



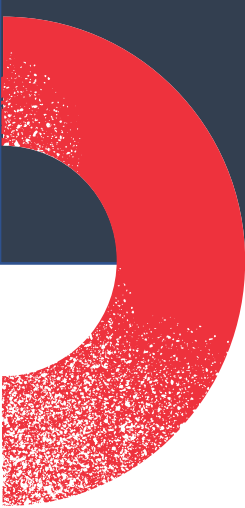
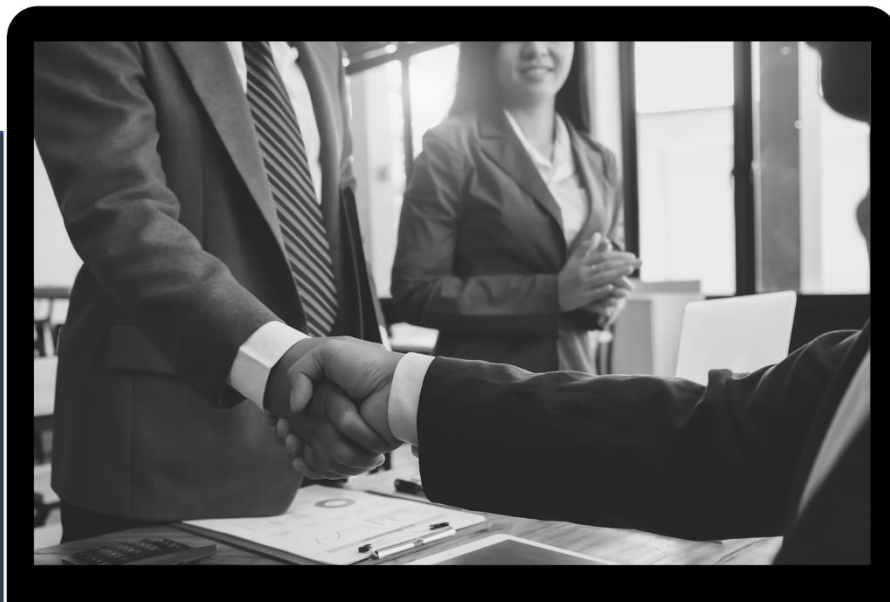
Fisheries and Oceans
Canada

Pêches et Océans
Canada

Canadian
Coast Guard

Garde côtière
canadienne

Welcome Aboard



Canada 

This pre-boarding handbook has been sent to you prior to your start date to answer some of the questions you may have about your new workplace.

1. [Welcome to Fisheries And Oceans Canada \(DFO\) and the Canadian Coast Guard \(CCG\)](#)

2. [What is DFO and the Canadian Coast Guard](#)

[DFO regions](#)

[CCG regions](#)

[What do we do?](#)

3. What to expect the first day

[Typical work hours](#)

[How do you get paid](#)

[What is your PRI and myKey?](#)

[If you are coming from a different department](#)

4. [Your new workplace](#)

Is there a lunchroom in the building?

Where do I park?

5. [Your government identification card](#)

6. [A barrier free workplace for our employees](#)

Contact information for accommodations (if needed)

7. [Office etiquette](#)

8. [Continual development](#)

Performance management

9. Workplace wellness

[Employee Assistance Program](#)

[LifeSpeak](#)

[Critical Incident Stress Management \(CISM\)](#)

10. Welcome to the community

[Public service week](#)

[Office celebrations](#)

[Environmental engagement](#)

[GCWCC](#)

[Social media](#)





Welcome to Fisheries and Oceans Canada and the Canadian Coast Guard!

Welcome aboard! On behalf of the entire team at Fisheries, Oceans, and the Canadian Coast Guard (DFO), we would like to extend a warm welcome to you as you embark on this exciting journey with us.

We understand that starting a new job can be overwhelming, but rest assured that you are not alone, our Onboarding team is here to support you every step of the way. Our Onboarding Program is designed to ensure a smooth transition into your new role and familiarize you with our department's mission, values, and organizational culture and provide you with all resources and information you need to succeed and thrive in your new role.

Welcome aboard!



<https://intranet.ent.dfo-mpo.ca/mpo/en>

We are confident that with your unique skills and abilities, you will quickly become a valuable member of our team and make a positive impact in your new role.

We look forward to working with you and seeing the great things you will achieve here at Fisheries, Oceans, and the Canadian Coast Guard.

Wishing you a productive and fulfilling experience,

Your Onboarding Team

Welcome message from senior management



Annette Gibbons
Deputy Minister,
Fisheries and Oceans
Canada



Kevin Brousseau
Associate Deputy Minister
Fisheries and Oceans
Canada



Mario Pelletier
Commissioner
Canadian Coast Guard

It gives us great pleasure to welcome you to Fisheries and Oceans Canada (DFO) and the Canadian Coast Guard.

