

STANDARD 3.17.STND.1	Parking Regulations	DOMAIN People and Teams
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NOTE: The first appearance of terms in **bold** in the body of this document (except titles) are defined terms – please refer to the Definition section

Contents

OBJECTIVES.....	2
APPLICABILITY	2
1. GENERAL.....	2
2. RESPONSIBILITIES AND LIABILITIES.....	3
3. OPERATING AND PARKING REQUIREMENTS.....	4
4. STAFF PARKING.....	6
5. PATIENT AND VISITOR PARKING	19
6. PARKING FOR CONTRACTORS AND CONTRACTED SERVICES	22
7. VOLUNTEER PARKING	23
8. SPIRITUAL CARE PARKING	23
9. STUDENT, INSTRUCTOR, VISITING RESIDENT AND TEMPORARY LOCUM PARKING ...	23
10. OTHER PARKING PERMITS	24
11. VIOLATIONS AND CITATIONS	24
12. DEFINITIONS AND INTERPRETATION	25

OBJECTIVES

To standardize parking at Covenant Health owned, leased or operated facilities.

APPLICABILITY

This standard applies to all parkers at Covenant Health owned, leased or operated facilities.

1. GENERAL

- 1.1 These Parking Regulations govern access to and use of all parking facilities on Covenant Health property or leased space, and are applicable at all sites unless otherwise specified by the Director, Parking Services. Provisions regarding parking payment and parking privileges apply only to sites where there is a charge for parking and/or where parking is actively managed by Covenant Health Parking Services.
- 1.2 The Covenant Health Executive has delegated authority to Parking Services to create, administer, manage, and from time to time amend Parking Regulations and to prepare, distribute and post official regulatory notices and signs consistent with the regulations.
- 1.3 Parking is a privilege, not a right. Parking Services will work within the existing policy framework and available parking resources to ensure the fair and equitable allocation of parking, but cannot guarantee parking availability.
- 1.4 Parking Services or its designated agent will be responsible for the allocation of parking at all sites in consultation with site leadership.
- 1.5 Parking Services reserves the right at any time to redistribute and reallocate parking privileges at any site to improve the efficient and effective management of the parking operation.
- 1.6 Parking Services will collect applicable parking charges for all vehicles parking at sites and facilities where parking charges are in effect, either from the parker or from the responsible department, with the exception of parkers who are specifically exempted from parking charges by these regulations, such as volunteers and patients who qualify for compassionate permits.
- 1.7 Parking Services reserves the right at any time to change, suspend or terminate monthly or long term parking privileges. While Parking Services will, whenever possible, give thirty (30) days' notice of change, disruption or termination of parking privileges, such change, disruption or termination may occur without notice.
- 1.8 Parking Services, working in cooperation with site and corporate Communications as needed, will be the sole authorized source of information, forms and communication regarding parking matters, and all such information, forms and communication will clearly identify Parking Services as its source. Parkers who rely on information provided by third parties or other sources do so at their own risk.

- 1.9 Parking information, maps, and forms may be obtained online from compassionNET or from the site's designated Parking Office. A list of Parking Offices is available on compassionNET page.

