

	<b>CORPORATE ADMINISTRATIVE POLICY AND PROCEDURE</b>	Page 1 of 9
<b>Parking Policy</b>		
Signing Authority:	Senior Leadership Team	
Approval Date:	August 15, 2022	Effective Date: August 15, 2022

**SCOPE:**

This policy and procedure applies to all individuals parking at Royal Victoria Regional Health Centre (RVH) including employees, professional staff with RVH privileges (including medical, dental, midwifery, and extended class nurses who are not employed by the Health Centre), students, patients, visitors, volunteers, unpaid individuals, retail tenants, contractors, vendors, and service providers, as defined herein.

**POLICY STATEMENT:**

It is the policy of RVH to operate its parking facilities in a fair and equitable manner with the objective of generating revenue to support hospital operations and equipment replacement. RVH is accountable to comply with the Provincial Hospital Parking Directive regarding rates and passes. The Directive requires hospitals to annually report on revenues earned from hospital parking, and how funds generated from parking are utilized by the hospital.

At RVH, Safety is Our Promise. The Business Development Department is committed to ensuring safety and compliance with the parking policy through ongoing end-user engagement. All individuals working, volunteering, studying, or practicing at or on behalf of RVH, in whatever capacity, have a shared responsibility in the safety and best interest of the organization. If they observe or become aware of any violations pertaining to parking on RVH property, they are asked to notify the Business Development Department.

RVH has retained Precise Parklink for their expertise in the day-to-day management of RVH’s parking facilities. The RVH Business Development leadership team oversees the contractual arrangement with Precise Parklink. RVH grounds are private property and RVH reserves the right to maintain full jurisdiction over all vehicles parking on RVH property and shall take action for violation of this policy and procedure.

**DEFINITIONS:**

**Approved Signatories:** Director or Manager or designate approved to charge to their RVH Cost Centre as per the Approval Authority Policy.

**Business Partners:** means a company or individual with a legally binding agreement or arrangement with RVH. Examples of business partners include, Retail Tenants, Contractors, Vendors, and Service Providers.

**Parking Policy**

**Compassionate Parking:** A category of Parking Rate available for Patients and Visitors requiring financial assistance for parking expenses.

**Complimentary Parking:** A category of Parking Rate available for those requiring special circumstances, pending approval from the Business Development Manager or Department Directors. For example, members of service clubs or community organizations may be provided Complimentary Parking if attending RVH in a supporting capacity (e.g., cheque presentations).

**Contractor:** An external company or independent operator hired into a contract (or sub-contract) to perform work or supply services to RVH.

**Incidents and Accidents:** Any event occurring in RVH parking facilities that results in possible harm to any individual or vehicle.

**Liability:** The state of being legally or financially responsible for something.

**On Call Parking:** Designated parking provided for Professional Staff with RVH privileges.

**Paid Individuals:** All individuals paid for the work they perform at RVH, including all employees and professional staff with RVH privileges (i.e., medical, dental, midwifery, and extended class nursing staff), students on a paid work term, clinical placements on a paid work term, and consultants.

**Parking Management:** Precise Parklink is the parking management company retained for the day-to-day management of RVH parking facilities.

**Parking Office:** The location in the main visitor lot where the Customer Service Representatives (CSR) perform their daily tasks and monitor all gate and pay station activity.

**Parking Rates:** The costing structure based on duration of a vehicle's stay in RVH parking lots.

**Patients:** Any individual personally receiving care or being assessed, or otherwise personally receiving services of any kind from any paid or Unpaid Individuals on RVH property.

**Proximity Card:** Is a card issued by Security Services and coded by the Parking Office. This card provides the card holder access to RVH parking lots. These remain the property of RVH at all times and shall be returned to Security Services upon request or as conditions

**Parking Policy**

apply.

**Retail Tenant:** A lessee occupying a space at RVH through a rental agreement. Examples include retail pharmacy, food court, and retail respiratory products provider.

**Service Provider:** Any person contracted to provide ongoing service to RVH or any individual sub-contracted by the Service Provider. Examples of a service provider include equipment and utility service or repair, biomedical services, pest control services, etc.

**Unpaid Individuals:** All RVH volunteers, RVH Board of Directors, RVH Foundation Board of Directors, Health Ethics Committee and Research Ethics Committee Members, Canadian Cancer Society drivers, Hospice volunteers, clergy, Patient and Family Advisory Council and other approved volunteers and community partners.