DFO and Coast Guard employees play a significant role in the lives of Canadians. We help keep Canada's waterways safe and secure, work toward healthy and sustainable fisheries, and help protect aquatic ecosystems. Mariners turn to us for help in emergency situations, and our actions save lives. For these reasons and many more, Canadians have a strong sense of pride in the work of our department, and this pride resonates across the country.

As a member of our team, you will have the opportunity to make a positive contribution to Canadian society. Your work will be both challenging and rewarding.

Fisheries and Oceans Canada is a unique and stimulating place to work — a place where employees are valued members of the team and are committed to serving Canadians.

To uphold the highest standards of service delivery, we are guided by three primary values:

- **Respect** – We strive to be professional and courteous.
- **Integrity** – We are honest, truthful and reliable.
- **Responsibility** – We are personally accountable and committed to our jobs.

Embracing these values enables us to realize our vision and to deliver on our mandate each and every day. With this vision as our guide, we help conserve and protect fish, marine resources and their habitat, as well as maintain our navigable waters for future generations. When our mariners or our environment are in danger, we are there to protect them; our presence encourages the economic prosperity of Canadians by making our waters safe and sustainable. You play a direct role in achieving this vision.

We congratulate you on joining our team and wish you every success in your career at Fisheries and Oceans Canada and the Canadian Coast Guard.

[Return to contents page](#)

What is Fisheries and Oceans Canada (DFO)?

Our mission

To advance sustainable aquatic ecosystems and support safe and secure Canadian waters while fostering economic prosperity across maritime sectors and fisheries.

Fisheries and Oceans Canada has the lead federal role in managing Canada's fisheries and safeguarding its waters.

- Supports strong economic growth in our marine and fisheries sectors by supporting exports and advancing safe maritime trade.
- Supports innovation through research in expanding sectors such as aquaculture and biotechnology.
- Contributes to a clean and healthy environment and sustainable aquatic ecosystems through habitat protection, oceans management, and ecosystems research.

Through sound science, forward-looking policy, and operational and service excellence, DFO employees work collaboratively toward the following 3 strategic outcomes:

- Economically prosperous maritime sectors and fisheries
- Sustainable aquatic ecosystems
- Safe and secure waters

A special operating agency

The Canadian Coast Guard (CCG) is a Special Operating Agency (SOA) within DFO that is responsible for the programs and services that contribute to the safety, security and accessibility of Canada's waterways.

Find out more on the [Canadian Coast Guard](#) website.

[Return to contents page](#)

DFO regions map

DFO is divided into 7 different regions across the country. The National Capital Region is separate and not part of Ontario and Prairie region.

The Arctic Region is inclusive of the Yukon North slope, Northwest Territories, Nunavut, Nunavik, Nunatsiavut, and Hudson and James Bay. This boundary is inclusive of Inuit Nunangat.

The Pacific Region consists of British-Columbia and Yukon, minus the Yukon slope.