2. RESPONSIBILITIES AND LIABILITIES

- 2.1 It is the responsibility of all parkers to adhere to these parking regulations while using Covenant Health operated or leased parking facilities, and all vehicles at a Covenant Health site are subject to current Parking Services regulations. Parkers are advised that Covenant Health parking areas may be patrolled or under camera surveillance to monitor compliance with parking regulations.
- 2.2 Staff members who apply for and receive parking privileges are bound by these regulations, including, without limitation, Section 4 (Staff Parking).
- 2.3 Visitors and patients parking on Covenant Health property or leased space are also bound by these regulations, including, without limitation Section 5 (Visitor Parking) but excluding Section 4 (Staff Parking).
- 2.4 At sites leased by Covenant Health, it is the responsibility of all parkers to adhere to any parking-related rules or regulations imposed by the property owner or manager in addition to these Covenant Health parking regulations. In the event of conflict between the property owner or manager's rules and these regulations, the rules of the property owner or manager will prevail.
- 2.5 Policies and Regulations may change from time to time without notice. It is the responsibility of the parker to comply with the most current regulations.
- 2.6 Parking rates are set by Covenant Health periodically. Parking Services will provide reasonable notice of changes to staff parking rates. All other parking rates may change without notice.
- 2.7 Payment is made for the use of parking spaces only. Any vehicle on Covenant Health property or leased space shall be parked, operated and driven solely at the risk of the owner and operator. Covenant Health is not liable or responsible for damages or loss to a person, vehicle or property howsoever caused including, without limitation:
- a. any damage, loss, theft or vandalism to any vehicle or contents, or injury to any parker, vehicle occupant(s), or any other person(s);
 - b. any damage, expense or inconvenience incurred as a result of power outages, energy peak demand load shedding, or defects relating to electrical plug-ins;
 - c. any damage, loss or inconvenience resulting from or to any vehicle being removed, towed away, impounded, or immobilized pursuant to these Regulations; and

- d. any injury or loss suffered by a pedestrian on Covenant Health property or leased space unless such damage, loss or injury has resulted from the negligence of an employee or agent of Covenant Health acting in the course and within the scope of his or her employment or retainer.
- 2.8 Nothing in these regulations shall affect the liability of any contracted or third party carrying out the removal, towing away, impoundment, immobilization or boosting of a vehicle.
- 2.9 A parking officer or a parking attendant acting under the direction of Parking Services, or a security officer rendering assistance in the removal, towing away, impoundment, or immobilization of a vehicle shall not be liable or responsible for any damage, loss or inconvenience resulting from such action.
- 2.10 The owner and operator of a vehicle shall be jointly liable for penalties or charges levied with respect to the vehicle or permit unless proven that the vehicle or permit had been stolen from the owner, or taken from the owner's possession, or from the possession of the person entrusted by the owner with the care thereof, without the owner's consent, express or implied.

3. OPERATING AND PARKING REQUIREMENTS

- 3.1 Driving or operating a vehicle on Covenant Health sites is restricted to roadways, parking lots/structures and loading zones.
- 3.2 All parkers must enter and exit Covenant Health parking facilities using the proper entrance or exit. Entering or exiting a parking facility by other means such as driving over curbs, driving around access gates, moving barricades, or by any other means other than the proper entrance or exit constitutes a violation of these regulations and may result in loss of parking privileges. For gated facilities, parkers must proceed through entrance and exit gates, one vehicle at a time, allowing the gate to close between vehicles.
- 3.3 Where applicable, parking permits must be clearly displayed in parked vehicles as instructed on the permit.
- 3.4 The operator of a vehicle shall obey all traffic laws, all official signs and notices for the control of parking and traffic, and all posted speed limits. Regardless of the posted speed limits, the operator of a vehicle shall reduce speed to that which is conducive to safety and shall drive with due care and consideration of other road users, pedestrians, and weather conditions.
- 3.5 The obstruction of any fire lane, fire hydrant, or emergency access zone is prohibited.
- 3.6 Officers and attendants acting under the direction of Parking Services or Protective Services are authorized to signal or direct the control of parking and traffic.
- 3.7 The operator of a vehicle shall yield right of way to all pedestrians crossing a roadway at any intersection or pedestrian crosswalk.

