

# Welcome to VCC



**A handbook for Vancouver  
Community College employees**



# Table of Contents

This guide, when viewed electronically, contains many useful web links.

You may click on a page number below, to go directly to a section in the guide.

About Vancouver Community College .....	3
A brief history of VCC .....	3
VCC's campuses .....	4
Vancouver Community College — Broadway campus .....	4
Vancouver Community College — Downtown campus .....	5
Vancouver Community College — Annacis Island campus (AIC) .....	5
VCC's Employee Groups .....	6
Canadian Union of Public Employees (CUPE) — Local 4627 .....	6
Vancouver Community College Faculty Association (VCCFA) .....	6
Association of VCC Administrators (AVCCA) .....	6
VCC's Schools And Centres .....	7
For the employee .....	7
Important Policies .....	7
myVCC .....	7
Extras: Perks, Services and Benefits of Working at VCC .....	8
More VCC Info (Alphabetical) .....	9
Aboriginal Education & Services .....	9
Assessment Centre .....	9
Bookstore .....	9
Continuing Studies .....	10
Counselling and Program Advising .....	10
Courier services (local, national and international) .....	10
Print Services .....	11
Employee and Family Assistance Program (EFAP) .....	12
Employee ID card / VCC photo ID .....	12
Employee newsletter — Digest .....	12
Facilities Management .....	13
Financial Aid .....	13
Financial Services .....	13
Fire Procedures .....	14
First Aid — Emergency ext. 4444 .....	15
Food Services .....	15
Group Health Benefits & Insurance .....	16
Human Resources .....	16

Information Technology (IT) Helpdesk .....	17
Institutional Research.....	18
Interpreting and Braille Services (IBS) .....	18
Keys — (through Facilities Management) .....	19
Laundry .....	19
Learning Centre .....	19
Library .....	20
Mailroom.....	20
Marketing and Communications.....	20
Occupational Health & Safety and WorkSafe BC .....	21
Paper and Printer & Copier Toner (through Facilities Management).....	21
Parking .....	22
Procurement.....	22
Registrar's Office.....	22
Room Bookings.....	22
Security .....	23
Services for Students with Disabilities .....	23
Smoking .....	23
Students' Union.....	24
VCC Alumni Relations.....	24
VCC Foundation.....	24
<b>Basic glossary of acronyms used at VCC.....</b>	<b>25</b>

# About Vancouver Community College

## A BRIEF HISTORY OF VCC

Vancouver Community College, formerly Vancouver City College (VCC), was established in 1965 by bringing together the Vancouver Vocational Institute (1949), the Vancouver School of Art (1925), the Vancouver School Board's Night School Program (1909), and the King Edward Senior Matriculation and Continuing Education Centre (1962).

Growing with startling speed, the King Edward Centre proved so inadequate to contain the requirements of the academic areas that a new campus was built at Langara and opened in October 1970. However, the old King Edward site was not vacant for long; it soon housed the fifth division of the college – the Special Programs Division, then known as the King Edward campus.

A college Council was established as the governing body in December of 1970. Administrative services were provided by the Vancouver School Board until the spring of 1973, when the college agreed to separate from the Vancouver School Board and established its own Regional Offices. These went into operation on November 18, 1974.

On November 23, 1978, in accordance with the provisions of the college and Provincial Institutes Act, Vancouver Community College was designated by Order-in-Council. This gave the college a corporate life completely separate from the School Board, permitting the college Board to authorize land holdings, borrowings and other activities attendant to a corporation.

In April 1994, Langara campus separated from Vancouver Community College to become Langara College. VCC has three campuses: the Broadway campus on East Broadway and the Downtown campus at Dunsmuir and Hamilton, the Annacis Island campus on Annacis Island, as well as three dozen satellite locations.

The College Board oversees the business of the college.

## VCC'S CAMPUSES

### Vancouver Community College — Broadway campus

*(formerly called the King Edward campus)*

Broadway campus has the longest tradition of post-secondary education in British Columbia. It was named after King Edward VII, the reigning head of the state of Great Britain and the Dominion of Canada at the beginning of this century.

The Broadway campus was established in 1904 as Vancouver's second high school. It also served as a centre for McGill University and was a forerunner of the University of British Columbia.

Further academic and vocational programs and courses for adults were introduced in the 1920s. By 1962, the Broadway campus was fully committed to Adult Education.

In 1965, Broadway campus became part of Vancouver City College linking up with the Vancouver School of Arts and Vancouver Vocational Institute. The college separated from the Vancouver School Board in 1974 and became Vancouver Community College. In 1983, the Broadway campus moved from its original location at 12<sup>th</sup> and Oak to 1155 East Broadway in the heart of Mount Pleasant.

The Broadway campus, opened a 125,000 square foot facility (referred to as “building B”) in January 2009. The new building included state-of-the-art health care labs and classrooms and environmentally friendly building system features. Major infrastructure improvements are underway in the older section of the campus, which is referred to as “building A”.

#### **Broadway campus**

1155 East Broadway, Vancouver, B.C., V5T 4V5

Phone: **604.871.7000**

[Broadway campus floor maps](#)



# Welcome to VCC

## **Vancouver Community College — Downtown campus**

*(formerly City Centre campus)*

Formerly the Vancouver Vocational Institute, VCC's Downtown campus opened in 1949 in response to a growing awareness of the need for practical, technical and vocational training.

The campus consists of three buildings joined together by a mezzanine area. The Pender Street building (4 floors) had the Cambie/Dunsmuir building, (5 floors) added. The Dunsmuir/Hamilton tower was completed giving the campus nine more floors of classroom and office space.

The growth of the Downtown campus has been evident in all areas of operation. Through the years it has grown considerably while changing to meet the public demand. New programs continue to be added to meet new employment demands, and courses are constantly revised and expanded to reflect the continuous changes in business and industry.