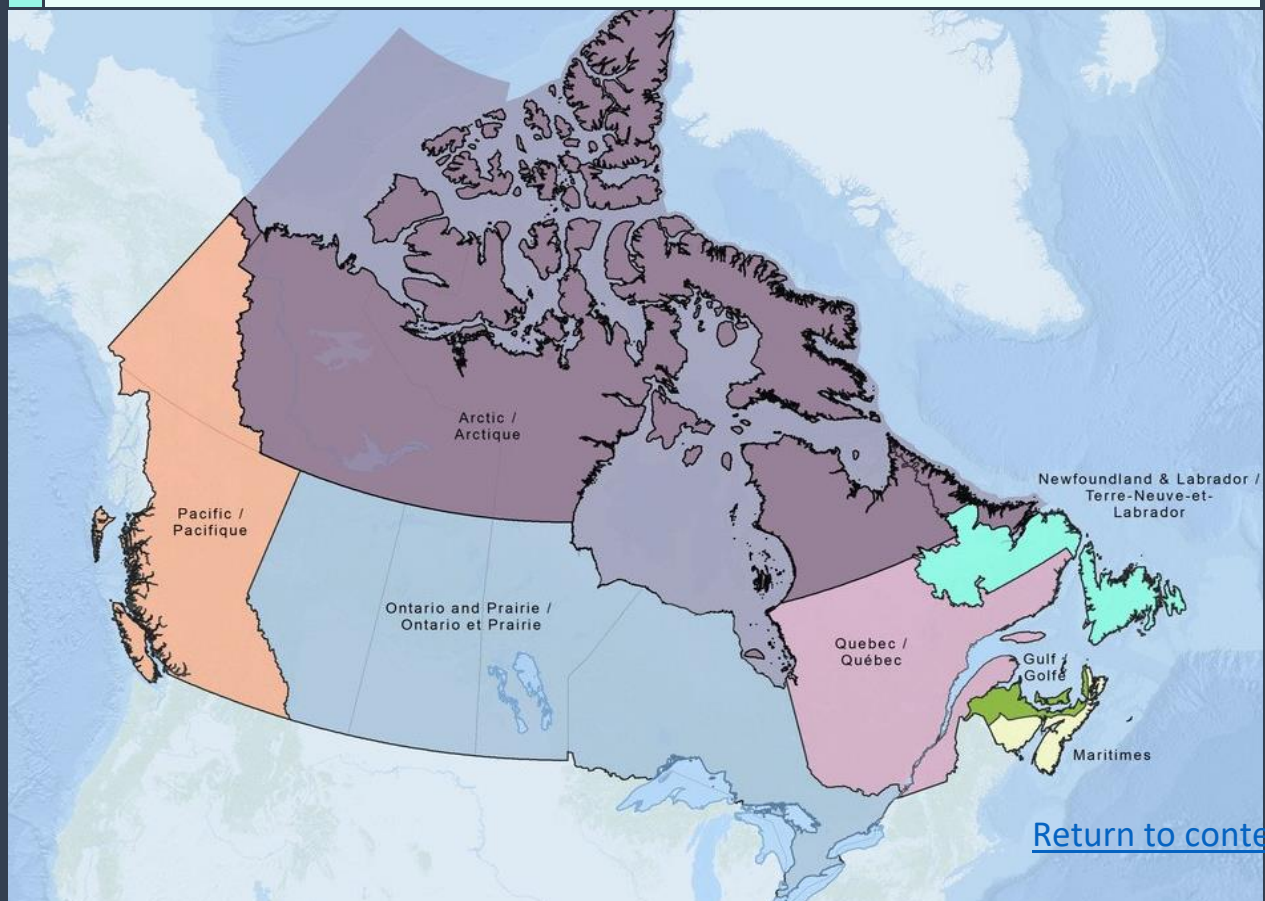
The Ontario and Prairie Region consists of Ontario, Manitoba, Saskatchewan and Alberta

The Quebec Region consists of Quebec, minus the Nunavik region in northern Quebec.

The Gulf Region extends from the New Brunswick-Quebec border to the northern tip of Cape Breton. This includes the Canadian Coast Guard College.

The Maritimes Region extends from the northern tip of Cape Breton to the New Brunswick-Maine border.

The Newfoundland and Labrador Region consists of Newfoundland and Labrador, minus the Nunatsiavut region in Labrador.



[Return to contents page](#)

CCG regions map

CCG regions consist of 4 larger regions. National Headquarters in Ottawa is separate and not part of Central region.