- 3.8 Vehicles may only be parked within the boundaries of parking lots or structures or other areas specifically designated for parking and in accordance with any posted signs. Parking on roadways, sidewalks, or landscaped areas is not permitted.
- 3.9 Vehicles parked in “Small Vehicle Only” stalls must be small enough to fit entirely within the stall boundaries, including any attached accessories.
- 3.10 Vehicles must be parked so as not to extend into an adjacent or opposite parking stall, nor to extend beyond a divider, nor in any way to block, obstruct or impede the flow of traffic. The fact that other vehicles are parked improperly shall not constitute a valid reason for parking improperly.
- 3.11 Bicycles may only be parked at and locked to bicycle stands or in designated bicycle cages. Bicycles may not be parked at or locked to trees, signs, parking meters, fences or railings, and must not be parked in such a way as to impede the flow of pedestrian or vehicular traffic. Bicycles that are left in cages or locked to stands for extended periods of time may be removed and managed in accordance with the applicable Covenant Health, site or zone policy regarding lost or abandoned property.
- 3.12 Some Covenant health sites may have designated areas for motorcycle parking. Motorcycle parkers must contact the appropriate Parking Office for site-specific information. Motorcycles may not be parked in most gated lots or parking structures for safety reasons, as the gates will not operate properly for motorcycles and may descend on the cycle or rider. Covenant health will not be responsible for any damage or injury associated with a gate descending on a motorcycle or rider.
- 3.13 Any parking permits are valid only for the parking facility or facilities specified by Parking Services or designated on the permit and only for the duration specified on the permit.
- 3.14 Vehicle accidents occurring on Covenant sites must be reported promptly to Protective Services.
- 3.15 If a parked vehicle becomes inoperable and cannot be removed before the parking permit expires, Parking Services must be contacted immediately to avoid a citation. A note left on the vehicle does not constitute adequate contact. Temporary parking pending removal of the vehicle may be arranged for a limited period of time at the discretion of Parking Services. Where possible, vehicle removal should be arranged within 24 hours. The temporarily parked vehicle must not create an obstruction or hazard to other parkers or pedestrians.
- 3.16 Any vehicle left on Covenant Health property for more than seven (7) days without being moved may be deemed abandoned by Parking Services; longer time periods may be permitted at the discretion of the responsible Parking Services manager. Abandoned vehicles will be removed from the property at the owner’s expense.

4. STAFF PARKING

This section applies to all parkers who are eligible for parking in staff parking areas at staff parking rates, including Covenant Health employees, members of the medical, dental, podiatry, and midwifery staffs, medical residents, medical fellows, allied health professionals, and employees of contracted (e.g. outsourced) service providers whose regular place of employment is an Covenant Health site.

4.1 Obtaining Parking Privileges

- a) Staff who wish to obtain staff parking privileges must complete, sign and submit a Parking Application.
- b) It is the responsibility of the applicant to ensure that the Parking Application is complete, accurate, legible and signed. Incomplete or unsigned applications will not be processed.
- c) Staff parking permits may be used with any vehicle owned or operated by the permit holder, subject to height and fuel restrictions in some parking facilities. Permit holders are required to notify Parking Services of the license plate numbers of all vehicles used with the permit.
- d) It is the parker's responsibility to ensure that any applicable permits are transferred from one vehicle to another when driving a different vehicle to work. Failure to properly display the permit may result in a parking citation.
- e) Staff members who hold more than one position with Covenant Health at different sites or whose position requires them to work at multiple sites may be required to complete separate parking applications at each site where parking is required.
- f) Completed and signed parking applications must be submitted to the appropriate Parking Office for the applicant's home site as instructed on the parking application form. Staff may be required to attend at the Parking Office before parking privileges are granted.
- g) Upon receipt of a completed application, the Parking Office will determine whether the applicant meets site parking criteria, if any. The Parking Office may then:
 - i. Grant parking privileges and provide appropriate electronic parking access or permits to the applicant, OR;
 - ii. Place the applicant on a wait list for parking if no parking is available for which the applicant qualifies, OR
 - iii. Decline the application.
 - iv. Staff wait lists may be bypassed at the discretion of Director of Parking Services & only in exceptional circumstances.