**Vendor:** A person or company providing a paid good or service to RVH.

**Visitor:** All family, friends and/or other individuals accompanying Patients, but not themselves receiving care or services of any kind, as well as individuals from peer hospitals, or members of the public.

**GENERAL:**

**1. Parking Management**

Customer Service Representatives (CSR) from Precise Parklink are located in the Parking Office in the main visitor lot. A remote monitoring attendant can be reached from any of the pay stations, entrance gates and exit gates via intercom. Remote video and audio monitoring is in place for times when a CSR is not available at the Parking Office. Cameras are located at all entry and exit points.

**2. Liability**

RVH does not accept Liability of any kind for any loss and/or damage occurring to any vehicle parked, operated or driven on RVH property, its operator, other occupant thereof, or any persons. Vehicle use of any kind on RVH property shall be at the sole risk of the owner or operator. All vehicle operators, including employees, professional staff with RVH privileges, students, Patients, Visitors, volunteers, Unpaid Individuals, Retail Tenants, Contractors, Vendors, and Service Providers are required to comply with the Parking Policy and Procedure and are subject to applicable action for violations. The registered owner or vehicle operator is responsible for all violations involving his/her vehicle(s), which may include ticketing, towing and/or revoking of RVH parking privileges. The owner or vehicle operator is responsible for all costs involved in the removal, impounding and storage of such vehicle. Parking is strictly prohibited in fire routes, drop off/pick up areas, emergency services parking spaces,

## **Parking Policy**

loading zones, roadways, driveways, walkways or any grassed or landscaped areas. RVH is not responsible for any citations issued by the City of Barrie. Parking of oversized vehicles such as trailers and trucks is at the risk of the registered owner or vehicle operator as they may damage the parking equipment on entry or exit.

### **3. Incidents and Accidents**

Individuals working, volunteering, studying, or practicing at or on behalf of RVH, in whatever capacity, have a shared responsibility in the safety and best interest of the organization. All Incidents and Accidents shall be reported to both the Parking Office, Quality and Risk Management and Security Services to ensure prompt and thorough investigation and repair of equipment or other action, as applicable in the circumstances.

### **4. Parking Pass Terms and Conditions**

All individuals that use an RVH issued Proximity Card or a monthly parking permit (IPASS) to enter and exit a parking lot shall register their vehicle with Parking Management at the Parking Office. Individuals shall notify Parking Management of any changes to vehicle information by emailing [rvhparking@rvh.on.ca](mailto:rvhparking@rvh.on.ca) or by visiting the Parking Office. Proximity Cards and IPASS cards are for an individual's sole use and cards shall not be used by any other individual. These cards shall not be shared, loaned or reassigned. RVH may terminate parking privileges for individuals found in breach of these terms and conditions.

### **5. Parking Lot Relocation**

Individuals with RVH parking lot access may be required to relocate to a parking facility at a nearby location such as Georgian College during infrastructure construction/renovations, parking lot resurfacing, or over capacity of onsite parking lots. Unless otherwise specified, employee Parking Rates may still be applicable during such times.

### **6. Parking Rates**

Parking Rates are reviewed regularly and are subject to change. Sufficient notice of any rate changes shall be communicated to all employees, professional staff with RVH privileges, volunteers, community partners, Patients, Visitors, and Business Partners.

## **PROCEDURE:**

### **7. Paid Individuals**

- a. Employees: Employees with parking access shall pay employee Parking Rates via automatic payroll deductions. Full-time employees shall pay a flat full-time rate, part-time and casual employees shall pay an equivalent rate based on the number of hours worked. A Pay-Per-Use Parking Pass (PUPP) option is also available via payroll deduction.

## **Parking Policy**

Employees shall be coded to park in the lot designated by the Business Development Manager. Employees working and parking at Quarry Ridge or Gallie Court shall be issued a parking permit by the manager of their department and shall pay employee Parking Rates via automatic payroll deduction. Employees working off-site at Dialysis, Addiction Services, Barrie By the Bay, Rizzardo, or any other off-site RVH work locations, shall also pay employee Parking Rates via automatic payroll deductions.

Senior Leadership Team and RVH Hospital Service Leaders shall be provided access to all lots for emergency purposes.