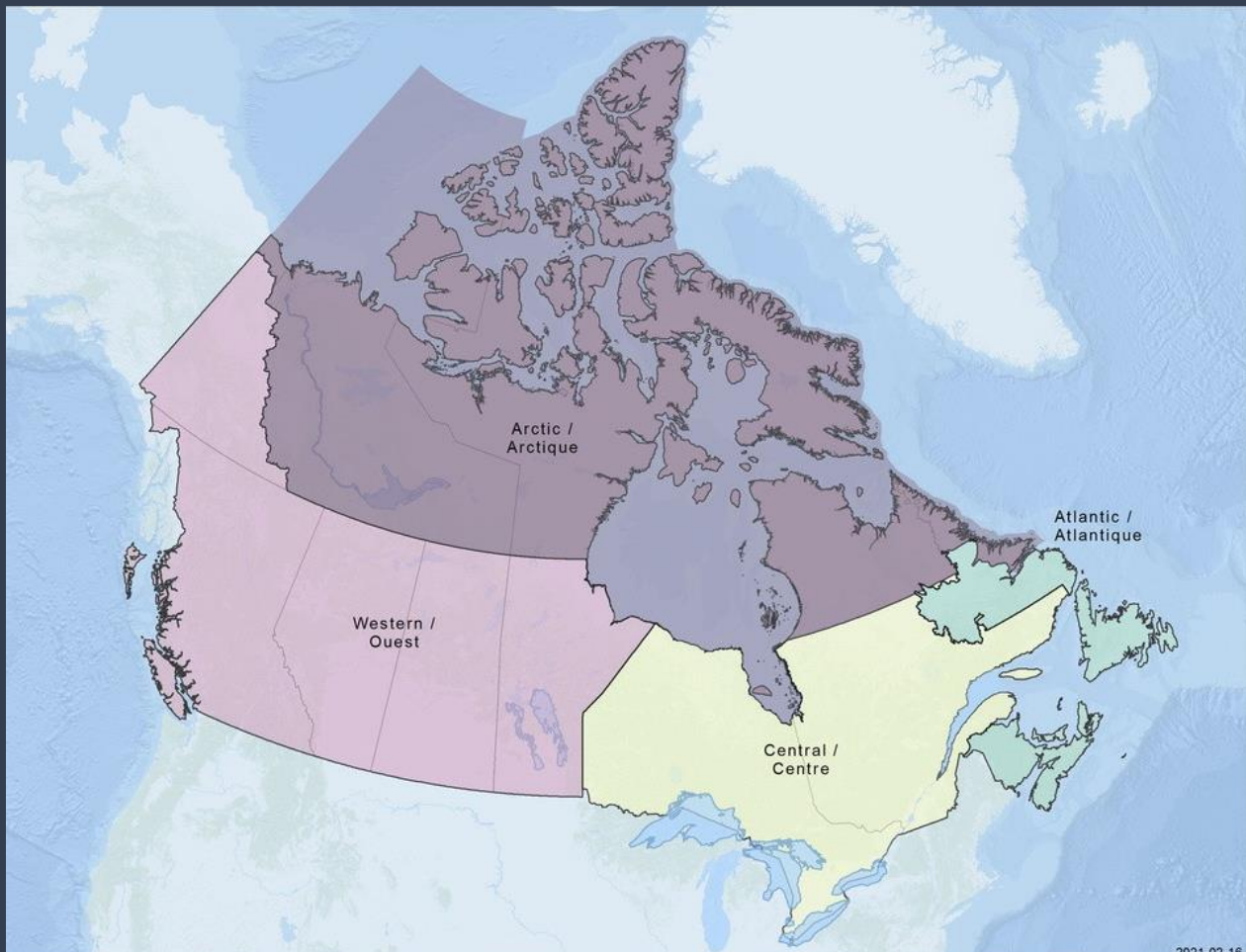


The Arctic Region is inclusive of the Yukon North slope, Northwest Territories, Nunavut, Nunavik, Nunatsiavut, and Hudson and James Bay. This boundary is inclusive of Inuit Nunangat.

The Western Region consists of British Columbia, Alberta, Saskatchewan, Manitoba and Yukon, minus the Yukon slope.

The Central Region consists of Ontario and Quebec, minus the Nunavik region in northern Quebec.

The Atlantic Region consists of New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland and Labrador, minus the Nunatsiavut region in Labrador.



What is our role?

Our mandate and role

Canada has an abundance of freshwater and marine and coastal areas that are ecologically diverse and economically significant. Fisheries and Oceans Canada and the Canadian Coast Guard manage Canada's fisheries and safeguard its waters by:

- sustainably managing fisheries and aquaculture
- working with fishers, coastal and Indigenous communities to enable their continued prosperity from fish and seafood
- ensuring that Canada's oceans and other aquatic ecosystems are protected from negative impacts
- ensuring commercial vessels and recreational boaters can safely navigate our waters
- being there to save lives and protect our environment when emergencies arise

Fisheries and Oceans Canada and the Canadian Coast Guard work in over 400 locations across Canada on 4 core responsibilities.

Marine operations and response

We respond to maritime incidents, such as search-and-rescue and environmental emergencies, through our Coast Guard fleet and in collaboration with Indigenous communities.

Fisheries

We ensure that Canada's fisheries, including aquaculture, are protected, managed sustainably and support Indigenous participation, and that our national network of harbors is open and in good repair.

Aquatic ecosystems

We protect our oceans, freshwater and aquatic ecosystems and species from the negative impact of humans and invasive species through sound science and in collaboration with Indigenous communities.

Marine navigations

We maintain waterways year-round, so they are safely navigable by mariners and all Canadians.

Work hours and arrangements

Your work hours and location are set by your manager. You should discuss these details with your new manager. Flexible work arrangements can be possible, and depend on many factors, including:



- your collective agreement
- your organization's operational needs, and
- managerial approval

Flexible hours of work

The workday depends on your collective agreement, typically 7.5 or 8.0 consecutive hours, excluding a lunch period. For example, 7.5 hours, 8 am to 4 pm with 30 minutes for lunch. Your group and level are found on your letter of offer, and the collective agreement for your group can be found [here](#).

Core workhours are between 7 am - 6 pm.

Work hours and work weeks vary significantly for some operational positions and for those working in the field or on ships.

Some positions are eligible for a Hybrid Work Model in which a minimum of 40% of the work week is performed in person while the remaining 60% may be performed virtually through telework.

Discuss your work days, hours and location with your new manager.



Compressed work week

A compressed work week involves the employee working longer work hours per day in exchange for a reduction in the number of working days in the work cycle.