### **Downtown campus**

250 West Pender Street, Vancouver, B.C. V6B 1S9

Phone: **604.871.7000**

[Downtown campus floor maps](#)

## **Vancouver Community College — Annacis Island campus (AIC)**

In September 2014, VCC, in partnership with the BC Institute of Technology (BCIT), opened its Motive Power Centre on Annacis Island, a space for VCC's Heavy Duty Commercial Transport program. This is a 142,000-square feet state-of-the-art training facility. The facility was funded by Ministry of Advanced Education, who provided \$4.5 million in one-time funding to cover moving and transition costs.

### **Annacis Island campus**

1608 Cliveden Avenue, Delta, B.C. V3M 6P1

Phone: **604.871.7000**



## VCC'S EMPLOYEE GROUPS

VCC employs approximately 1,600 people who support approximately 22,000 students located at three urban campuses and three dozen satellite locations. The college has two bargaining units: the VCC Faculty Association (VCCFA) and the Canadian Union of Public Employees (CUPE). There are four employee groups: Faculty (49%), Support Staff (33%), Continuing Studies (12%), and Administration (6%) (Institutional Accountability Plan and Report).

### **Canadian Union of Public Employees (CUPE) — Local 4627**

CUPE Local 4627—Vancouver Community College Employees Union is the bargaining unit which represents the support staff at Vancouver Community College. Positions in this group range widely and include positions such as: Accounting, Admissions, Bookstore, Office and Student Record Clerks, Instructional and Library Assistants, and IT Analysts.

CUPE Local 4627 c/o Vancouver Community College

1155 East Broadway, Vancouver, B.C. V5T 4V5

Phone: **604.871.7000, ext. 7043**

Broadway campus, room 3004 / Downtown campus, room 113E

### **Vancouver Community College Faculty Association (VCCFA)**

The Vancouver Community College Faculty Association (VCCFA) is the bargaining unit for faculty members at VCC. Instructors, Counsellors, Librarians, Instructional Associates, Department Heads, Assistant Department Heads and Coordinators belong to VCCFA. The VCCFA has mailboxes in the mailrooms at both the Broadway and Downtown campuses.

VCCFA

#401 - 402 West Pender Street, Vancouver B.C. V6B 1T6

Phone: **604.688.6210** | Fax: 604-688-6219 | Email: [info@vccfa.ca](mailto:info@vccfa.ca)

### **Association of VCC Administrators (AVCCA)**

Administrators of VCC have a strong identification with the Management team and positions vary from Administrative Assistants to Vice Presidents. Administrators belong to an Association, referred to as AVCCA. The Association assists with communication among the group and arranges various social functions. Further questions about AVCCA can be directed to the President of the AVCCA, **ext. 7011**.



# Welcome to VCC

## VCC'S SCHOOLS AND CENTRES

VCC's schools and centres offer a broad range of courses and programs. It's best to review the [Program Area](#) information on [vcc.ca](http://vcc.ca), for the most up-to-date information.

[The Centre for Instructional Development](#) (CID) advances teaching and learning by cultivating faculty development and growth, providing teaching assistance, encouraging innovation in applied pedagogies, supporting technologies that enhance the teaching and learning process, promoting the study of teaching, and learning and guiding program renewal.

[The School of Instructor Education](#) (SIE) offers programs, courses, and workshops for those interested in becoming professional adult educators and trainers. The two main programs taught are the Provincial Instructor Diploma and Certificate in Online/eLearning Instruction.

New faculty are strongly encouraged to explore the services provided by CID and SIE.

## For the employee

### IMPORTANT POLICIES

As a new employee of the college you are expected to understand [VCC Policies](#). Please be sure to familiarize yourself especially with policies relevant to your role.

#### **Online learning modules are available for [these policies](#):**

- A.3.1 Prevention of Harassment, Discrimination, and Bullying
- A.3.6 Standards of Employee Conduct & Conflict of Interest
- A.3.3 Freedom of Information and Protection of Privacy Act (FOIPPA)

☒ To complete this training, please go to [myVCC / Human Resources / Respectful Workplace Training](#). This training should be completed within your first three months of employment.

### MYVCC

[myVCC](#) is the college's intranet and online community for students and employees. Log into [myVCC.ca](http://myVCC.ca) with your VCC network name and password. Throughout this guide, there are many links to information contained in myVCC. You need to log into myVCC for these links to work.

☒ Please take some time to explore the information on myVCC. Most of VCC's service departments, like Human Resources, Marketing and Communications, IT, etc. have a lot of information as well as tools and templates on myVCC.

#### **Some features you will find particularly useful:**

[Employee directory / telephone directory](#)

Search for employees by name (search directory tab) or view who is in a department (directory tab).

[My services / pay cheque and personal information](#)

Confirm and update your personal contact information and emergency contacts (personal information).  
View your pay cheque information and leave balances (employee information and services).

☒ The first time you access the site, you will use your default password (your birth date: mm/dd/yy).



## EXTRAS: PERKS, SERVICES AND BENEFITS OF WORKING AT VCC

### On-campus services

Many of VCC's programs require students to train in local businesses or facilities to gain very important practical skills. A number of these are located on-campus. The college community and the general public are encouraged to take advantage of the reduced costs and enjoy the enthusiasm of student-operated services.

Please see [Food Services](#) for a full list of culinary options available.

#### VCC Salon and Spa (Downtown campus)

Indulge in a full range of salon and spa services, provided by VCC students, in VCC's beautifully renovated facility.

Monday to Friday..... 9 a.m. – 4 p.m.

Hairstyling: [ext. 8332 / 8333](#)

Esthetics: [ext. 8334](#)

#### Automotive Repair (Broadway campus)

Repair work is available to employees and the general public. This is an important part of the training for VCC students specializing in automotive collision and refinishing as well as the automotive technician program. Since work is done by students under supervision, employees should expect a longer repair time for their vehicle. For more information about these services call [ext. 7416](#).