Employees registered for parking payroll deductions may use their parking pass for personal visits to RVH only if they are present in the vehicle.

Employees wishing to activate or terminate their parking access during the course of their employment shall complete the Staff Parking Information and Parking Agreement – Terms and Conditions form available online on SharePoint. Employees shall provide the completed form by email to [rvhparking@rvh.on.ca](mailto:rvhparking@rvh.on.ca) or shall bring it to the Parking Office. Two weeks' notice is required to have payroll deductions deactivated.

Employees going on an unpaid leave of absence for greater than four weeks may have their payroll deductions stopped and have their parking lot access temporarily suspended. Employees who would like to access the parking lot while on a leave of absence shall visit the Parking Office to arrange payment, at the employee parking rate. Upon returning to work, a Payroll Authorization Deduction form (found on the Hub or in the Parking Office) shall be completed and returned to the Parking Office.

- b. Professional staff: Professional staff with RVH privileges parking in an assigned lot or in On Call Parking spaces shall pay the employee Parking Rate which shall be billed monthly. Payment shall be made through the Parking Management IPARC/IPASS system or via the Pay-Per-Use Parking Pass (PUPP) option.
- c. Clinical placements and students on a paid work term: These individuals shall park in an assigned lot and pay a weekly fee based on the employee Parking Rate. Payment shall be made at the Parking Office for the period of time parking access is required. Payment can be made for full weeks only and no refunds shall be issued for unused time.
- d. Accessible parking: When deemed necessary by the Occupational Health and

## **Parking Policy**

Wellness department and based on medical documentation, Paid Individuals with medical needs that affect their mobility shall be provided special parking accommodations to a lot closest to their workplace. They shall be assigned to a designated lot with Accessible parking or to a lot closest to their work area if they have a government-issued Accessible Parking Permit.

### **8. Unpaid Individuals**

- a. **RVH Volunteers:** All RVH volunteers shall park in an assigned lot by using their RVH-issued Proximity Card. Volunteers may use their parking pass for personal visits to RVH only if they are present in the vehicle and must park in the assigned lot. Parking is free for these individuals.
- b. **Members of the RVH Board of Directors, RVH Foundation Board of Directors, Health Ethics Committee, Research Ethics Committee and Patient and Family Advisory Council:** These individuals shall park in an assigned lot by using their RVH issued Proximity Card. They may use their parking pass for personal visits to RVH only if they are present in the vehicle and must park in the assigned lot. Parking is free for these individuals.
- c. **Canadian Cancer Society (CCS) drivers, Hospice Simcoe volunteers and other approved community partners:** These individuals shall obtain a paper ticket when entering the main visitor lot and shall have their parking ticket validated at the Parking Office to allow them to exit the lot without charge. These individuals shall show their CCS or Hospice identification with details of their visit which shall be recorded in a logbook at the Parking Office. The monthly log sheet shall be sent to the Business Development Manager where it shall be validated periodically by the respective organizations. When a parking CSR is not available, these individuals shall be asked to use the intercom at the gates to be let in and out at the main visitor lot and identify themselves as a volunteer for their respective organizations.
- d. **Clergy:** Clergy attending RVH on a regular basis will be issued a Proximity Card and shall park in the main visitor lot. Clergy who do not have a Proximity Card shall be provided a Complimentary Parking pass which they shall present at the Parking Office to allow them to exit the lot without charge. When a parking CSR is not available, these individuals shall be asked to use the intercom at the gates to be let in and out at the main visitor lot and identify themselves as Clergy.
- e. **Students:** All students shall park in the main visitor lot and pay for parking at the Parking Office. Parking is a flat rate per week. Individuals shall pay for the period of time that they require parking access. Payment can be made for full weeks only and no refunds shall be issued for unused time. A Pay-Per-Use Parking Pass (PUPP) option is also available.

**Parking Policy**

**9. Visitors**

- a. Visitors and Patients: Visitors and Patients parking in the main visitor or emergency department lots shall pay at parking pay stations or Parking Office. Pay and display parking spaces are also available for Visitor and Patient parking.
- b. Community Partners: Community partners shall park in the main visitor lot using either their RVH issued Proximity Card or a parking Proximity Card that can be shared between the organization's employees. Royal Canadian Legion President, Ladies Auxiliary President, Army and Navy Executive, Georgian Bay Native Friendship Centre and the Psychiatric Patient Advocate Office (contractual obligation) are examples of this. These cards will be provided, on a case by case basis, with Complimentary Parking as determined by the Business Development Leadership. Others shall be billed monthly by the RVH Finance Department. Community partners shall be billed at either the full-time or part-time employee rate based on usage, which has been predetermined. Community partners shall inform the Business Development Manager of any employee changes.