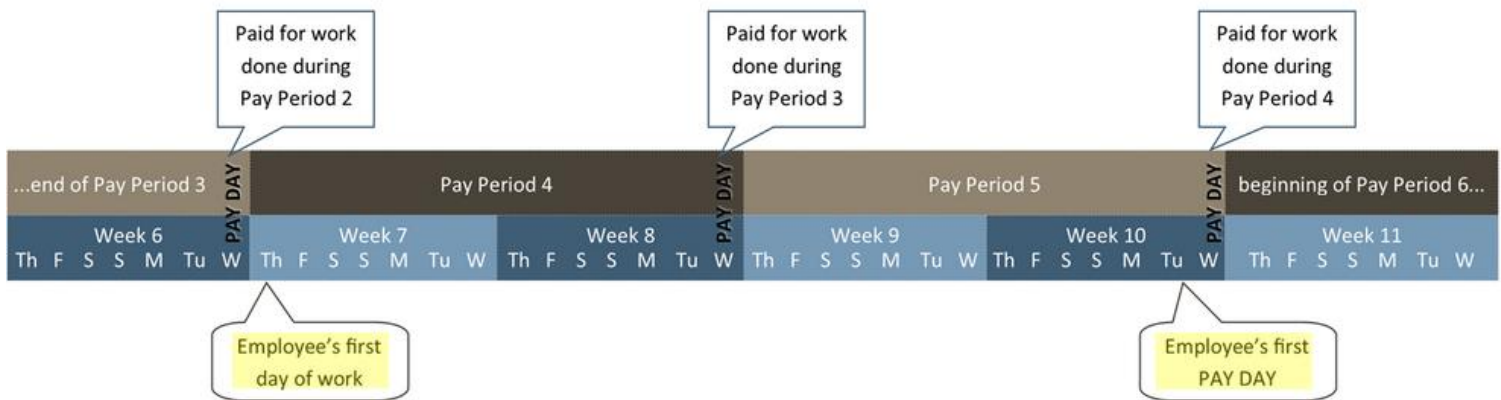
This arrangement is dependent on operational requirements and must be approved by your manager.

[Return to contents page](#)

How you get paid

Employees are paid every two weeks, in arrears. This means that when you are paid at the end of a two week pay period, it is for the work performed that ended two weeks previously. As a new employee you should receive your first pay within four weeks after your start date.

Pay day is every second Wednesday. Pay periods are two-week time frames that start on a Thursday after pay day and end two weeks later on Wednesday.



You can discover more information about pay by checking out our pay video series on YouTube:



Part 1
The basics of pay



Part 3
The key strategies of working with MyGCHR & Phoenix



Part 3
How to get support for your pay-related questions

Your Personal Record Identifier (PRI) and myKey

As a new employee, in order to manage your pay and leave, you will first need a personal record identifier, also known as a PRI, and a myKey.

Your **PRI (personal record identifier)** is your unique identifier within the federal public service. It is a 9-digit number starting with a zero and will follow you throughout your federal public service career.

It is entered either with or without the leading zero, depending on the system (Phoenix, the system you will use for managing your pay, uses 012345678 and MyGCHR, the system you will use for managing your leave, uses 12345678). It is required frequently, therefore memorizing it is worthwhile.

Should assistance be required in determining your PRI, please communicate with your supervisor or your manager.

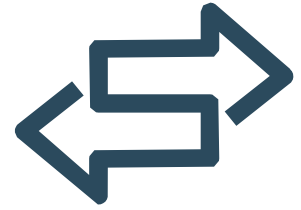


MyKey is a secure electronic credential that authenticates your access to secure Government of Canada networks and applications and allows you to sign documents digitally. It is also used to:

- ensure that electronic communications are not intercepted and read by unauthorized persons
- protect data from unauthorized disclosure
- assure the integrity of electronic communications by ensuring that they are not altered during transmission
- verify the identity of the parties involved in an electronic transaction
- ensure that no party involved in an electronic transaction can deny their involvement in the transaction

Your new team will assist you in obtaining your myKey on your first day of work.

If you are coming from a different department



If you are transferring to DFO from another government organization, it can be difficult to figure out how to maneuver the HR and pay systems and where to get help.

Your new manager, human resources teams at both departments and the Pay Centre all have an important role to play in this process.

Your former organization must make sure that all outstanding account transactions are completed (for example, acting pay, overtime, and other transactions) before the transfer-out is processed. Then the transfer-in to DFO can be processed after which the department you are leaving will lose access to your pay account. This makes it critical that the 2 departments work closely together.

Please review the items included in the following checklist to ensure a smooth transition into DFO.

