The Presidents Group is a network of B.C. business leaders who are championing improved employment outcomes for people with disabilities in B.C.

Kevin Desmond
CEO, TransLink

WHO WE ARE
TransLink is Metro Vancouver’s public transportation authority. We manage and operate an integrated regional transportation system — connecting communities by bus, rail, passenger ferry, custom transit services, pedestrian and cycling paths, the Major Road Network and five bridges. We're committed to providing a service that's accessible, efficient, safe, reliable, and comfortable.

WHY WE’RE INVOLVED
At TransLink our primary focus is delivering a great customer experience – and we know that our customers have a diverse range of needs, which is why accessibility is top of mind for us. We know that a diverse workforce leads to innovation and an ability to think about things from different perspectives. A diverse workforce is one of the best ways for us to understand our diverse customer base – by ensuring that our employees reflect the communities we serve.

DISTINCTION AND AWARDS
- 2015: 2018: BC’s Top Employers
- 2013: Certificate of Recognition Award – Health & Safety Management, Worksafe BC
- 2013: Certificate of Recognition Award – Injury Management/Return to Work systems, Worksafe BC

NUMBER OF EMPLOYEES
7,500

ACCESSIBILITY INITIATIVES
- All bus and train fleet are fully accessible for customers using mobility aids such as wheelchairs and scooters.
- TransLink’s Universal Fare Gate Access Program allows customers who are physically unable to tap to independently enter the gated fare zone at all SkyTrain stations and SeaBus terminals.
- There is a company-wide dedicated Training Health and Workplace Management team comprised of occupational health nurses that support disability leaves, return to work, and accommodations.
- TransLink and operating companies are engaged in Mental Health Awareness week. Employees can participate in activities such as wellness challenges: Mental Health and...
Mindfulness Challenge, Psychological Hygiene lunch and learn, Mindful Break classes; Leadership Strategies for Supporting Mental Health.

- The company provides ongoing mental health awareness through workshops and events for people leaders and team members.
- Most facilities have gyms to encourage health and wellness and fitness coordinators during various hours.
- There are spiritual rooms at the corporate head office for mindfulness and quiet time.
- Most of the transit centers have sleeping rooms to encourage rest for shift workers.
- Employees have access to an Employee Family Assistance Program (EFAP) which is an employer-funded benefit that delivers wellness support through a variety of programs ranging from nutrition, finances, legal aid, elder and family care.
- EFAP provides e-Learning, interactive tools, health and wellness assessments and a library of health, life balance, and workplace articles.
- October is Wellness Month at TransLink’s head office. Employees are offered the opportunity to take part in mental health activities and a variety of other programing such as fitness assessments and a health fair.
- There is a dedicated Corporate Wellness Coordinator in Human Resources focused on coordinating, supporting and promoting a variety of health and wellness initiatives (employee and family assistance program, flu immunization clinics, health and wellness fairs, fitness assessments, fitness challenges, monthly newsletters, lunch and learns, etc.) and programs across the company such as mammogram clinics, blood donor clinics and oversees the gym facilities.
- Employees have started a grassroots Diversity and Inclusion Club.
- TransLink’s head office has accessibility features such as automated doors, accessible bathrooms, ramps, pathways and awnings.
- Employees who join TransLink’s family of companies receive a universal, unlimited transit pass (Compass Card) to come to work. Employees have the option to request one additional universal, unlimited transit pass for the use of a designated family member.
- TransLink conducts many community outreach activities with community organizations to reach a wider candidate pool.
- TransLink offers an inclusive return to work program which includes a strong commitment to health and safety and ensuring appropriate plans are in place for accommodating employees.
- A point of contact is offered during the recruitment process for candidates to ask for accommodations.

HIGHLIGHTS

- TransLink is considered a leader in accessible transit and has an Access Transit Planning department responsible for plans and policies that guide accessibility improvements to TransLink’s services.
- Access Transit Users’ Advisory Committee comprised of customers with disabilities, seniors and their representatives who provide advice to TransLink on accessibility related issues.
- Dedicated Access Transit Planning department – focused on maximizing the accessibility of transit services.