#### McGregor Childcare Centre

Has been providing quality care to children under 5 years old, for more than 30 years. Priority enrolment is given to VCC students and staff. Located in building B at the Broadway campus, the non-profit organization is staffed by certified professional childcare workers. For more information on space availability: Phone: [778.783.5147](#) | email: [mcmgregorccs@outlook.com](mailto:mcmgregorccs@outlook.com)

#### Music Events

One of the benefits of having a School of Music is the opportunity to hear students and faculty practice their craft. Watch for posters, emails or notices in for information about upcoming events.

#### Computer Loans

Employees are encouraged to stay up-to-date with the latest technological advances. An interest-free loan to a maximum of \$2400 is available to all permanent employees. Payments will be conveniently deducted automatically from pay cheques for up to 18 months. Contact the Manager of Financial Services at [ext. 7112](#) for more information.

## More VCC Info (Alphabetical)

### Aboriginal Education & Services

VCC seeks to increase the participation and success rates of Aboriginal learners. There are Aboriginal advisors available at the Broadway and Downtown campuses who provide friendly, helpful, one-stop student support services in a safe, relaxed atmosphere.

### Assessment Centre

The Assessment Centre offers a variety of assessments to help place students into VCC's courses and programs. These assessments are not examinations; but are a way to determine a student's current educational level. Assessment results may be used in a variety of ways; for entry into educational upgrading programs, to meet specific prerequisites for college programs or as an alternative to school transcripts for admission into courses or programs. Assessments of English as a Second Language, Reading, Writing, Math and Keyboarding are offered. Here is a video recognizing the Assessment Centre's contributions, as a past VCC Excellence Award recipient.

The Assessment Centre is located at the Broadway campus.

### Hours of Operation

Monday, Tuesday & Thursday..... 9 a.m. – 4 p.m.  
Wednesday..... 1 p.m. – 7 p.m.  
Friday..... Closed  
Phone: **ext. 7093**

### Bookstore

The Bookstore provides the college community with the best possible resources and materials.

#### Broadway campus

The Broadway bookstore is located at the ground level of building "B" (directly opposite the VCC parking lot and VCC/Clark Skytrain station). The bookstore carries required books and supplies for college programs, college apparel and insignia gifts, stationery, required supplies, greeting cards, calendars, diaries, batteries, candy and postage stamps.

Phone: **ext. 5033**

#### Downtown campus

The Downtown bookstore is inside our Downtown campus near the Dunsmuir/Hamilton entrance. The bookstore carries required books and supplies and is the official supplier of VCC's Culinary Arts knife kit and Baking and Pastry Arts baking kit. There is also a wide range of chef knives, garnishing tools and baking equipment.

Phone: **ext. 8363**

## Continuing Studies & Contract Training

The Centre for Continuing Studies (CCS) at VCC's Downtown campus serves over 16,000 registrants each year in our 1,200 course offerings. Courses are offered year round, primarily in the evenings and on weekends. CCS offers approximately 40 certificate programs in areas as diverse as Art and Design, Counselling, Business, Computer, Legal, Health, Languages, Interpreting, Early Childhood and TESOL. The majority of students are mature, working adults who recognize the importance of career advancement, career change and professional development.

Also, CCS works with employers to provide customized training. A full array of services is available to business and industry including needs assessment, development and delivery of training and follow-up evaluation. The office is located at the Downtown campus.

A complete listing and description of CCS courses is contained in the CCS calendar which is published three times per year — August, December, March — and is available throughout the college.

Phone: **ext. 8484**

## Counselling and Program Advising

Professional counsellors, advisors, and support staff are committed to working with students to help make their experience at VCC successful. VCC Counselling provides the following services:

- detailed program information
- group information sessions
- course and program advising
- confidential and free academic, career, personal, and crisis counselling
- services for students with disabilities
- career resource center on both campuses
- referrals to community resources
- community liaison
- peer Helper program

Your input helps us to anticipate changing needs and adjust our services to meet them. If you have any questions about referring students to a counsellor please call:

**Counselling Broadway **ext. 7204** | Counselling Downtown **ext. 8512****

## Courier services (local, national and international)

Courier services are handled by the Receiving department. Receiving ships local, national, and international packages.

With your package, be sure to provide your account code and contact details (name, local, and email address) as well as the ship to address and telephone number and specify when the package needs to be received by, so that Receiving can determine the service level required.

Departments that frequently ship locally may have their own local courier accounts. Check with your department's administrator.

**Receiving Broadway **ext. 7399** | Receiving Downtown **ext. 8584****



## Print Services

The Print Services Department provides printing services for instructors and staff within the college. The department is located at the back of the bookstore on Level G of Building B at the Broadway Campus.

Print Services jobs must be submitted with a "Print Services Requisition Form" which is available at any campus mailroom or your department office. Forms can also be obtained at the Print Services Department office. Enclose the form with the originals ("hard copy") and send via interoffice mail to "Print Services" - or drop off directly to our office. Make sure to enter the "Charge Account Number" on the form and DO NOT separate the yellow or pink copy from the requisition. Jobs can also be sent via e-mail as an attachment to [printservices@vcc.ca](mailto:printservices@vcc.ca). Besides your originals, you must also fill out and attach the online requisition form. This form is available on the shared "I" or "J" drives on any college computer. (Computer>"J" drive>Common>Print Services) If you plan to send work from home you should make a copy of the online form and save it to your home computer or device. When using digital originals, MS Word or PDF format is preferred.

Jobs should take on average one to two days to complete from date received - longer for larger volumes, extra finishing and complex programming. Please give as much lead time as possible. Since Downtown jobs are printed at Broadway there may be a small delay in transport.