- h) Applications for parking privileges will not be processed until any outstanding balances for parking fees or citations have been paid. At the parking manager's discretion, this requirement may be relaxed in cases where the applicant is actively resolving the outstanding balance through a payment plan arranged with Parking Services.
- i) Parking Services will, where needed, allocate staff parking based on site parking criteria and/or priorities developed in consultation with site leadership. Such criteria and/or priorities may include, among other factors, some or all of the following:
 - i. frequency of business travel requiring a vehicle
 - ii. employee status (full time, part time, casual)
 - iii. parking-related provisions of applicable collective agreements
 - iv. employee disability
- j) The above list is not intended to be exhaustive, and Parking Services may at its discretion and in consultation with site leadership consider other factors when setting priorities for staff parking allocation.
- k) It is the responsibility of staff parkers and their immediate managers to notify the Parking Office of any change to their employment status.
- l) Assigned parking may be scrambled and oversubscribed for optimum use of space. For that reason, possession of a permit to park in a specific lot or structure does not guarantee that space will always be available. If the parking lot is full, or if a parker is unable to gain access to the assigned parking area, he or she should proceed to a designated overflow lot at the site (if available) and notify the Parking Office within 15 minutes of arriving at work to avoid a citation.
- m) Parking Services reserves the right to cancel or change a Parker's assigned lot or structure.
- n) Parkers who regularly park at an outlying or offsite lot or structure may be eligible to receive access to more proximate parking when working shifts outside regular business hours. Inquiries may be made at the Parking Office.
- o) Staff daily or weekly parking permits are not available. Staff are not eligible to purchase patient/visitor parking permits unless the staff member requires such permits as a patient or as a visitor of a patient. Any such patient/visitor parking permits may not be used to park at work or for any work-related purpose.
- p) At sites with more than one staff parking lot, structure or area, Parking Services will assign parking in accordance with availability and any applicable site parking criteria.

- q) Staff parking privileges are valid only at the Covenant Health site(s) and parking facility(ies) for which they were issued.
- r) Staff parking privileges are not transferable and are valid during working hours only.
- s) Some parking facilities are only available during specific hours. If a parker remains at work longer than the specified time, the parker's vehicle must be moved to another parking facility as specified by Parking Services. Parking Services will make reasonable efforts to assign parking facilities with availability restrictions to staff whose hours of work coincide with the facility's availability.
- t) Staff parking privileges are not valid in areas designated for public use only.
- u) On call parking - defined as 'parking for designated staff returning to the site for a patient-related medical emergency', furthermore:
 - i. This availability is not a reserved space for those who happen to be on call that day) or for everyday hospital shifts. These stalls can only be used when returning to the site for an immediate patient-related medical emergency, and must be vacated when the emergency ends to allow access for other on call emergency parking needs.
 - ii. Designated on call staff must not overflow into public spaces – if on call is full they are to their designated parking onsite.
 - iii. Parking services retains the right to limit the number of spaces as well as number of staff allocations based on operational requirements.
 - iv. On call parking allocation is not guaranteed by Parking Services and may not be available at every site.
 - v. Unauthorized use of on call parking stalls by staff may result in ticketing, towing and loss of on call parking privileges based on provincial policy.

4.2 Payment for Staff Parking

- a) Covenant Health employee parkers and other parkers who are paid through the Covenant Health payroll system will have parking fees deducted from their payroll. No other form of payment is acceptable for Covenant Health employee parking. Arrangements for payroll deduction of parking fees must be completed by Parking Services before a parking permit will be issued.
- b) Payroll deductions for parking will begin on the first day of the pay period in which parking privileges are granted and will end on the last day of the pay period during which parking privileges are cancelled.
- c) In the event that parking fees fail to be deducted or are under-deducted due to an administrative or system error, Parking Services will work with Payroll

Services to advise the Covenant Health employee affected and to recover fees owing for a period of up to twelve months previous to discovery of the error, in accordance with Covenant Health Policy [IV-40 Payroll Practices](#).

- d) Staff parking fees constitute payment for the provision of parking privileges, and apply whether or not those privileges are used. Unused parking privileges are not refundable.
- e) Covenant Health employee payroll deductions apply to all regular worked hours and does not include paid leave, vacation, bereavement leave, sick leave, etc.
- f) Staff with parking privileges at more than one site will be charged for parking at the highest applicable rate for the parking areas to which they have access.
- g) Staff parkers who are not paid through the Covenant Health payroll system may pay for parking in advance through:
 - i. Cheque or credit card (total annual fees only, no monthly payments). It is the responsibility of each parker paying by cheque or credit card to ensure that parking privileges are renewed annually before they expire.
- h) Staff who are not paid through the Covenant Health payroll system may apply for and receive parking privileges at any time in a calendar month. If parking privileges are initiated partway through a calendar month, parking charges for the initial partial month will apply as follows:
 - i. If parking privileges commence on or before the 15th of the month, the full monthly rate will apply.
 - ii. If parking privileges commence on or after the 16th of the month, 50% of the full monthly rate will apply.
- i) Staff who are not paid through the Covenant Health payroll system may cancel parking privileges by following the cancellation process outlined in these regulations. Parking Services will refund prepaid parking fees for any full calendar months falling after the date of cancellation. If the cancellation takes effect partway through a calendar month, parking charges for the month of cancellation will be refunded as follows:
 - i. If parking privileges are cancelled on or before the 15th of the month, 50% of the parking charges for the month of cancellation will be refunded.
 - ii. If parking privileges are cancelled on or after the 16th of the month, there will be no refund.

