

Professional Image: Nametag Replacement Guideline

Site Applicability

VCH

Practice Level

Basic Skill: All VCH Staff

Requirements

As part of promoting a professional image, each Vancouver Coastal Health (VCH) employee working in direct contact with patients, clients, residents, families **and** visitors will be issued one standard nametag funded by the organization.

Upon issue, employees are expected to wear the standard nametag in accordance with the Professional Image-First Impressions Count guideline. Alternatively, if an employee has their name and job title embroidered or visible on their clinical work clothing (top chest), and then the nametag is not required.

Nametag Replacement Guideline

It is recognized that there will be occurrences where the standard nametag issued by the organization will require replacement.

Occurrence	Responsibility for Replacement	Responsibility for Funding	Process for Replacement
Lost nametag	Employee and Professional Image Support	VCH to fund replacements	<ul style="list-style-type: none"> Employee completes "VCH Nametag Replacement Order" form" available on the Professional Image website Employee submits completed form to Professional Image Support via email or scan to(professionalimage@vch.ca) A replacement will be ordered at no cost to the employee Professional Image Support will place an order to the nametag vendor using the standard VCH nametag ordering online process with delivery to the employee's work unit as specified on the submitted form.

Extra magnet and/or pin attachments required	VCH cost centre owner	VCH	<ul style="list-style-type: none"> Additional magnet and/or pin attachments can be ordered by the unit or department cost centre owner on an “as needed” basis. The cost centre owner will order attachment products directly from the VCH nametag vendor via <i>ePRO</i> using their designated cost centre. <ul style="list-style-type: none"> Item ID #00114382 – Magnet Item ID #00114383 – Pin
Broken nametag	VCH Employee and Professional Image Support	VCH or vendor	<ul style="list-style-type: none"> Employee completes “<i>VCH Nametag Replacement Order</i>” form available on the Professional Image website Employee submits completed form to Professional Image Support via scan or email (professionalimage@vch.ca) Once form received, Professional Image Support will place an order to the nametag vendor using the standard VCH nametag ordering online process with delivery to the employee’s work unit as specified on the submitted form.
Change in name and/or job title	VCH Employee and Professional Image Support	VCH	As noted in Scenario 3
Incorrect name and/or job title	VCH Employee and Professional Image Support	VCH or vendor	As noted in Scenario 3

References

- [Professional Image – First Impressions Count: Guidelines for VCH Employees and Leaders](#)
- [Nametag Replacement Order Form](#)
- [Authorization for Payment of Replacement Nametag by Payroll Deduction](#)

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