You can pick up completed work at the Broadway campus from Print Services on the due date or sooner between 10:00am to 4:00pm. The Downtown campus has pickup shelves in their Receiving department but in general the Downtown receivers will deliver printed jobs to individual departments. If work has not been received downtown please check with the receivers before calling the department. Deliveries to Downtown are made at 9:15 a.m. and 1:45 p.m. each day from Broadway.

## Hours of Operation

Monday to Friday..... 10 a.m. – 4 p.m.

Office: ext. 7402 or shop: ext. 7403 or email at [printservices@vcc.ca](mailto:printservices@vcc.ca).

## **Employee and Family Assistance Program (EFAP)**

The Employee and Family Assistance Program (EFAP) is a confidential and voluntary support service that can help you take the first step towards change.

Offering expert information and immediate support resources to help with work, health and life challenges, the EFAP provides both short-term clinical counselling and work/life support to eligible employees and their dependent family members, at no cost to users.

There is no pre-set limit to the number of counselling or work/life consultations employees can access, however in cases where the counsellor determines an employee's difficulties may be of a long-standing or chronic nature, referrals to external providers will be provided.

Access your services and resources by calling [1 844 880-9142](tel:18448809142) or visiting the Morneau-Shepell website / [www.worklifehome.com](http://www.worklifehome.com).

## **Employee ID card / VCC photo ID**

☒ Obtain your photo ID card from the Registrar's Office at either campus. You will need to provide your Banner ID number to obtain this. Your photo ID card also serves as your library card. For the safety and security of all college members you should wear your employee ID badge at all times.

## **Employee newsletter — Digest**

The Digest is VCC's weekly electronic newsletter and main employee communications tool. All employees should read the Digest to stay updated with news and events at the college. It is published by the Marketing and Communications department and is distributed via email, usually on Tuesdays. If you or your department have news to share, contact [digest@vcc.ca](mailto:digest@vcc.ca).

## Facilities Management

VCC's Facilities Management department provides a wide range of services. Information is on myVCC and is also found under separate sections in this handbook. Facilities coordinates things like:

- building maintenance
- carpentry
- copier supplies and paper and envelopes
- furniture requests & repair
- janitorial services (BSW)
- key and access card requests
- moving services
- pest control issues
- power outages
- room/furniture set-ups
- signage
- temperature adjustments
- waste management

Requests to Facilities should be submitted on a Facilities Service Request (FSR) form, found on myVCC. Visit the Frequently Asked Questions for answers to questions you may have.

Urgent facilities service requests: Phone: **ext. 8555**

Urgent after hours requests: Phone: BWY Security: **604.889.4136** / DTN Security: **604.816.7973**

## Financial Aid

Financial Aid offers assistance to students through a variety of financial assistance sources: VCC awards and scholarships; bursaries; adult upgrading grant; Canadian apprentice loan; StudentAid BC, and other external scholarships and bursaries. The offices are located on the 4<sup>th</sup> floor of the Broadway campus and the 1<sup>st</sup> floor of the Downtown campus in the Registrar's office. For more information visit Financial Aid.

## Financial Services

The Financial Services department includes: budgeting, financial reporting, contracts, accounts receivable, payroll, accounts payable, cashiers, and procurement. The department is located at the Broadway campus, 5<sup>th</sup> floor, building A.

### Budgeting

This office develops the college-wide budget. They are also available for assistance in preparing budgets and are responsible for the review of non-base-funded contracts within the college. They also coordinate the compilation of the college-wide capital budget. Budgeting can answer questions about your department budget, help develop contract proposals, and help in costing items.

Phone: **ext. 7103 / 7124 / 7115**

### Financial Reporting

This office is responsible for financial reporting for both internal and external use.

Phone: **ext. 7015**

### Contracts

This office helps to develop and assist in preparing budgets for contract proposals and help in costing items. In addition, they also review the final financial reports submitted at the end of the contract.

Phone: **ext. 7103 / 7124**

### Accounts Receivable

Accounts Receivable bill clients for services (e.g. contracts) based on "Billing Requests" from the department. Accounts Receivable also monitors and collects the college's receivables.

Phone: **ext. 7117**

### Payroll

This office pays salaries and processes benefits for all employees of the college.

Phone: **ext. 7112**

### Accounts Payable

This office pays all vendor invoices, cheque requisitions, and student refunds. Normally, the cheque runs are done each Thursday however the schedule may vary for statutory holidays or college closures. Deadline for submission is Tuesday noon.

Phone: **ext. 7015**

### Fire Procedures

#### In the event of a fire alarm:

Proceed to evacuate the building immediately.

- If safe to do so, **turn off** any open flames or equipment you are using.
- Move to the door and walk to the closest fire exit or stairway. **Do not use the elevator.** The last person in the group should close all doors behind them as they move to and through any doorway.
- Evacuate outside and away from the building.
- Remain with your class or co-workers. Do not re-enter the building until the "All Clear" is given: **3 short rings.**
- If a person cannot negotiate stairs, someone must remain with them in a designated refuge area and report the location to the Fire Safety Director or Deputy. For more information about emergency procedures please review the [Fire Safety System](#) and the [Security & Risk Management](#) pages of myVCC.



## First Aid — Emergency ext. 4444

First Aid treatment is available during campus operating hours through VCC Security. If you get injured or have an accident at work, this must be reported to First Aid. Even if your injury does not require medical aid, you are encouraged to report this to First Aid, in case in the future you require WorkSafe BC coverage.

**For First Aid Emergencies call ext. 4444 from any campus help phone or 911.**

## Food Services

### Broadway campus

The Quizine Kitchen is Broadway campus' student run cafeteria. It's located on level 2 of building A. The food is prepared and served by students from VCC's International Culinary Arts program. The entrees change daily and are available from 11:15 a.m. to 2 p.m.; with grab & go items available all day.

Monday to Thursday ..... 7 a.m. – 7:00 p.m.