4.3 Parking for Persons with Disabilities and other mobility limitations.

- a) Covenant Health Parking Services complies with provincial and municipal guidelines, standards and bylaws in the provision of accessible parking stalls for persons with disabilities at all Covenant Health owned sites.
- b) Staff members may park in accessible parking spaces within staff parking areas, where available, if they have staff parking privileges at that site AND a valid government-issued parking permit and/or license plate for persons with disabilities.
 - i. Parking Services reserves the right to verify that a government-issued permit and/or license plate is valid, current and registered in the name of the staff member.
 - ii. Accessible Parking stalls are not reserved, and Parking Services does not guarantee that such stalls will always be available.
- c) Staff parkers with limited mobility who do not have a valid government-issued parking permit or license plate for persons with disabilities may not park in designated accessible parking stalls.
 - i. Staff requesting parking accommodation in these circumstances will be asked to obtain a government-issued parking permit and/or license plate for persons with disabilities if their limitation is likely to persist for 3 months or more. Any costs associated with obtaining the permit are the responsibility of the staff member.
 - ii. Parking Services will work informally with staff parkers requesting special needs accommodation for a period of less than 3 months, and will attempt to locate suitable parking within available resources in staff parking areas. Such parkers may not park in designated accessible parking stalls. Parking Services does not guarantee that suitable parking will be available. If the accommodation requirement extends beyond 3 months without a clearly defined endpoint in the near future, the parker will be asked to obtain a government-issued parking permit and/or license plate for persons with disabilities to meet their ongoing parking needs.
- d) Other special parking arrangements to temporarily accommodate exceptional circumstances may be issued upon approval of the Parking Manager.

4.4 Parking for Oversize Vehicles

- a) Vehicle height restrictions, if applicable, will be posted at the entrance of all parking structures.
- b) When applying for parking, it is the responsibility of staff with large or oversize vehicles to ensure that the requested or assigned parking area will accommodate their vehicle.

- c) If a staff member on occasion drives a vehicle which is too large for their assigned parking facility, it is the responsibility of the staff member to contact Parking Services, preferably in advance, to make alternate parking arrangements if available.
- d) Parking Services does not guarantee the availability of parking space for oversize vehicles at any site.

4.5 Parking for Propane-Powered Vehicles

- a) Vehicle fuel restrictions, if applicable, will be posted at the entrance of all parking structures.
- b) It is the responsibility of staff with propane-powered vehicles, when applying for parking, to ensure that the requested or assigned parking area is appropriate for their vehicle.
- c) Parking Services does not guarantee the availability of parking space for propane-powered vehicles at any site.

4.6 Staff Parking Wait Lists

- a) When staff parking areas are fully occupied, a waitlist for staff parking will be initiated.
- b) It is the responsibility of waitlisted staff to ensure that the contact information provided to Parking Services remains current.
- c) Parking will be assigned to waitlisted staff on the basis of their place on the waitlist and any applicable parking criteria.
- d) Parking Services will contact staff by email to offer parking as it becomes available. Staff will be given ten (10) business days to respond to an offer of parking. Staff who have not responded within the period will be removed from the wait list. Staff who respond after the period has passed but before fifteen (15) business days have elapsed will be restored to the wait list and given priority.
- e) If a staff member on the wait list accepts an offer for parking, Parking Services will process the application, issue parking access or permits, and parking payment as needed. Payroll deduction for Covenant Health employee parking fees will begin on the first day of the pay period following the application processing date, regardless of any delay on the part of the staff member in picking up permits, access cards, etc.

