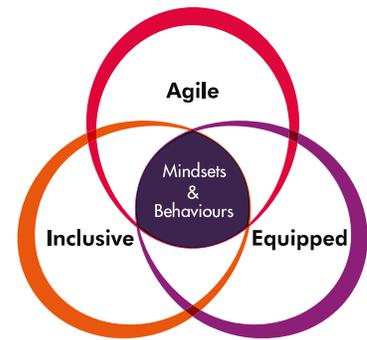


Call to Share Stories of Renewal and Service

Guidance Document



We are looking for stories that demonstrate a Public Service that is:

Agile

For example, what was the action you took to:

- Swiftly mobilize talent and resources to where it is needed.
- Tackle barriers to productivity and simplify bureaucracy.
- Empower employees to try new approaches to their work.

Inclusive

For example, what was the action you took to:

- Create safe work environments where everyone can fully contribute.
- Remove silos and have discussions across varying levels, functions, and sectors.
- Seek external input and feedback early and invite diverse points of view.

Equipped

For example, what was the action you took to:

- Experiment with new workspaces and workplace arrangements.
- Find practical applications for innovative tools.
- Develop skills and knowledge for needs of the future.

Drafting Tips

Telling your Stories

As you tell your stories of renewal and service, keep in mind the following questions:



- What **action** did your organization take? Why did you take it?
- What was the **result** or **impact**? Use qualitative and/or quantitative data to illustrate how a difference has been made.
- How has this initiative helped to better serve the Government, Canadians, and/or your fellow public servants?
- What worked well and what didn't? What have you learned that might be useful for other organizations? Often, the most powerful stories are honest assessments of what didn't work.

Sharing your Stories

This is an opportunity to highlight how public servants have been agile in renewing the Public Service and serving Government and Canadians throughout the year.

- Share stories **internally**, including on GCconnex and GCpedia.
- Share stories **externally** through social media and other external platforms, such as:
 - [Proudly Serving Canadians](#)
 - [Your Government at Work](#)
 - [Clerk's Website](#)
 - [GCcollab](#)



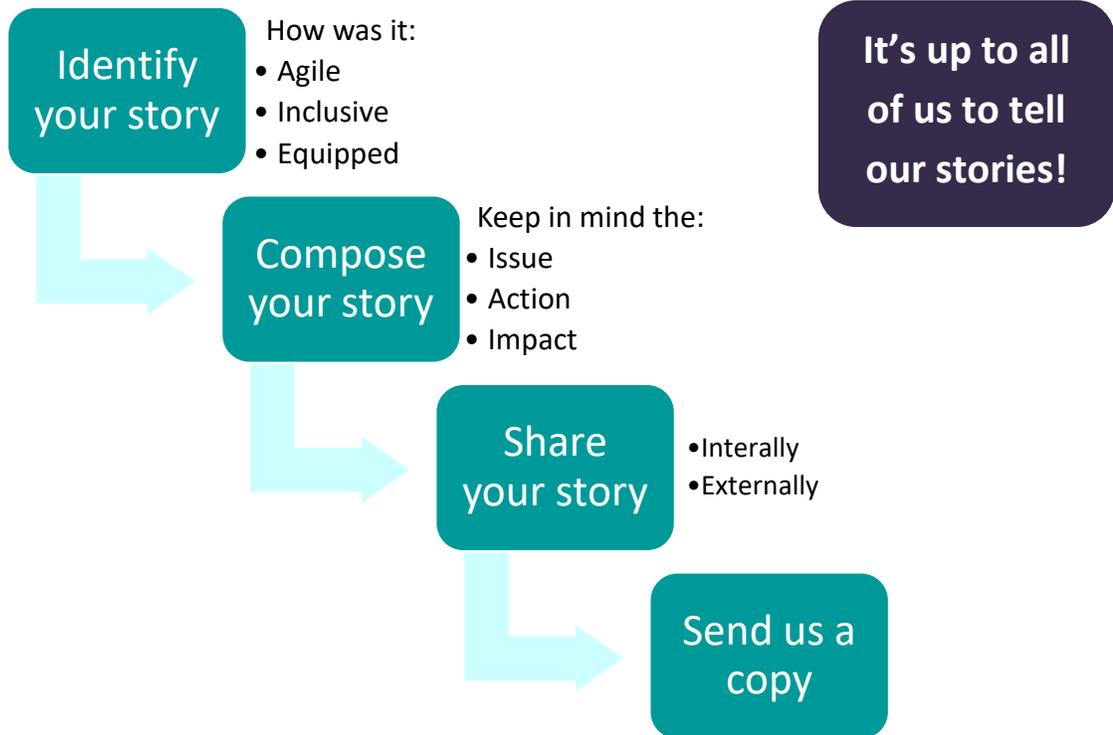
If you have questions, please join our [GCcollab discussion](#).

