1. **Q:** What is the difference between the VCH Orientation Online (VOO) and VCH Orientation Classroom (VOC)?
   **A:** The VOC is a set of Orientation classroom courses for **all newly hired staff** of Vancouver Coastal Health (VCH). It is offered in a classroom setting, building on the information provided in VCH Orientation Online (VOO). The purpose of VOC is to provide an opportunity to meet with and learn from organizational members, including senior leaders, about how we do things at VCH and what resources are available to you. Some new hires also receive orientation to their role specific skills. VOC ranges from 3 hours to 3 days depending on your position.

2. **Q:** How do I know which VCH Orientation Online (VOC) sessions I am expected to attend?
   **A:** If pre-registered for VOC, a personalized schedule will have been emailed to you from VCHorientation@vch.ca (ROAR), your manager, educator, or hiring associate. Please follow this schedule for your orientation. If you did not receive a schedule, please call/email your manager or educator to confirm attendance expectations, or speak with a Clinical Education Assistant (CEA) for assistance. Generally, if you are ‘non-clinical’ staff (corporate, administrative, etc.), then you are only required to attend the ‘Welcome to VCH’ session which runs from 0800 – 1045 on DAY 1 of the VOC. For all ‘clinical’ staff, we recommend contacting your Manager/Educator – or asking a CEA present for assistance, as your schedule will vary depending on discipline, job title, work location, etc.

3. **Q:** What if I cannot attend a VCH Orientation Classroom (VOC) session?
   **A:** If you are unable to attend one or more sessions of the VOC, please email VCHorientation@vch.ca and inform your manager to let them know. Depending on circumstances, and the rest of your onboarding schedule, you may have to do a “make-up” session at your worksite or at an alternate site.

4. **Q:** Do I need to sign in for each VCH Orientation Classroom (VOC) session I attend?
   **A:** Yes, you are responsible for signing-in for each session you attend. The CEA will provide the applicable sign-in sheet before/during each session. These sign-in sheets are used to record your training history in LearningHub. If you’re unsure you signed-in for a session attended, please check with one of the CEAs present to confirm.

5. **Q:** How do I get paid for the time I spend at my VCH Orientation Classroom (VOC)?
   **A:** You must **sign-in with your unit (flow sheet) or department each day** that you attend VCH Orientation Classroom sessions (with the exception of excluded staff). If your unit/department is **not on site**, we recommend you call or email your educator, manager or office administrator to confirm your attendance.

6. **Q:** Do I need to complete the VCH Orientation Online (VOO) in addition to the VCH Orientation Classroom (VOC)?
   **A:** Yes, all newly hired staff are required to complete the VOO, as it covers mandatory content that must be completed before you start your new position. The only exception is if you are an internal hire or were rehired within 60 days of terminating, in which case you are not required to redo the VOO – please ask your Manager to confirm or inquire with VCHOrientation@vch.ca for clarification.

7. **Q:** How do I access VCH Orientation Online (VOO)?
   All online courses are available through the **LearningHub (LHUB)** online system:
   - **NON-POINT OF CARE STAFF** – Administrative/support staff who may interact with patients but do not provide direct patient care (Administrative Assistants, Clerks, Porters, Nursing Unit Assistants, Technicians, etc.): VCH Orientation Online for NON-Point of Care Staff
   - **POINT OF CARE STAFF** – Staff who provide direct patient care (Nurses, Allied Health Professional, Care Aides, Therapy Services, etc.): VCH Orientation Online for Point of Care Staff
8. **Q:** How do I get paid for the VCH Orientation **Online** (VOO)?
   **A (1): Union positions:** When you have completed all of the VOO modules, including the required Violence Prevention modules, a completion record will be sent automatically to our HR Systems Education Report. Payroll receives the report every two weeks and will issue your payment for the next pay period. Be sure to complete all modules, and update your LearningHub account with your VCH Employee number after your official start day of work, so that the payment report will include your learning completion record.

   If you do not see VOO payment on your paycheque:
   - You may not have completed all required modules.
   - Your LearningHub account may not include your employee number.

   ➔ For pay inquiries regarding the VOO, please email VCHOrientation@vch.ca

   **A (2): Excluded positions:** No payment is made to excluded staff for completing the VOO modules. Please be sure you complete your online orientation modules so you can meet VCH education compliance requirements.

9. **Q:** How do I know/find out which Union I belong to?
   **A:** If this information was not provided in your Human Resources (HR) package, refer to the personalized schedule that was emailed to you. If you do not have a personalized schedule or the Union information was left blank, please check the first sign-in sheet of Day 1, which should have your Union listed, or ask a CEA present for assistance.

10. **Q:** When and where do I get my VCH email log-in/password?
    **A:** Your Manager/Educator or appointed Administrative Assistant will provide your email information, usually during your first shift.

11. **Q:** When and where do I get my VCH photo ID?
    **A:** You can get your photo ID picture taken on-site, regardless of where you were hired to. Also, you have the option to take the photo yourself and submit along with your online photo ID application. After taking/submitting your photo, you must fill out the online e-form found on the VCH Intranet under Access & Photo ID. You must submit your e-form from an on-site VCH computer with access to VCHConnect. More information about obtaining your photo ID is provided in the ‘Getting Started’ letter in your HR package, and is provided as a handout at the sign-in table during Regional Orientation.

12. **Q:** Where can I find out more about my extended health benefits?
    **A:** You can find out more about your VCH health benefits via the Records and Benefits page on the VCH Intranet. You can only access the intranet using a computer connected to a VCH network. Once you are at your work site, take a moment to view the Records and Benefits page using the following link:

    [http://www.vcha.ca/programs_services/records_and_benefits/benefits_booklet/page_15848.htm](http://www.vcha.ca/programs_services/records_and_benefits/benefits_booklet/page_15848.htm)

13. **Q:** How do I get employee-priced parking when using a parkade at a VCH site?
    **A:** If you do not have a VCH-issued employee ID to show the pay booth upon exit (VGH parkades) or a VCH-issued parking hanger to display in your car (LGH or RH parkades), then you will need a green temporary parking pass. If you require a temporary parking pass, please ask one of the CEAs to issue you one during Orientation; valid for up to 1 month after Orientation.