

Welcome to Vancouver Coastal Health

FOOD SERVICES WELCOME PACKAGE: MANAGERS

A message from our President & CEO

On behalf of our entire team, I would like to extend a warm welcome as you join our Vancouver Coastal Health (VCH) family.

Our people are what make VCH amazing. I am both incredibly proud of and inspired by the passion of our staff, medical staff and volunteers, and how we come together as a team in oneVCH to help, heal and deliver exceptional care with compassion to all who need it. We also take care of each other as we do this important work – knowing that our vision of healthy lives in healthy communities starts with us.

You have our commitment to support you in what I hope will be a rewarding and meaningful career journey with VCH. We are thrilled to have you on our oneVCH team!

See you soon,

Vivian Eliopoulos
President & CEO

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Land Acknowledgement

VCH recognizes that the lands on which we work to provide our services are the shared, unceded, traditional homelands of the Heiltsuk, Kitasoo/Xai'xais, Li'wat, Musqueam, Nuxalk, N'Quatqua, Samahquam, Shíshálh, Skatin, Squamish, Tla'amin, Tsleil-Waututh, Wuikinuxv and Xa'xtsa peoples.

Once you have network access, learn more about these traditional territories and the importance of land acknowledgements on the Indigenous Cultural Safety (ICS) [intranet page](#).

Indigenous Cultural Safety

VCH is committed to ensuring that our Indigenous Cultural Safety Policy is embedded throughout the organization, and to addressing and decreasing health inequities for Indigenous people by providing culturally safe and responsive services.

Cultural safety is an outcome of cultural competency, defined and experienced by those who receive the service – it is achieved when they feel safe. It is based on understanding the power differentials and potential discriminations inherent in the health service delivery system.



Leader Tip

If you would like to know more about the work of Indigenous Cultural Safety and access any learning resources, once you have access please visit the ICS Learning Resources [intranet page](#).



Diversity, Equity and Inclusion

VCH is committed to advancing diversity, equity and inclusion (DEI) across our organization in partnership with our staff, medical staff and the communities that we serve. We believe that this is essential to delivering exceptional care, building a great place to work and ensuring cultural safety for everyone.

Our DEI program reflects our organizational vision to be a culturally safe, inclusive and equitable, and aims to address systemic barriers embedded within policies, practices, program and services that inadvertently exclude individuals and groups. This includes acknowledging the impacts of colonialism on our health-care system and our Indigenous colleagues, patients, clients, residents and communities, as we stand with our Indigenous Health team to implement the relevant actions of the Truth and Reconciliation Commission of Canada: Calls to Action report.

We continue to listen and learn with humility, hold ourselves accountable and remain wholly invested in this collective journey. Once you have network access, find more information about the program as well as related learning resources on the DEI [intranet page](#).



About VCH

VCH is responsible for the delivery of \$4.1 billion in community, hospital and long-term care services to more than one million people in communities including Richmond, Vancouver, the North Shore, Sunshine Coast, Sea to Sky corridor, Powell River, Bella Bella and Bella Coola. VCH also provides specialized care and services for people throughout British Columbia.

OUR VISION

Healthy lives in healthy communities.

OUR PURPOSE

Come together as one collective team to deliver an exceptional care experience for all.

OUR VALUES



We Care for Everyone

We believe being caring is at the heart of what we do, caring for our patients, their families, our colleagues and ourselves.



We Are Always Learning

We believe in staying curious, always open to innovative ideas and ways to improve health care.



We Strive for Better Results

We believe in achieving better results across all functions of health care leading to better patient outcomes and improving health care.

OUR STRATEGIC PRIORITIES



Exceptional Care

High quality care for the best outcome, in the best setting: hospital, home, or community.



Innovation for Impact

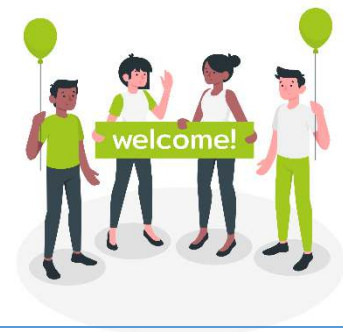
Evolving how we deliver services to stay at the forefront of health care.



Great Place to Work

Coming together to build a better workplace.





New Leader Checklist

✓	TASK	NOTES
Before your first day...		
	Create your LearningHub account	See page 8
	Obtain your VCH user ID, password and email address from your Onboarding Associate	Credentials will be emailed to you approximately 1 month prior to the unionized start date
	Pick up your new VCH Photo ID and name tag from your worksite	See page 10
	Complete mandatory training	Training details will be communicated 1-2 months prior to the unionized start date
After your first day ...		
	Explore the oneVCH intranet starting on the “New Employees” page *	
	Review Respectful Workplace & Human Rights Policy	See page 12
	Review ICS and DEI learning resources	See page 3 and 4
	Optional – Self-identify as Aboriginal (if applicable)	See page 11
	Complete mandatory training	Training details will be communicated 1-2 months prior to the unionized start date

*You will be able to access our intranet page once you have been granted network access, using your VCH user ID and password from anywhere with internet connection.