Submitting your Stories

You can use any format, such as an infographic, short video, Facebook post, or poster. Please include a photo or graphic and try to have a mix of corporate, team, and individual stories from across Canada and around the world.

Please send your stories in both official languages to renewal@pco-bcp.gc.ca. While we want to hear from you all year long, to be considered for the *Twenty-Sixth Annual Report to the Prime Minister on the Public Service*, please share by **November 30, 2018**. Please continue to make submissions after this deadline as we also highlight stories regularly through the Clerk's social media.

The Process



• renewal@pco-bcp.gc.ca

What happens once you submit a story?



Sample Story Formats

You can use any format and any platform. The following are some examples of different ways stories have been shared. Pick an approach that makes the most sense for the story you are telling.

Example: Collection of Stories Shared on a Public Website



The screenshot shows the Canada Border Services Agency (CBSA) website. At the top, there is a navigation bar with the Government of Canada logo, the text 'Government of Canada / Gouvernement du Canada', and links for 'Canada.ca | Services | Departments | Français'. Below this is the CBSA logo and a search bar. A main menu includes 'Travellers', 'Import and Export', 'Securing the Border', and 'Publications'. The breadcrumb trail reads 'Home > About the CBSA > Corporate documents'. The main content area features a large banner for the 'CANADA BORDER SERVICES AGENCY BLUEPRINT 2020 REPORT ON PUBLIC SERVICE RENEWAL RESULTS' dated 'DECEMBER 2017'. Below the banner, there is a paragraph explaining the 'Blueprint 2020' initiative, followed by two paragraphs detailing the CBSA's efforts in 2017. At the bottom, there are three story cards, each with a title, a brief description, and a 'Learn more' button.

Refugee Protection Claimants Processing

Throughout the summer of 2017, the CBSA responded to an unprecedented surge of refugee protection claimants in a number of locations across the country. Working in co-operation with a number of other government departments, the CBSA contributed a significant amount of time and effort on this important humanitarian effort.

[Learn more](#)

Primary Inspection Kiosk and CanBorder - eDeclaration

The CBSA's Primary Inspection Kiosks together with the CanBorder - eDeclaration app are transforming the border experience to enhance security, reduce wait times for travellers at Canada's busiest airports and modernize the border process at international airports.

[Learn more](#)

CBSA's Mental Health Strategy and Mental Wellness

Throughout 2017, the CBSA continued to promote a respectful, diverse and inclusive workplace that supports safe spaces for open dialogue on mental wellness. The Agency provided employees with a number of self-assessment tools and videos to help recognize the symptoms associated with mental illness and offered a number of actions to move towards a better mental health.

[Learn more](#)

Example: Single Story Shared on a Public Website

 **Government of Canada** **Gouvernement du Canada** 

[Jobs](#) [Immigration](#) [Travel](#) [Business](#) [Benefits](#) [Health](#) [Taxes](#) [More services](#)

[Home](#) → [Travel](#) → [Assistance](#) → [Consular officers](#)

Sean Blane, consular officer in London

"Many Canadians visit our High Commission in London under difficult circumstances. We do our best to ensure they have the tools they need to help themselves. But sometimes people are vulnerable and we step in to give some extra support. We help them contact family members, show them how to receive money transfers or direct them to local resources where they can get help. Often visitors might come in for one service but end up needing a variety of consular services. We do our best to lay out options while still respecting their autonomy and privacy."

