Please read the following notice before entering your personal contact information into the Automated Shift Callout system.

**Purpose and Collection:**
The purpose of the Automated Shift Callout online employee portal is to provide you with the means to enter and maintain your contact information, select and update your preferred communications methods for receiving shift offers, to view and respond to open shift offers, and to view a history of shift offers made to you.

Entry of personal contact information into the Automated Shift Callout system is voluntary. To contact you with offers of shifts available to be worked however, you must provide at least one phone number or email address. By submitting your contact information, you agree to let Vancouver Coastal Health Authority use this information to communicate to you offers of shifts and notification of the award of shifts or for other staffing-related purposes, until you either change your contact information or your employment with Vancouver Coastal Health Authority comes to an end.

**Use of Information:**
The personal contact information you supply will be used to contact you with shift offers through the Automated Shift Callout system. Vancouver Coastal Health Authority may also use your contact information to contact you with shift offers and other work related communications through means other than the Automated Shift Callout system. For example, if the Automated Shift Callout system is unavailable, Vancouver Coastal Health Authority will contact you manually by telephone.

**Text and email transmission is not secure:**
Vancouver Coastal Health Authority considers text messages and emails to be non-secure technologies. Text message and email transmissions could be accessed by third parties such as cellular service providers, law enforcement agencies, etc. However, your private information is not included in shift offers.

**Information accuracy:**
You agree to keep your personal contact information up-to-date. For example, if you provide a phone number which is later changed and no longer belongs to you, you agree to correct or remove your old phone number from the Automated Shift Callout system so that Vancouver Coastal Health Authority does not inadvertently contact someone in error. Vancouver Coastal Health Authority reserves the right to correct or remove your personal contact information at any time, without notice, if it is found to be inaccurate.

**Lost or stolen devices:**
If your mobile device is lost or stolen, you must immediately access Automated Shift Callout online and change/remove your device’s phone number to prevent the possibility of a third party receiving your shift award notifications.

**Changes to contact information:**
If you change your phone number, you must immediately access Automated Shift Callout online and remove your previous phone number to prevent the possibility of a third party receiving your shift award notifications.

**Communications costs are not an expense of employment:**
Use of email, text messaging or voice services may involve costs from your service provider. Higher costs may be incurred by receiving phone calls or text messages while roaming. Provision of your personal phone number or email address is not considered an expense of employment, meaning that Vancouver Coastal Health Authority will not reimburse you for any expenses you incur through Vancouver Coastal Health Authority contacting you using the information you provide in the Automated Shift Callout system.

**Text and email delivery not guaranteed:**
The Automated Shift Callout system will send all text messages and emails immediately upon initiation of a callout, however, Vancouver Coastal Health Authority cannot guarantee that text messages and emails will be received by employee devices in a timely manner or at all because of their reliance on external communication systems and your own telecommunications/email provider. VCH also cannot guarantee that text messages and email responses will be received in a timely manner or at all because of their reliance on external communication systems and your own telecommunications/email provider.

**Further information:**
If you have questions or require further information please email WorkforceSchedulingInquiries@vch.ca

☐ Acknowledge Terms