*(summer hours may vary)*

### Downtown campus

The Downtown campus Cafeteria is located on the 3<sup>rd</sup> floor of the building. VCC's Culinary Arts students prepare all meals.

Monday to Friday ..... 7 a.m. – 7:00 p.m.

*(summer hours may vary)*

### Hot meal service is available at the following times:

Breakfast: 7:15 a.m. to 8:30 a.m. / Lunch: 11:30 a.m. to 1:00 p.m.

**In addition, the Downtown campus offers the following specialty services:**

### Asian Culinary Arts

#### Hours of Operation

Monday to Friday ..... 11 a.m. – 1 p.m.

*(months of year may vary)*

### Seiffert Market

Offers daily fresh items from students in our Baking and Pastry Arts program, as well as packaged items from students in our Culinary Arts program.

Monday to Friday ..... 10:15 a.m. – 5:15 p.m.

**Food Service hours are subject to change.**

### JJ's Restaurant

This restaurant is the pride of Culinary Arts. The students prepare and serve the meals in this restaurant as part of the twelve-month program. The Friday evening buffet is extremely popular and a must to try. The restaurant also features a private dining room for functions.

For reservations, please call **604.443.8479**.

### The Bistro —The campus Cafe

The Hospitality Management students run this restaurant. This restaurant does not operate year round so please call ahead for dates and times. For reservations, please call **604.443.8352**.

### **Catering**

Catering is available at both campuses for internal functions. Please call **604.871.7000** and ask to speak to the catering coordinator for more information.

**Vending Services** are also available in the main foyer and the cafeteria.

### **Group Health Benefits & Insurance**

Upon hire or when eligible, new employees receive the appropriate benefit enrolment forms and plan information from Human Resources (HR). Enrolment forms should be completed and returned to HR. You can expect to receive your benefit's card (for extended health and dental) from the Payroll department, approximately three weeks after submitting your enrolment forms.

Benefits information, including [VCC's benefits booklets](#) and [frequently asked questions](#) is available on the [Employee Benefits](#) section of myVCC.

Questions regarding your group health benefits (MSP, extended health, dental) and insurance (life, AD&D, short-term disability, and long-term disability) should be directed to an HR Associate.

Phone: **ext. 7384 / 7396 / 7010**

### **Human Resources**

The main Human Resources (HR) department is located at the Broadway campus on the 5<sup>th</sup> floor. Human Resources provides support and leadership to employees a wide range of areas including:

- labour and employee relations and collective bargaining
- conditions of employment for all employee groups
- staffing and Recruitment
- compensation and benefits
- performance management
- professional and career development
- attendance and disability management
- policy interpretation
- issues related to harassment and discrimination, conflict of interest and freedom of information.

Visit the [HR page](#) on myVCC for lots of information including commonly used HR forms, benefits information, [organization charts](#) and more.

## Information Technology (IT) Helpdesk

IT provides services to all divisions of the college. These services are provided by teams of information technology specialists located at both Broadway and Downtown campuses. The **IT Help Desk** is the first point of contact for all user inquiries and service requests.

**IT HELP DESK:** ext. 8700 | [helpdesk@vcc.ca](mailto:helpdesk@vcc.ca)

The main service areas of IT are:

**Desktop Services** – This team is responsible for providing desktop hardware and software support as well as end user consulting on the best use of technology.

**Network & Telecommunication Services** – This team is responsible for the infrastructure which covers server and data network management and support including wide area network connectivity, Internet access, backup and recovery, servers and storage systems, network security and telephone systems.

**Application Services** – This team provides project management, business analysis and programming for VCC departments' line-of-business application systems. The largest systems used at VCC are Banner, Moodle and Virtua. **Banner** provides support for business functions in the Registrar's Office, Human Resources department, and Finance department, and is used by many VCC staff. **Moodle** is the learning management system which provides online courses for students. **Virtua** supports the VCC Library's business functions, including cataloguing, circulation and acquisitions, amongst others.

Additionally, support is provided for other specialized departmental line-of-business applications such as the Bookstore systems and Web-enabled self-serve systems.

**Classroom Technology and Audio Visual Services** – This team is responsible for the management, support and delivery of classroom technology and audio visual equipment at VCC.

### Helpdesk Hours of Operation

#### September to June

Monday - Thursday.....	7:30 a.m. – 8 p.m.
Friday.....	7:30 a.m. – 4:30 p.m.
Saturday .....	8:30 a.m. – 4 p.m.
Saturday (long weekends).....	<b>CLOSED</b>
Sunday and holidays .....	<b>CLOSED</b>

### Helpdesk Hours of Operation

#### July and August

Monday to Thursday.....	7:30 a.m. – 6 p.m.
Friday.....	7:30 a.m. – 4:30 p.m.
Saturday .....	<b>CLOSED</b>
Saturday (long weekends).....	<b>CLOSED</b>
Sunday and holidays .....	<b>CLOSED</b>

For more information, visit [IT's myVCC page](#).

## Institutional Research

Institutional Research's (IR) mandate is to:

- Provide analytic, statistical and research support to the college community.
- Provide quality college information products and initiate research for development, planning, and review.
- Be responsible for the collection, analysis, interpretation and dissemination of accurate information, in compliance with government reporting requirements, and in doing so provide leadership in the management of data as a strategic resource.
- Provide direction and support in strategic planning.

### The scope of work includes:

- facilitation of planning processes
- support to performance evaluation and appraisal processes for faculty and administrators
- support to program and service review process
- audited enrolment reporting (FTEs)
- publication of regular information products
- data warehouse initiative and decision support systems initiatives
- statistics Canada reports
- graduate student outcomes reporting
- key performance Indicators and other accountability reports
- space utilization reports
- single and cyclical research requests including surveys, planning support, environmental scans, research design

For contacts and further information visit IR's page.