Sean Blane has been helping Canadians as a consular officer for over 15 years. When he was with Global Affairs Canada's Family Unit in Ottawa, his work helping abused or neglected children, abducted children and young adults forced into marriage earned him a Public Service Award of Excellence.

"Some of my proudest moments as a consular officer have been working to bring children out of bad circumstances into stable situations. This type of work sometimes requires you to go beyond what is expected of your job. But, because you did, a kid may be able to get back to a safe home."

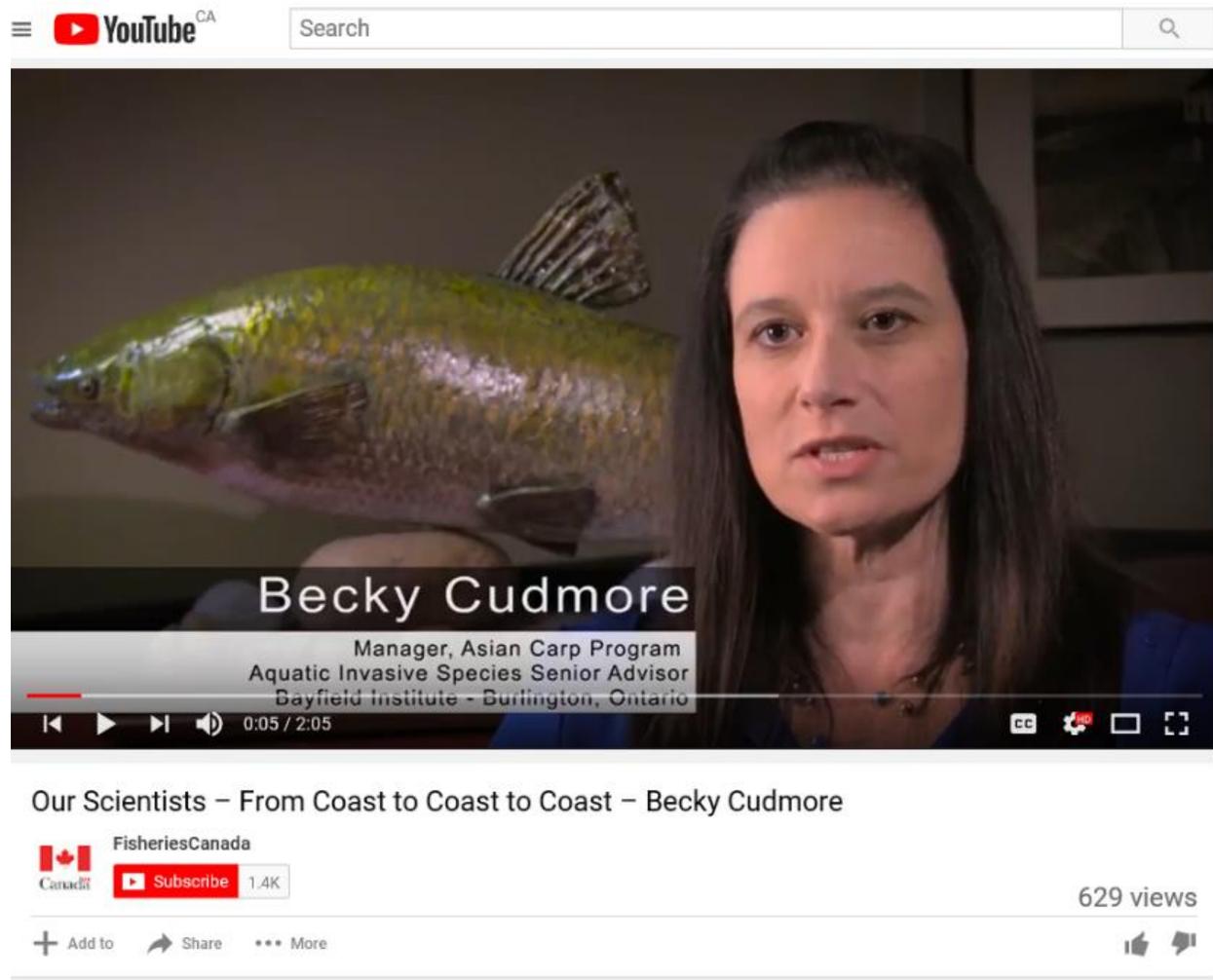
His work in the Family Unit included providing advice to Canada's embassies and consulates around the world. In light of this experience, and his experience on assignments in the United States, Hungary and the United Kingdom, Sean noted that when Canadians get in trouble far from home, it can be particularly tough on families.