Employee checklist



Once you have signed your letter of offer with DFO, complete the following steps

- Advise your former department's manager of your transfer and provide your new manager at DFO with the signed letter of offer from your current department
- Provide your former department's manager with a copy of your signed letter of offer from DFO, ensuring your manager provides it to the HR department for submission to the Pay Centre
- Ensure all paid leave, leave without pay, and extra duty pay is submitted and approved prior to departure
- Meet with your former department's finance division to review any outstanding monies you may owe to the department you are leaving
- Update your address with your former department complete your departmental departure form (if applicable)
- Provide information and all required documents to DFO Human Resources, as requested
- Complete a TD1 form and a provincial tax form, if required for DFO

Transfer-in FAQs

Getting paid

You do not need to complete any additional forms in order to initiate your pay with DFO or Coast Guard. You will continue to receive your pay from your former department until the transfer of your pay file to DFO is complete. If your pay rate is different in your new position, your pay will be adjusted upon completion of the transfer and you will receive any retroactive pay you are owed or pay back any overpayment you've incurred.

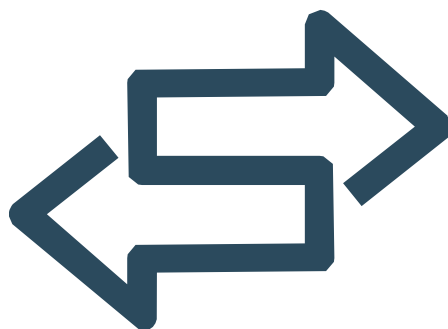
Until the transfer process is completed by all departments, you will not have access to your DFO account in Phoenix and therefore cannot select your section 34 manager.

How long does it take for my transfer to go through?

The transfer process is complex and it may take several months before your pay is issued through your new department. The Pay Centre needs to ensure your pay file is cleaned up and all entitlements such as leave, increments, etc. are up to date prior to closing your file and transferring it to DFO.

What happens with my benefits until my transfer is complete?

Your benefit entitlements will continue as usual during the transfer process as the previous department continues to pay your salary with no break in service. You can submit your claims as usual.



[Return to contents page](#)

Your new workplace

Arriving at a new place of work can be a daunting experience when you don't know what to expect.

To find out what your new workplace has to offer, click on the link below. Once you arrive, your manager or peer partner can help you discover other amenities that might be available to you.

[Click here to check out some of the amenities at your new workplace.](#)

[Return to contents page](#)



Your government employee identification card



When starting employment with Fisheries and Oceans Canada or the Coast Guard, you will be issued a government identification card which will grant you access to the facility you are working in.

Employees can regularly access that facility between 6 am and 6 pm, Monday to Friday unless notified otherwise. If you will need access outside of these hours, your new team can help you obtain the appropriate pass.

Your security responsibilities

- Wear and prominently display your ID/access card at all times while on departmental premises
- Never lend your ID/access card to anyone. Remember that you are responsible for any activity that occurs with your card
- Keep your card out of sight while in public places (e.g., coffee shop, restaurant, public transportation, etc.) and in a secure location at your residence
- Make sure your ID/access card is up to date. It must be renewed every 5 years or when your security status or clearance expires, whichever comes first
- Return your card to your regional Corporate Security office upon end of employment or, to your manager if you leave the department for an extended period of time. For example, long-term medical leave, secondment, leave without pay, etc.

[Return to contents page](#)

Accessibility in the workplace

The Department of Fisheries and Oceans (DFO) and the Canadian Coast Guard are committed to creating a barrier-free environment for our employees and the Canadians we serve.

If, as a new employee with any kind of disability or medical condition, you could benefit from adaptations to your workspace or equipment in order for you to do your best work, we encourage you to discuss with your manager any accommodation request **before** your first day, to ensure we are well prepared to **welcome you!** Be sure to complete an GC Workplace Accessibility Passport in consultation with your new manager. This will help your new manager and any future managers to ensure that you can be your best at work.

Our Disability Management program supports employees who are dealing with illness, injury or disability through prevention, support for recovery, accommodation and rehabilitation.

For more information consult the links below:

- [GC Accessibility Passport](#)
- [Disability Management](#)

[Return to contents page](#)



Office etiquette 101

Courteous workplace rules for shared office and coworking spaces



Smells matter

Every so often someone will have leftover fish or they leave popcorn in the microwave too long. Some people can be very sensitive to smells, please be aware and mindful. Avoid using perfumes, colognes, etc. Store gym clothes away from other people's workstations.



Don't be messy, sloppy or careless

Make a goal to leave your workspace as if nobody used it. Tidy up. Organize. Throw out your trash. These small gestures show those who share your space that you care about their comfort. Respect others time and space.



Be mindful of noise

It's always nice to listen to music or visit with your colleagues while working, however, noise can be disruptive to those around you. Using earbuds or headphones to listen to music, speaking quietly when on the phone, and visiting away from other's work areas are some things you can do to be -mindful.



Privacy

In open offices, it's always challenging to maintain privacy, but with a little courtesy, it can be done. Loitering around other's desks or reading someone's computer screen or files without being asked to do so is frowned upon. If the person you need is unavailable, leave a note or come back later when the person is available.