**10. Business Partners**

- a. Contractors: Facility Support Services (FSS) shall approve individual Contractors who require regular access to their vehicles who are authorized to park at the rear of the building. Contractors shall obtain a parking permit to be displayed in their vehicle from the FSS office. Parking spots are available on a first come, first served, daily basis. If the lot is full, contractors shall park in the main visitor lot and pay the visitor rate.
- b. Retail Tenant: Retail Tenants requiring parking for the operators and staff will purchase monthly passes and be billed monthly employee Parking Rates. They will park their vehicles in an assigned lot.
- c. Service Provider: Service Providers shall park in an assigned lot and pay a weekly fee based on the employee Parking Rate. Payment shall be made at the Parking Office for the period of time parking access is required. Payment can be made for full weeks only and no refunds shall be issued for unused time. Service Providers shall not be permitted to charge RVH for parking and free parking shall not be written into any contractual agreements.
- d. Vendor: All Vendors shall park in the main visitor lot and shall pay at a parking pay stations or Parking Office. Vendors shall not be permitted to charge RVH for parking and free parking shall not be written into any contractual agreements.

**Parking Policy**

**11. Other Parking Options or Categories**

- a. **Compassionate Parking:** A Compassionate care fund is available through RVH Foundation, pending a review by an appointed social worker to identify funding eligibility for Patients and their families to assist with parking fees to be approved by RVH Foundation.
- b. **Complimentary Parking:** Approved Signatories and Hospital Service Leaders can complete a Complimentary Parking form, available from the Parking Office or online on SharePoint. This form shall indicate the date, reason for the Complimentary Parking, program where the Patient is receiving care or services, and an RVH cost centre. Examples of approved criteria include cancelled surgeries, service recovery and cancelled tests. Patients shall take the completed Complimentary Parking form to the Parking Office to have their parking ticket validated to exit the lot without charge. A log shall be kept in the Parking Office and be sent monthly to the Business Development Manager and the appropriate cost centre shall be billed quarterly.
- c. **Complimentary Parking tickets for guests, special events, or participants in clinical trials:** Complimentary Parking tickets can be issued for a full day or for the duration of an event (e.g., Foundation event). These tickets can be ordered by the Director of a department through the Business Development Manager providing fifteen business days' advanced notice. The appropriate cost centre will be billed accordingly.
- d. **Parking Validator:** A parking validator is located on the fourth floor in the Administration office to be used for guests of Administration or special events. A log shall be kept for all validations and sent to the Business Development Manager monthly. If the validator is used by a specific department for an event or educational seminar, the appropriate cost centre will be billed quarterly. A second parking validator is located at PureHealth Pharmacy to provide discounts to their customers. The Business Development Department will invoice PureHealth Pharmacy quarterly for their usage.
- e. **Permitted parking at the rear of RVH:** Meals on Wheels, funeral vehicles and emergency vehicles have been provided short-term designated spaces in this area. At no time are employees, volunteers, professional staff with RVH privileges, students, or visitors permitted to park in this area. RVH is not responsible for any citations issued by the City of Barrie for inappropriate or unpermitted parking in this area.
- f. **Media invited to RVH by the Corporate Communications Department:** Media who are invited to RVH by the Corporate Communications Department shall be provided



**Parking Policy**

with Complimentary Parking. These individuals shall obtain a paper ticket when entering the main visitor lot and shall receive a Complimentary Parking form from an Approved Signatory. Media shall take the completed Complimentary Parking form to the Parking Office to have their parking ticket validated to exit the lot without charge. A log shall be kept in the Parking Office and sent to the Business Development Manager on a monthly basis.

- g. Patient Transfer: Patient Transfer Services have been provided a number of designated short-term parking spaces throughout the campus.

**CROSS REFERENCES:**

Royal Victoria Regional Health Centre (2018). Policy and Procedure: *Approval Authority*

**REFERENCES:**

Ministry of Health (May 2016). Provincial Parking Directive.