"When a Canadian is arrested in the United Kingdom, we do our best to explain to the family what it is like to be in a prison, the steps involved in the legal process and how to find a lawyer. Many prisons here aren't easily accessed on public transit so we help family members navigate the city. Many are not familiar with the prison system and end up visiting a jail and being terrified."

At any given time, there are 50 to 100 Canadians in jail in the United Kingdom, for anything from overstaying their visa to drug smuggling. As a consular officer, Sean withholds judgment: "There is always humanity to be found in complex consular situations. The warmth consular staff provides to Canadians abroad and their loved ones back home can help in tense situations. Our staff members take their time talking to people and trying to help them understand how the legal system, which is different from Canada's, works."



Example: Story Shared on YouTube



The image shows a screenshot of a YouTube video player. At the top left is the YouTube logo with a search bar. The video content features a woman, Becky Cudmore, with a large grass carp behind her. A text overlay identifies her as the Manager of the Asian Carp Program and Senior Advisor for Aquatic Invasive Species at the Bayfield Institute in Burlington, Ontario. The video player includes standard controls like play/pause, volume, and a progress bar showing 0:05 / 2:05. Below the video, the title "Our Scientists – From Coast to Coast to Coast – Becky Cudmore" is displayed, along with the channel name "FisheriesCanada" and a "Subscribe" button with 1.4K subscribers. The view count is 629, and there are icons for adding to a playlist, sharing, and liking.

Published on Jun 5, 2017

Meet Becky Cudmore, Senior Science Advisor on Aquatic Invasive Species and Manager of DFO's Asian Carp Program. As an advisor, Becky provides science advice and information to assist in monitoring and containing aquatic invasive species in Canada's waters. Watch as she explains her current work on Grass Carp – a type of Asian Carp that threatens the Great Lakes – and the science being done to accurately locate and remove them as quickly as possible.

Example: Story Shared on Twitter (with link to further info)



Learn about some of the ways that #PHAC is educating Canadians about #Lyme and tick-borne disease. Check out the Working for Canadians series: ow.ly/gA9K30lcYe5
#GC2020



Example: Story Shared Internally on GCpedia

Inclusive Hiring @ PSPC



Stephen Penney



I was recruited into PSPC's Halifax Geomatics team in an unconventional way. Yes, I had all the essentials required for the position, and more: a Master's degree in Theoretical Physics and Quantum Mechanics, some strong analytical and problem-solving skills, a proficiency in math, and a strong sense of honesty and integrity, which put all together, made me perfect for the Land Information Assistant job.

But it just so happens that I also have Autism Spectrum Disorder (ASD), which can sometimes affect my ability to communicate or interact socially. Therefore, finding employment was not always easy. But thanks to PSPC's openness to inclusive hiring, through the LaunchPad (Autism Nova Scotia) and the Ready, Willing and Able programs, I can definitely say that this work opportunity found me.

This experience has had a powerful impact on my life as it has enabled me to use my skills to help society and prove that people with autism are truly valuable employees.

I would like to thank PSPC's Atlantic Region team for paving the way towards a more diverse workforce.

Example: Story Shared Internally with Employees

WELL-BEING AT WORK WITH ACTIVE WORKSTATIONS

The Public Service Commission is among the first federal organizations to implement an ongoing active workstations program. We have set up ten active workstations – including stationary bikes and treadmills – at the PSC's headquarters in Gatineau and in the regional offices. This initiative was suggested by a group of employees and supported by senior management.



RESULTS OF THE EMPLOYEE SURVEY:



are **SATISFIED**
to have access to
an active workstation



report even
or increased level
of **PRODUCTIVITY**



report **ENHANCED**
physical and
mental **HEALTH**



report a **HIGHER**
level of **ENERGY**



Public Service Commission
of Canada

Commission de la fonction publique
du Canada

Canada 