Proper etiquette in any situation is mostly common sense. In the workplace, it is being thoughtful and having respect for your colleagues. Open plan layouts encourage collaboration but can also lead to complaints about distractions. Striking the right balance is the key.



[Return to contents page](#)

Continual Development



As part of strengthening management in the public service, annual performance assessments are required for all employees. Your new manager will establish a performance agreement with you within your first few months. Then you can expect to have informal performance feedback regularly, and formal discussions twice per year.

Performance reviews are an excellent opportunity to clarify areas of responsibilities and work distribution. They help employees understand what is expected from them and what support or assistance can be provided to help them succeed. Performance agreements not only ensure that performance is measured, they also set up a great two-way communication system between the manager and the employee to regularly discuss performance.

Performance Management Annual Cycle

At beginning of year

- Employees' work objectives and learning and development plan are set or updated for the forthcoming fiscal year, and performance agreement is signed
- Manager develops talent management plan for performance improvement plan with employee if applicable

At mid-year

- Manager reviews employee's progress in achieving work objectives and competencies, provides feedback, and adjusts performance agreement if required or performance improvement plan if one exists
- Employee identifies an issues affecting their performance
- Manager reviews learning and development plan with employee and updates it if required

By year-end

- Manager conducts formal year-end assessment and rates employee's performance

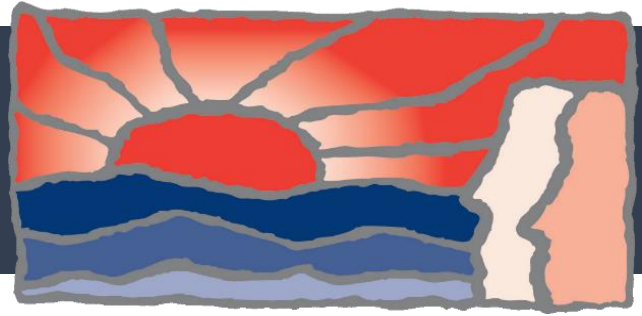
Performance is assessed against your work objectives as well as the core competencies:

- Demonstrating integrity and respect
- Thinking things through
- Working effectively with others
- Showing initiative and being action-oriented

[Return to contents page](#)

Employee Assistance Program

Helping you maintain and enhance organizational health and employee wellness.



What is your Employee Assistance Program?

It is a voluntary and confidential service available to all employees at all levels and, in most instances, their family members who have personal concerns that affect their personal well-being and/or work performance.

Is this therapy?

This is a short-term problem-solving service and very often only a few sessions are required. If long-term help or a more specialized service is needed, a referral can be made, with consent, to a specialist in your community.

What type of concerns?

- marital and family
- interpersonal relations
- personal and emotional
- stress and burn-out
- work-related (employees and managers)
- alcohol, drugs and prescription drugs
- critical incident stress
- conflict at work or home
- grief, etc.

Any other concerns that affect or could affect personal well-being and/or work performance.



[Return to contents page](#)

Who should contact the Employee Assistance Program?

This is a voluntary program. Any individual wishing to talk to a counsellor or make an appointment can call the Employee Assistance Program, 24 hours a day, 365 days a year.

Who offers these services?

Employee Assistance Services (EAS) use professional counsellors to provide these services to thousands of individuals.

With over 20 years of experience, Employee Assistance Services continues to assure a professional service of high quality.

What is the cost of the Employee Assistance Program?

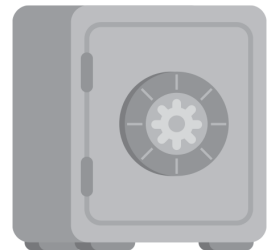
The cost of the program is paid for by your employer.

If you need specialized or longer term help, your counsellor will refer you to an appropriate professional resource.

The cost of these specialized services are the responsibility of the employee. However, some of these services are covered by your insurance plan.

Is the Employee Assistance Program confidential?

Yes! The success of an Employee Assistance Program is based on its confidentiality. Professional counsellors are bound by their code of ethics to guarantee confidentiality.



For more information or for an appointment, call:



1-800-268-7708

1-800-567-5803

24 hours a day, 365 days a year.

www.healthcanada.gc.ca/eas

[Return to contents page](#)

LifeSpeak - Your virtual library for total well-being



[LifeSpeak is part of Fisheries and Ocean's Employee Assistance Program \(EAP\) and is available to all employees and their families](#), free of charge. This web-based service offers anonymous access to hundreds of short videos.

Whether you're someone who craves a more balanced life, wants to improve their mental health, or increase or maintain physical fitness, the LifeSpeak platform is available wherever an internet connection can be found!