Payroll

VCH employees are paid bi-weekly (every two weeks) on Friday, with 26 pay periods per year. You will be able to view current and all previous VCH pay statements and T4 documents online.

Once you have network access, review instructions on the electronic pay statements intranet page. For further information about pay periods, understanding your pay statement and how to submit a pay inquiry, visit the Payroll services [intranet page](#).



Benefits



VCH provides a full range of health, wellness and pension benefits based on your collective agreement and/or employment status, which will be outlined in your offer letter. If you are an active regular employee, your benefits coverage will start on your first day of work with VCH.

Once you have network access, take some time to review all of the details on the Benefit plans & forms [intranet page](#).



LearningHub

LearningHub is the province-wide learning management system that you can access from anywhere with internet connection. Using LearningHub, you can complete VCH Orientation Online, and in future, register and complete other courses on a variety of topics. To ensure all of your learning history can be tracked in one place, please ensure that your LearningHub profile is updated to indicate that you are a VCH employee or medical staff.



Before your first day

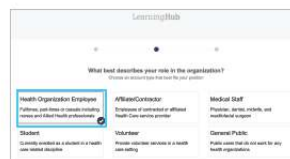
- If you do not already have a LearningHub account, please create your new account [here](#).
- If you have an existing LearningHub account, please login from the LearningHub [home page](#); if your profile does not indicate that you are a VCH employee or medical staff, add it to your profile following these steps:



1. Click on your name on the top righthand corner on the LHUB site, and choose **My Profile**.



2. Click on Switch Profile, and then **Add another health organization**.



3. When prompted, choose role **Health Organization Employee**, and then Vancouver Coastal Health as your organization.

Which email address should I use?

If you have not yet received access to your VCH email address, you may use any other personal email address (e.g., Gmail, Hotmail, school-issued) in the meantime. Once you have access to your VCH email address, we recommend that you update your LearningHub profile accordingly.

How do I verify my employment status?

When creating or updating your LearningHub profile, the system will prompt you to verify your employment status using your VCH-issued six-digit employee ID number. Note that verification will not occur until the first day of employment.



LearningHub manages your learning record. If you need to check on the status of your learning, you can do so through LearningHub.



Immunization Information

Vancouver Coastal Health (VCH) People Safety department would like to offer the opportunity to have your immunization status assessed and updated. As a new employee, you are required to report your vaccination history when starting employment under VCH. After assessing your immunity status you will be advised on the vaccine preventable diseases recommended based on your job description.

Immunizations are important to safeguard both yourself and the health of your patients, clients, residents and colleagues. In the event of an outbreak or exposure at your work site, you may be restricted from working if you do not meet the applicable immunization standards. The recommended vaccines are offered to you at no cost through the VCH People Safety Department.

Recommended Immunizations

- Measles Mumps Rubella (MMR)
- Chicken Pox (Varicella)
- Hepatitis B
- Tetanus/Diphtheria
- Polio
- COVID (offered through public health)
- TB Skin Test
- Chest X-Ray (if applicable)



Baseline Immunization/Health Assessment is required for all new employees. If you were unable to attend the welcome fair, please email your records of immunization with your first and last name, employee ID #, and date of birth to safetyandpreventionFSN@vch.ca.

If you would like more information on communicable diseases prevention, you may visit our [intranet page](#) on Communicable diseases and prevention, once you have network access.

Leader Tip

Safety is an opportunity to build collaboration and culture. The Safety Team is here to support you and the team includes safety advisors, workplace violence specialists, and others. Please reach to your safety advisor or peoplesafety@vch.ca if you have any questions.



Professional Image

Photo ID

You will be issued a VCH photo ID, which will grant you access to your work site and must be visibly worn at all times when acting as a representative of VCH.

Please note: If you currently have a Photo ID issued with the same Job Title from one of the five British Columbia Health Authorities (Vancouver Coastal, Fraser Health, Island Health, Interior Health or Northern Health), you will not be receiving a new VCH-issued ID.

If your Job Title is changing, please contact FoodServicesOnboarding@vch.ca for further direction about how to request a replacement badge.

Name Tag

In accordance with the Professional Image Guidelines, name tags are worn to help us be easily identified by patients and each other. Name tags are to be worn at upper chest level for easy visibility. When your Name tag has been issued, you will be able to pick it up from your work site.

Work Attire

VCH has a Professional Image Guideline, which provides guidance and directions for appropriate work clothing for staff to maintain infection prevention and control standards and ensure the safety of our people, in compliance with WorkSafeBC.

VCH also has an endorsed work clothing provider for certain professions. New staff and medical staff can shop online at the VCH work clothing store and use the one-time promo code: **VCH-WELCOME** to get \$10 off when you spend over \$40.

Social Media Policy

VCH has a [Social Media and Online Communication Policy](#) which all employees, must adhere to. The full policy can be found on oneVCH.

Please remember that not everyone wants details of their life posted on social media. Be respectful of other people and their online privacy – do not share pictures, names or personal information without consent. Do not be disparaging of others including patients, clients, colleagues, and volunteers, online, *even if individuals are not identified.*



Scheduling

MySchedule is an online scheduling platform where your employees will be able to view their schedule as well as receive and bid on shift offers. Notifications for available shifts (up to 90 days in advance) will be sent via the preferred contact method of their choice: text, email and/or phone call.