## Interpreting

**Myth:** Sign language interpreters at VCC are here to “help” Deaf students.

**Reality:** Sign language interpreters facilitate communication between Deaf students and non-Deaf students, faculty, staff and administrators at VCC who do not know sign language. We are here for all consumers, not just Deaf students.

### Consumers

Hearing faculty, staff, and administrators as well as Deaf, hard of hearing, and Deaf-Blind students.

### Services

Sign language/English interpretation (including American Sign Language) as well as oral interpretation.

Phone: **ext. 7089 / 8583 / 8644**

## Keys — (through Facilities Management)

A Key Requisition Form must be completed and forwarded to Security for keys to be issued. Each key is individually numbered and identified under your name. You are responsible for returning keys to Security when transferred to a different department or when your employment ends. Keys issued are non-transferable. Obtain your VCC ID badge before picking keys up from Security.

## Laundry

VCC's laundry includes uniform and exchange for VCC's School of Health Sciences (Dental programs), School of Hospitality Management and Transportation Trades. The department also supplies linens and special request items for all college functions. This is coordinated through catering.

Monday to Thursday..... 7 a.m. – 2:30 p.m.

Phone: **ext. 8570**

## Learning Centre

The Learning Centre is a tutoring centre, available at both campuses, for VCC students. It is staffed by professional tutors who can help with study skills, English, math, science and resumes related to VCC courses/programs. Tutoring focuses on helping students with learning strategies and resources to review and practice concepts that have been introduced in class. The Learning Centre services include small group and one-on-one tutoring and workshops. The Centre also has a wide variety of self-study resources both in print and online, as well as reference books and audio tapes.

### Broadway campus

Monday to Thursday:..... 9 a.m. – 6 p.m.

Friday..... 9 a.m. – 4 p.m.

Phone: **ext. 7219**

### Downtown campus

Monday to Thursday:..... 9 a.m. – 6 p.m.

Friday..... 9 a.m. – 5 p.m.

Phone: **ext. 8607**

## Library

The VCC Library is dedicated to provide excellent service to all users irrespective of ability and education. Information about the library is contained in the [VCC Employee Library Guide](#) and on the [Library website www.library.vcc.ca](http://www.library.vcc.ca).

The library provides a wide range of services and materials such as:

- library instruction sessions that teach research skills to promote independent learning
- a librarian to liaise with instructional departments
- advice regarding copyright clearance and Access Copyright licenses for classroom use of materials
- intercampus and interlibrary loans
- a reserve collection for textbooks and journal articles required by your students
- videos, DVDs, audiotapes for classroom or individual use
- remote access to the library catalogue, electronic resources and a wide range of full text journal databases

All new faculty are encouraged to contact their liaison librarian to plan library research skills instruction and course assignments for students. Liaison Librarians can also assist you in selecting library resources to meet curriculum needs. **Your VCC ID badge is your library card.**

## Mailroom

The Broadway campus [mailroom](#) is located on level 1 in room 1534 where internal as well as external mail is picked up, distributed or mailed out. The Downtown campus mailroom is located on the 2nd floor Administration area. VCC also provides a courier service whereby internal mail is exchanged between the campuses twice daily.

## Marketing and Communications

The Marketing and Communications department supports student recruitment, fosters strong public and stakeholder relations, provides internal college communications and works to enhance the overall visibility of VCC.

The department's work includes maintenance of the college website – [www.vcc.ca](http://www.vcc.ca) – regular advertising, publication of a weekly internal college newsletter, engaging with student prospects through mainstream and social media, and publishing marketing materials such as the Continuing Studies flyer and annual Community Report.

Further information about the department's services, can be found on [myVCC.ca / Service / Marketing](http://myVCC.ca/Service/Marketing).

Here there is information about: templates, photography, style guides and VCC Logo's, the Digest e-newsletter, social media, and contact information (each Marketing Officer has a portfolio of schools and departments they support).

## Occupational Health & Safety and WorkSafe BC

VCC's committed to providing a safe and healthy work environment. This commitment means that we will:

- provide a safe and healthy workplace and working conditions for all, including employees, students, contractors, and visitors
- comply with all relevant legislation and industry standards
- provide adequate resources to aid employees in fulfilling their responsibilities
- conduct investigations and implement effective corrective actions
- assist employees with successfully returning to work after an injury or illness
- provide ongoing safety training to all employees.

### **You are expected to:**

Cooperate with the Occupational Health & Safety Coordinator, WorkSafe BC prevention officers, Joint Health Safety Committee, and any other person carrying out occupational health and safety duties and

- learn and follow safe work procedures
- report hazards and risks to their supervisor
- use protective equipment
- perform work in a safe manner.

The Occupational Health & Safety (OHS) Coordinator develops and administers the safety programs, addresses safety concerns, conducts accident investigations and advises on corrective actions.

The Joint Occupational Health and Safety Committee meets on a monthly basis to discuss safety and health concerns and ensure WorkSafe BC (WBC) Regulations are being met. For more information about the committee, contact the OHS Coordinator in the HR department.

As an employee of the college, you are covered by the Workers' Compensation Act. If you are injured during the course of your work you are required to report the incident to your supervisor, the OHS Coordinator or the Disability Specialist as the incident may have to be reported to Worksafe BC.

Phone: OHS Coordinator **ext. 7478** / Health & Disability Specialist **ext. 7137**

## **Paper and Printer & Copier Toner (through Facilities Management)**

Paper and printer & copier toner is provided through the Receiving Department. Printer and copier toner cartridges are recycled through the Receiving department. Here's the [VCC Supplies Order Form](#).

Receiving Broadway: **ext. 7399** Receiving Downtown: **ext. 8584**



## Parking

### Broadway campus

Parking at the Broadway campus is done on a “pay by stall” system. Tickets can be purchased from the dispensers located in the parking lots. All lots are open to both employees and students.

### Downtown campus

To park at or in the area of the Downtown campus, employees are required to join the “Parking Pool”. Contact the Facilities Department at ext. 8456 for detailed information on costs and lot availability. Refer to the [Parking Policy](#) for more information.