You can access LifeSpeak in two ways:

- Go to the LifeSpeak website: canada.lifespeak.com
 - Use Access ID "canada"
- Download the app (Apple App Store or Google Play)
 - use Client Identifier "canada"
 - use Access ID "canada"



[Return to contents page](#)

Critical Incident Stress Management (CISM)

Our Critical Incident Stress Management (CISM) program is designed to provide peer support and assistance to CCG and DFO employees who have been involved in a critical incident or traumatic event.



What is the purpose of CISM?

- Educate employees through awareness sessions of the potential impact of a critical incident and other job-related hazards;
- Reduce emotional tension and mitigate the impact of a critical incident or a traumatic event, through increasing resiliency, by deploying selective intervention strategies and support in a timely and strategic fashion after the event; and
- Facilitate recovery by assisting those employees who require a higher level of care by providing them with information so they can connect with professional care in a timely fashion.

CISM is not meant to replace formal support, but rather complement other available services such as the [Employee Assistance Program](#).

How to contact peer support through CISM:

- Western Regional Operations Centre
(also supporting Arctic) (ROC): (250) 413-2800
- Central Regional Operations Centre
(also supporting NCR and Arctic) (ROC): (855) 209-1976
- Atlantic Regional Operations Centre
(also supporting Coast Guard College) (ROC): (709) 772 6220

Fisheries and Oceans Canada Community Pages



Welcome!

Welcome to DFO and the Canadian Coast Guard, where the fun never stops. Here at DFO it's not all work, we include a little play as well.

From events like Public Service Week, where all kinds of fun events happen across the country, to the Pride Parades, to holiday cheer, celebrating with our colleagues is important to the work we do as a department.

Public Service Week

Public Service Week is a week where public servants across the country are celebrated for the hard work they do for Canadians. During this week, there are BBQs and fun events and competitions like Family Fishy Feud!



Serving with Pride at the Coast Guard

Pride Season takes place between June to September and brings together members of diverse LGBTQ2+ communities and allies in celebrating diversity and inclusion. It provides safe spaces for sexually and gender diverse people in Canada where they can be their most authentic selves.



Indigenous Awareness, Activities and Events

We aim to make our workplace one that recognizes and respects indigenous rights and interests. In the month of May, we celebrate Indigenous Awareness Week along with holding events throughout the rest of the year to celebrate the heritage, diverse cultures and outstanding achievements of Indigenous Peoples.



[Return to contents page](#)

Welcome to our team!



Celebrations

Nothing is more important than the annual traditions we establish here in the department. It keeps us motivated and our morale high when we add some fun into our work here at DFO.



Can you come up with a unique costume?

Figuring out a unique costume theme for the team is only half the fun!



[Return to contents page](#)

Earth Day is celebrated globally on April 22

Did you know that the Office of Environmental Coordination here at DFO, champions DFO and Coast Guard to achieve genuine improvements in environmental management and sustainability?

Launched in 2018, Goodbye Single-Use Plastic is a national employee engagement initiative that is being led by the Office of Environmental Coordination at Fisheries and Oceans Canada. Our goal is to engage our employees to reduce their consumption of single-use plastics in their day-to-day activities.



Environment Week, which happens in June, celebrates Canada's environmental accomplishments and encourages Canadians to contribute to conserving and protecting their environment.

Waste Reduction Week, the third week of October, is a time to focus on the principles of resource efficiency and waste reduction. At DFO, we would like to use Waste Reduction Week as an opportunity to celebrate our waste reduction achievements and commitments, as well as encourage DFO employees to explore the themes of Waste Reduction Week and be introduced to new resources that can help them reduce waste at home and at work.



[Return to contents page](#)



GCWCC Hockey Classic

Another annual DFO vs Coast Guard hockey game is in the books! Everyone from DFO or Coast Guard are welcome to participate in this fun event to raise money for the community.

Ready, Set... Move!

The annual Walk Run Roll event is a great event for public servants, friends, family, and the community to get together to have some fun and raise money for the GCWCC.



Everyone can join in the fun of music, singing, and dancing for the annual Kitchen Party! This event brings everyone together to enjoy a diverse group of music and voices, weaving everything together into a spontaneous expression of music to raise money for the GCWCC.



Follow us on social media

Fisheries and Oceans Canada



LinkedIn

www.linkedin.com/company/fisheries-and-oceans-canada/



Facebook

www.facebook.com/FisheriesOceansCanada



Instagram

@fisheriesoceanscan



Twitter

@FishOceansCAN

Canadian Coast Guard



LinkedIn

www.linkedin.com/company/canadian-coast-guard/



Facebook

www.facebook.com/CanadianCoastGuard



Instagram

@coastguardcan



Twitter

@CoastGuardCAN



Coast Guard College



LinkedIn

[Canadian Coast Guard College: Posts | LinkedIn](#)



Facebook

[Canadian Coast Guard College | Sydney NS | Facebook](#)



Twitter

@CCGCollege

[Return to contents page](#)

