge the gap between a candidate's international education and professional experience, and finding meaningful employment in Canada. The program also serves to strengthen the local labour market and reduce systemic challenges faced by newcomers to Canada.

Toastmasters

Metro Vancouver sponsors a Toastmasters club called "Speakers of the House" for employees to improve their public speaking and leadership skills. The club meets regularly and through practice and constructive feedback, provides an opportunity to develop communication and leadership skills. The club welcomes new members. More information can be found on the Toastmasters intranet page.

Employee Recognition

We value our employees. The Corporate Employee Recognition Program recognizes employees for their contributions, dedication, and commitment to the organization.

Service Milestones

Employee service recognition is celebrated for continuous service at the following increments: 10, 15, 20, 25, 30, 35 and 40 years of service.

Retirement Recognition

This is an important milestone for an employee and a great opportunity for Metro Vancouver to celebrate their contributions. Supervisors play an important part in making the retirement recognition event memorable by either hosting a staff gathering or taking the employee and their co-workers for lunch. A corporate retirement gift is also presented to the employee (the value of which is determined by the length of continuous service).

Workplace Contributions

We encourage a corporate culture that recognizes collaboration through the building of relationships and achieving divisional, departmental and corporate goals. Supervisors recognize teams for outstanding contribution in areas such as business transformation, technical expertise, community connections, customer service, innovation and improvements, exceeding safety standards, leadership, and teamwork.

National and International Awards

Certain departmental or personal achievements are acknowledged by the Metro Vancouver Board areas such as:

- Service Excellence
- Environmental Leadership
- Engineering Excellence
- Design Excellence
- Resources Management
- Safety Leadership
- Innovation

Community Connections

Employee Communications

Want to know what's happening at Metro Vancouver?

Visit our News Stories on the main page of the intranet that are regularly updated.

Post in the Buzz Box. The Buzz Box is our very own "Twitter Feed" and a great place for employees to upload information and photos of their work sites, work groups, projects, and more. It is also a peer-to-peer recognition forum that allows employees to post thank you notes, recognize staff contributions, and share unique information from various work sites. The Buzz Box is also used to celebrate and raise awareness of cultural events and holidays that are representative of our diverse organization and region.

Check out the What's Happening section on the intranet homepage – it contains up-to-date information about upcoming initiatives and events such as information sessions, health and wellness initiatives, and training opportunities.

Your Metro Vancouver email will also provide you with additional employee communications, such as the monthly Corporate Safety newsletter, the periodic CyberNews newsletter, policy information and updates from the Board and Information Services department, and communications from our CAO and senior leadership team.

Community Team

Metro Vancouver's Community Team supports employee charitable activities that have a positive impact on the community and provide opportunities to strengthen the Metro Vancouver employee community. This program is employee driven and provides financial sponsorship for fundraising events for local charities.

Participating in community team events is a great opportunity to give back to the various communities where many Metro Vancouver employees live. If you have an idea for a charitable event, further information can be found on the Community Team intranet page.

Workplace Events

Metro Vancouver supports many annual and ad-hoc corporate and community workplace events. Some of the events Metro Vancouver has supported throughout the years include the Vancouver Sun Run, Metro Vancouver Children's Holiday party, The Metro Vancouver annual holiday party, BC Children's Hospital Jeans Day, Pink Shirt Day, Orange Shirt Day, the United Way campaign, and the CANstruction design and build competition.



Metro Vancouver is a federation of 21 municipalities, one electoral area and one treaty First Nation that collaboratively plans for and delivers regional-scale services in the greater Vancouver region of British Columbia. Its core services are drinking water, wastewater treatment and solid waste management. Metro Vancouver also provides affordable housing, regulates air quality, plans for urban growth and manages a regional parks system.

www.metrovancouver.org