Until they have set up their MySchedule accounts, they will receive shift calls by phone to the number provided at the time of hire.



Aboriginal Employee Self-ID Initiative

VCH asks staff and medical staff to self-identify as Aboriginal, as a part of our commitment to cultural safety, diversity, equity and inclusion. Participation is optional and does not affect your employment with VCH. Once you have network access, find out more on the Aboriginal Self-ID initiative [intranet page](#).

If you choose to self-identify, please email your name, employee ID number and whether you identify as First Nation, Inuit or Métis (including your nation; optional) to people@vch.ca.



Respectful Workplace & Human Rights Policy

At VCH, you have the right to work in an environment that is respectful and a responsibility to treat everyone with consideration. People perform better, are more positive and less stressed when they work in an environment where respect is a high priority. Our Respectful Workplace & Human Rights Policy speaks to the expectations we have of all staff, medical staff and volunteers.



If you require advice or guidance, or wish to file a formal complaint, call our **no-bully line** at **1-844-662-8559**. Once you have network access, find more information on the Respectful workplace & bullying [intranet page](#).

Leader Tip



If you are interested in exploring more about Workplace Incivility and how it impacts the working environment, please register for a 60-minute [webinar](#) on LearningHub.

Wellness

Your wellness is a priority at VCH. You and your family will have access to a comprehensive Employee and Family Assistance Program (EFAP), provided by LifeWorks – Canada's largest EFAP provider – to support you in managing any work, health and life challenges. Lifeworks offer a full suite of in-person and virtual services, including 24/7 support for psychological health and safety concerns, wellness (e.g., health, financial, legal), critical incident stress management and counselling services. Call **1-833-533-1577** for confidential and immediate support, any time that you need it.

Once you have network access, find more information on the Wellness [intranet page](#).



Leader Tip



Remember caring for 'everyone' includes caring for yourself!



Recognition and Perks

Recognition is an important part of our culture at VCH. From everyday high fives to \$20 end of year holiday spending, long service recognition and more – our programs provide ways to ensure our people feel seen, appreciated and valued for both their everyday and outstanding contributions to make VCH a great place to work. Once you have network access, find more information on the Recognition & awards [intranet page](#).

Employee Recognition



Role modeling our VCH values and key behaviour of being appreciative is just one way to demonstrate caring for your staff. Staff value appreciation and thanks the most when they receive it directly from you, their leader. Research shows that leading a team who feels appreciated results in greater client/patient satisfaction, more motivation and increased retention. For resources about how best to recognize your team, please visit the Show Appreciation to My Team [intranet page](#).

Employee discounts

You will have access to exclusive discounts and offers from a wide range of community business partners on things like food, wellness, technology, recreation and more. Once you have network access, find them all on the Employee discounts [intranet page](#).

Commuting Options



VCH encourages and supports you to choose sustainable commuting options. Once you have network access, check out the available programs and incentives on the Commuting options [intranet page](#).



Absence Call Line



The Absence Call Line (ACL) is an automated phone service for staff (union/non-union) to report any planned and unplanned health-related absence from work and ensures accurate coding/pay for sick leave. It is not used for vacation, education or maternity leave.

The Absence Call Line ensures safe staffing, quality care and VCH can find replacement staff in a timely manner. Currently, 50% of sick leave occurs with less than 8 hours' notice – which leads to increased incidents of Relief Not Found and overtime and staff working short on the unit.

Call 604-639-4297, or call toll-free at 1-866-924-4297.

- Call any time of the day, any day of the year to submit your absence through the automated system
- Have your employee identification number handy (check your photo ID or pay statement if you don't know it)
- You'll be connected to your manager or supervisor at the end

Select the appropriate option when reporting an absence:

- Personal illness
- Injury at work
- Pre-planned medical absence
- Special Leave or emergency leave situation

For more information, please visit the Absence Call Line (ACL) [intranet page](#) for more information.



Key Contacts

VCH Onboarding	EMAIL: FoodServicesOnboarding@vch.ca	<i>Any inquiries you may have as you start with VCH.</i>
Employee Records & Benefits 1795 Willingdon Avenue Burnaby, BC V5C 6E3	PHONE: 604-297-8683 (option 1) FAX: 604-297-9316 EMAIL: employeeRBsupport@phsa.ca	<i>Verification of employment letter, change of address/name, benefits, porting of seniority, retirement.</i>
VCH Payroll Services 1795 Willingdon Avenue Burnaby, BC V5C 6E3	PHONE: 604-297-8683 (option 2) 1-866-875-5306 (option 2) FAX: 604-297-9311 EMAIL: mailto:payrollVCH@phsa.ca	<i>Pay stubs, T4s and other tax forms, pension and expense reimbursement.</i>

Once you have network access, use the [Advisor Lookup Tool](#) to find the names and contact information for People team members that support your department. If you are still not sure who to contact, please email people@vch.ca.