## Procurement

Purchasing’s role with VCC is to procure goods and services required by campus departments. Requisitions are sent to Procurement outlining what is required. Procurement then negotiates the best value and places an order for the goods/services that are needed. Some types of supplies and equipment have been standardized to obtain maximum dollar value and continuity within the college. If you need to order goods or services, contact Procurement for guidance.

Phone: **ext. 7106 / 7101 / 7102 / 7104**

## Registrar’s Office

In an average year, the [Registrar’s office](#) staff delivers services to about 22,000 students and processes about 140,000 registrations into 160 programs and 2,600 courses. Services provide include:

- produces the VCC electronic calendar available at [www.vcc.ca](http://www.vcc.ca) .
- processes applications for admissions to programs
- provides information about courses, programs, fees and class times
- processes changes to students’ names, addresses and phone numbers
- registers students into courses and programs
- processes course and program withdrawals
- maintains students’ academic records i.e. transcripts
- finalizes credentials e.g. diplomas and graduation
- handles appeals of applications and grades
- manages the graduation ceremonies

For the [hours of operation](#), please check those posted on [www.vcc.ca](http://www.vcc.ca).

## Room Bookings

All room bookings including meeting rooms, classrooms, and auditoriums are made through Room Bookings. Room Bookings also handles all enquiries from outside agencies regarding room and table rentals. All room booking requests should be submitted via the online [Room Bookings Form](#), available on myVCC. Questions about room bookings should be directed to [roombooking@vcc.ca](mailto:roombooking@vcc.ca) / **ext. 8483**.

## Security

Campus Security operates 24 hours a day, 7 days a week for your protection and service. Security attends to first aid on each campus.

### Broadway campus

Building B, level 2, phone: **ext. 7335**

### Downtown campus

Main concourse, phone: **ext. 8361**

For emergency assistance, call **4444**. If a crime occurs on campus or a person requires the assistance of the police, call 911.

## Services for Students with Disabilities

The college takes access seriously and is committed to providing assistance and support services to students with disabilities. Some students are in specialized programs, while others are enrolled in regular programs. For more information about this area, please review [About Disability Services](#). If you have questions please contact:

### Broadway campus, level 4, room 4019

Monday, Tuesday, Thursday and Friday: ..... 9 a.m. – 4 p.m.

Wednesday ..... 12 – 7 p.m.

Phone: **604.871.7204**

### Downtown campus, level 1, room 101

Monday to Friday ..... 9 a.m. – 4 p.m.

Phone: **604.443.8512**

Email: [counselling@vcc.ca](mailto:counselling@vcc.ca)

## Smoking

VCC is committed to providing a smoke free environment to employees and learners. To minimize smoke from entering buildings, smoking is restricted to designated smoking areas.

### **Broadway campus designated smoking areas:**

- Level 4 — along the railing overlooking the campus and under the overhang behind the vending machines from the corner of the building to the bike racks.
- Level 2 — cafeteria balcony and patio.
- Level 1 — all areas on the North side of the campus with the exception of a 30-meter buffer around the daycare, receiving, back entrance, centre walkway and the entire trades parking area.

### **Downtown campus designated smoking areas:**

- The alcove on Hamilton Street behind the Learning Centre.
- All areas on the Cambie side of the building with the exception of a 30-meter buffer around each main Cambie Street exit.

## Students' Union

The Students' Union of Vancouver Community College is made up of VCC students from all campuses. The Union is administered by elected student directors and its unionized staff.

The Students' Union provides representation, advocacy, campaigns and services for their members. These include on campus social and political events and services such as discounts on public transit and travel. The Union also distributes a members' handbook and day planner which can be obtained by college staff if they require more information on the Union.

The Union also provides service to students who feel they have been treated unfairly by the college. This includes aiding students with grievance policy, grade appeals policy and other policy matters within the college.

### Broadway Students' Union Space

Room 2662 (building A)

Phone: **604.871.7146** | Fax 604.871.7149

### Downtown Students' Union Office

Room 358 (above the coffee barista)

Phone: **604.443.8467** | Fax 604.443.8397

## VCC Alumni Relations

The office of VCC Alumni Relations serves alumni, current students and the college through fostering an ongoing relationship between the college and alumni. Events, reunions, newsletters, awards, student affairs, benefits and services provide alumni with opportunities for networking, involvement and support. Graduates of VCC are automatically members of our network of graduates.

The Alumni office appreciates hearing about the success of students.

Contact them at [alumni@vcc.ca](mailto:alumni@vcc.ca) | Phone: **ext. 7067**

## VCC Foundation

In 1983 the VCC Foundation was established to raise funds and attract support for the college in the form of scholarships, bursaries, equipment and facilities. Each year the Foundation provides monies for students in financial need, awards to recognize academic achievement and equipment for technology. VCC Foundation is also supporting the college's expansion efforts to implement its *Vision for the Future*, an exciting plan to add and renovate facilities to improve programs and student learning.

Since its inception the Foundation has raised over \$8 million for endowment funds. The donations have come from corporations, individuals, foundations, service groups, associations, and special events. They also can help departments seeking funding for special initiatives. Contact them at [give@vcc.ca](mailto:give@vcc.ca).



