

CORPORATE POLICY, STANDARDS and PROCEDURE

		Page 1 of 5
<u>POLICY TITLE</u> PARKING FACILITIES AND MANAGEMENT		<u>NUMBER</u> TBA
<u>AUTHORIZATION</u> Vice President, Corporate Services and Facilities	<u>DATE APPROVED</u> April 2006	<u>CURRENT VERSION</u> <u>DATE</u> September 2013

DATE(S) REVISED / REVIEWED SUMMARY

Version	Date	Comments / Changes
1.0	April 2006	Initial policy released
2.0	December 2009	Parking Facilities and Management
3.0	September 2013	Parking Facilities and Management

INTENT / PURPOSE

To provide safe and accessible parking to the Health Organization facilities to support the delivery of the highest possible standard of clinical care for our patients, clients and residents.

To support the provision of safe and well maintained parking lots within Fraser Health, Providence Health Care, Provincial Health Services Authority and Vancouver Coastal Health, a pay parking program will be in effect which will apply equitably to staff, physicians, patients, clients, visitors, contractors and students who require vehicular parking at the Health Organization facilities. This program will be administered by the Integrated Protection Services - Parking, Access and Commuter Services program.

POLICY

The Pay Parking Program will maximize revenues and reduce expenses off-setting parking operational costs while contributing net revenues to the support and expansion of patient care initiatives. A fair and equitable pay parking program will be in effect within the Lower Mainland acute, community and leased corporate sites where applicable.

STANDARDS

This policy applies to all staff, physicians, patients, clients, visitors, contractors and students who require vehicular parking at the Health Organization facilities across the Lower Mainland.

CORPORATE POLICY, STANDARDS and PROCEDURE

		Page 2 of 5
<u>POLICY TITLE</u> PARKING FACILITIES AND MANAGEMENT		<u>NUMBER</u> TBA
<u>AUTHORIZATION</u> Vice President, Corporate Services and Facilities	<u>DATE APPROVED</u> April 2006	<u>CURRENT VERSION</u> <u>DATE</u> September 2013

DEFINITIONS

Regulations: Includes all Fraser Health, Vancouver Coastal Health, Providence Health Care, Provincial Health Services Authority and Municipal parking by-laws, rates, restrictions, procedures and practices as posted and communicated related to Parking.

PROCEDURE

1. Responsibility for the Lower Mainland Consolidated Parking Program including daily parking operations, internal parking management and the administration of contracted parking services rests with the Director, Parking - Access and Commuter Services.
2. Parking, Access and Commuter Services is responsible for:
 - Ensuring staff, physician, patient, visitor, client, contractor, volunteer and student access is granted on a random, subject to availability basis.
 - Aligning a pay parking program within a setting of patient/resident/client care with quality customer service and dispute resolution.
 - Providing a safe and secure parking environment for all user groups.
 - Leading a Transportation Demand Management program which promotes the use of alternate environmentally responsible commuter modes.
 - Managing all parking related contracts and service outcomes.
3. The Parking, Access and Commuter Services program will contract the services of a professional parking management company to facilitate daily pay parking access. The professional parking management service provider will be responsible for:
 - Efficient utilization of parking facilities, granting access to daily staff and other public users.
 - Active patrol, enforcement, collection and related equipment maintenance.
 - Maintaining a high quality customer service infrastructure in the areas of ticket disputes and technical support.

CORPORATE POLICY, STANDARDS and PROCEDURE

		Page 3 of 5
<u>POLICY TITLE</u> PARKING FACILITIES AND MANAGEMENT		<u>NUMBER</u> TBA
<u>AUTHORIZATION</u> Vice President, Corporate Services and Facilities	<u>DATE APPROVED</u> April 2006	<u>CURRENT VERSION</u> <u>DATE</u> September 2013

NOTE: Parking, Access and Commuter services will ensure parking enforcement and ticket dispute/resolution processes contain sufficient flexibility so as to address the unique and often time sensitive parking requirements of those accessing health care services.

4. Where possible, staff and physicians will have the option of paying for parking through payroll deduction, monthly, annual or daily through a staff parking rate at each site. Staff and applicable others will be required to provide a refundable deposit for the use of a parking hanger required to facilitate parking privileges.
5. At some sites, a waiting list may be established where demand for staff parking exceeds site capacity. Immediate parking pass privileges can be assigned to staff circumventing the waitlist for those employees regularly requiring the use of their private vehicle in conducting multi-site or external business for the Health Organizations.
6. Where practicable each Health Organization will have a Multi-site, parking pass program. This program will allow for employee Multi-site parking within the Health Organization at no additional charge. The Multi-site program will also allow for the purchase of the reduced daily pay employee rate during Inter-Health Organization travel. Passes will be issued to staff with regular Multi-site responsibilities upon written request from their Department and or Program Director based on the following criteria:
 - Retains a regular full-time/part-time position with functional reporting responsibilities for more than one site within the Health Organization requiring off site travel at least three times a week.
 - Subscribes to the employee payroll deduction parking program within the specific Health Organization area or site requiring active parking payment with a pass deposit.
 - Receives Director approval on the applicable form acknowledging the above conditions apply.
7. Staff, physicians, contractors and others who are issued parking passes are responsible for the loss and/or damage of their parking pass, their vehicle and their vehicle contents. The pass may not be used by another person. Where a parking pass is lost and a replacement

CORPORATE POLICY, STANDARDS and PROCEDURE

		Page 4 of 5
<u>POLICY TITLE</u> PARKING FACILITIES AND MANAGEMENT		<u>NUMBER</u> TBA
<u>AUTHORIZATION</u> Vice President, Corporate Services and Facilities	<u>DATE APPROVED</u> April 2006	<u>CURRENT VERSION</u> <u>DATE</u> September 2013

is required, a replacement fee shall be applied before a new pass is issued. Broken passes can be submitted and replaced without charge. The pass remains the property of the Health Organization from where it was originally issued.

8. Parking, Access and Commuter Services will establish and maintain a Transportation Demand Management (TDM) program providing opportunities and incentives for staff and physicians to adopt alternate commuter modes. This program may include the use of transit incentives, ride sharing, co-op cars, bicycle cages among other initiatives.
9. Failure to comply with the established parking regulations will not be tolerated and may result in parking fines, vehicle impoundment, removal of parking privileges and/or disciplinary action.

EXCEPTIONS

Exceptions to the pay parking requirement of the Health Organizations will apply only to the following groups:

- Where applicable clients of residential care facilities may not be subject to a pay parking program. This exemption will not apply to employees and/or physicians of residential care facilities.
- Staff who are mandated to receive parking privileges by their specific Senior Leadership Team and/or Vice President.
- Staff under specific Community Health Collective Agreements with the employer requiring the use of a personal vehicle as determined by Human Resources.
- Registered Volunteers or members of a Hospital Care Auxiliary.
- Sites exempted by Municipal legislation or property management directives.
- Patients, clients and visitors with extenuating circumstances based on medical grounds or financial hardship as reviewed on a situational case by case basis.
- Any other legal requirement to exempt.

CORPORATE POLICY, STANDARDS and PROCEDURE

		Page 5 of 5
<u>POLICY TITLE</u> PARKING FACILITIES AND MANAGEMENT		<u>NUMBER</u> TBA
<u>AUTHORIZATION</u> Vice President, Corporate Services and Facilities	<u>DATE APPROVED</u> April 2006	<u>CURRENT VERSION</u> <u>DATE</u> September 2013

REFERENCES

Fraser Health Corporate Policy "Theft, Fraud and Corruption"

Lower Mainland Pay Parking Guiding Practices