## Basic glossary of acronyms used at VCC

ABE .....	Adult Basic Education <i>(a type of adult upgrading program offered at Broadway campus)</i>
ABT .....	Applied Business Technology
ACCC .....	Association of Canadian Community colleges <i>(now called Colleges and Institutes Canada)</i>
ACCT .....	Association of Community college Trustees <i>(an international association for Board members)</i>
ASE .....	Adult Special Education
AVCCA .....	Association of VCC Administrators
AVED .....	Ministry of Advanced Education
BCATT .....	B.C. Association of Trades & Technology Administrators
BCCIE .....	B.C. Centre for International Education
BCCAT .....	British Columbia Council on Admissions and Transfers
BCOU .....	British Columbia Open University <i>(located at University college of the Cariboo, became Thompson Rivers University in April, 2005)</i>
BCCP .....	British Columbia college Presidents
BCLA .....	British Columbia Library Association
BC TEAL .....	Association of British Columbia Teachers of English as an Additional Language <i>(a professional organization for ESL teaching professionals)</i>
CACE .....	Community & Career Education
CASS .....	See ITS
CBIE .....	Canadian Bureau for International Education <i>(VCC people play a leadership role)</i>
CCA .....	College and Career Access
CCS .....	Centre for Continuing Studies <i>(one of the four basic operating units/divisions/centers of the college)</i>
CD .....	Curriculum Development
CEO .....	Chief Executive Officer <i>(VCC's President)</i>
CF .....	College Foundations
CFS .....	Canadian Federation of Students
CGPA .....	Cumulative Grade Point Average
CICan .....	Colleges and Institutes Canada <i>(the national, voluntary membership organization representing publicly supported colleges, institutes, cegeps and polytechnics in Canada and internationally)</i>

CIDA.....	Canadian International Development Agency (Federal funder of international development activity)
CIEC.....	Canadian Immigration and Employment Commission
CPE.....	College Preparatory English
CPSLD.....	Council for Post-Secondary Library Directors
CS.....	Contract Services
CTC.....	Career Technical Centre
CTM.....	Contract Training & Marketing
CUPE.....	Canadian Union of Public Employees ( <u>CUPE 4627</u> is the union representing all support staff at VCC)
DL.....	Distributed Learning
DTN.....	Downtown campus (formerly known as City Centre campus)
DWH.....	Data Warehouse (centralized location for provincial student information)
ECE.....	Early Childhood Education (a VCC program)
EDCO.....	Education Council
EEAW.....	Employment & Educational Access for Women
EIC.....	Employment and Immigration Canada
ELA.....	English Language Assessment
ELS.....	English Language Skills
ELSA.....	English Language Services for Adults
ELTT.....	Entry Level Trades Training
ERIC.....	<u>Educational Resources Information Centre</u> (an online library of education research and information sponsored by the Institute of Education Sciences of the US department of Education)
ESL.....	English as a Second Language
FTE.....	Full-time equivalent
FOIPOP.....	Freedom of Information & Protection of Privacy (legislation)
FPSE.....	Federation of Post-Secondary Educators of B.C. (formerly: CIEA, college Institute Educators' Association of B.C.)
GED.....	General Education Development
GPA.....	Grade Point Average (the format in which student grades are expressed)
HR.....	Human Resources

HS/RCA .....	Home Support/Resident Care Attendant
IA .....	Instructional Associate and/or Instructional Assistant
IIG .....	Institute of Indigenous Government
IRA .....	Instructors' with Responsibility Allowance (at VCC this includes department leaders, instructional associates, and coordinator I & II's)
ITA .....	Industry Training Authority
ITS .....	Information Technology Specialist (formerly CASS)
KNOW .....	The Knowledge Network of the West (communications agency sub-unit of the OLA)
KPI .....	Key Performance Indicator
LPN .....	Licensed Practical Nursing
MIS .....	Management Information System (Banner is VCC's student and employee MIS)
MOA .....	Medical Office Assistant
NBF .....	Non Base Funding (an operating capital of the college)
NELI .....	National Executive Leadership Institute (training institute for future college presidents)
OLA .....	Open Learning Agency
OPSCO .....	Operations Council
PA .....	Program Assistant
PAC .....	Program Advisory Committee
PACE .....	Pacific Association for Continuing Education (a British Columbia based association of individuals and organizations with commitments to different aspects of adult, continuing, and community education)
PACS .....	Post Secondary Activity Classification Structure (the Ministry system for reporting and accounting of educational expenditures of colleges and institutes)
PASBC .....	Post Secondary Application Services of B.C. (centralized service to process applications to B.C. public post-secondary institutes)
PCG .....	Program Content Guide
PEN .....	Personal Education Number (province-wide student number on all educational records)
PD .....	Professional Development (non-instructional duty activity of faculty members)
PID .....	Provincial Instructor Diploma Program
PIPA .....	Personal Information Protection Act

PLA .....	Prior Learning Assessment (also referred to as PLAR – Prior Learning Assessment and Recognition)
PMDI .....	Pacific Management Development Institute
PNAIR .....	Pacific North Association of Institutional Researchers
PO .....	Purchase Order
PSEA .....	Post Secondary Employers' Association (membership is for public sector employers in the college and Institute sector, and government)
PSEC .....	Public Sector Employers' Council
RFP .....	Request for Proposal (used by Procurement to request tenders)
SCH .....	Student Contact Hour
SFU .....	Simon Fraser University. In Burnaby and Downtown Harbourside
SIN .....	Social Insurance Number
SUVCC .....	<u>Students' Union of VCC</u> (an office is located at each campus)
SVI .....	Society of Vocational Instructors
TESL .....	Teaching English as a Second Language (Continuing Education Diploma Program)
TFC .....	Temporary Funded Course (an application for funding to provide a course or program beyond what is provided in the base, ongoing budget of the college)
UBC .....	University of British Columbia
UNBC .....	University of Northern British Columbia
VBT .....	Vancouver Board of Trade
VCCFA .....	<u>Vancouver Community College Faculty Association</u> (The association representing faculty at VCC)
VSB .....	Vancouver School Board
WPSE .....	Women in Post Secondary Education

Also, here is a [Glossary of Terms Used in Post-Secondary Education](#) which may be helpful.

**Last revised: December 13, 2016.**

**Please direct revisions to this guide to Kendal Regan, Human Resources Department, ext. 7019.**



# Welcome to VCC



my**VCC**.ca