- f) If a staff member on the wait list declines the offer of a parking spot but wishes to remain on the wait list, he/she may remain on the wait list at the discretion of the site parking manager, but will be moved to the bottom of the list.
- g) Staff wait lists may be bypassed only in exceptional circumstances with approval from the Director of Parking Services.

4.7 Transfer of Parking Privileges from One Covenant Health Site to Another

- a) When transferring from one site to another, staff must cancel any parking privileges at the previous site by completing a cancellation form and apply for parking at their new site if desired. Transferred staff may not retain parking privileges at their previous site, and Parking Services may unilaterally cancel these parking privileges and require the return of parking permits. If parking permits are not returned within a reasonable period of time, Parking Services may deem any unreturned parking permits lost. Any user of a permit deemed lost may be subject to loss of parking privileges, disciplinary action, and/or citation.
- b) Failure to cancel parking privileges will result in continued payroll deductions for parking.
- c) Staff transferring from one site to another are not guaranteed parking privileges at the new site.
- d) Staff whose worksite is changing because they are being relocated or seconded by Covenant Health will be accommodated with parking at the new site if parking for which they are eligible is available. If they will be returning to their former site once a secondment or temporary reassignment ends, their parking privileges will be reinstated at their former site upon their return if parking for which they are eligible is available; otherwise, they will be placed at the top of the wait list. Relocated or seconded staff may not retain parking privileges at their previous site during the term of their relocation or secondment, and Parking Services may unilaterally cancel these parking privileges and require the return of parking permits as in paragraph a) above. There is no guarantee that any parking provided to seconded or relocated staff will be of the same type and proximity as the parking they had prior to their secondment or relocation.

4.8 Transfer of Parking Privileges from One Parking Facility to Another at the Same Covenant Site

- a) Parking Services may, at its discretion, maintain transfer lists for staff who have parking privileges at one parking facility but would prefer to park at a different facility at the same site.
- b) Parking Services may discontinue such lot-to-lot transfer lists at any time without notice.

4.9 Cancellation of Staff Parking Privileges

- a) Staff with parking privileges who no longer require parking must complete a parking cancellation form and submit it, along with all permits and/or access cards, to the Parking Office at which they were issued.
- b) Staff who work at more than one site may use the same cancellation form to cancel parking at several sites.
- c) Parking Services reserves the right to charge a fee for lost or unreturned permits and access cards.
- d) In the case of terminated or transferred staff who fail to cancel their parking privileges, Parking Services may accept a report from Covenant Health Payroll or a communication confirming the termination or transfer from the applicable manager in lieu of a cancellation form. In such cases, Parking Services will work with the employee's manager to take reasonable steps to retrieve any outstanding parking permits, in accordance with Covenant Health [Policy II-118 Termination of Employment or Department Transfer](#). If parking permits cannot be retrieved, Parking Services will deem them lost.
- e) For staff paying for parking by payroll deduction, Parking Services will discontinue payroll deductions for parking privileges on the last day of the pay period in which the completed parking cancellation form and all applicable permits and access cards are submitted to the Parking Office. Payroll deductions will not be discontinued until all permits and access cards, as applicable, are returned.
- f) Staff who have cancelled their parking and later wish to reinstate their parking privileges are subject to the provisions outlined in the section below.
- g) Staff who are taking an unpaid leave of absence (LOA) or sabbatical leave of more than eight (8) weeks are required to cancel their parking privileges for the duration of their leave and return all parking permits and/or access cards.
- h) Staff returning from an unpaid LOA or sabbatical may have their parking privileges reinstated upon their return if they meet all applicable site parking criteria and if parking is immediately available. Parking Services will make all reasonable efforts to accommodate such staff. If parking is not immediately available, they will be placed at the top of the parking wait list for their site and given the next available parking for which they qualify. Staff returning from an unpaid LOA or sabbatical may not necessarily receive the same type of parking (structure, proximity to building) as they had prior to their absence.
- i) In the case of Covenant Health employees on LOA for eight (8) weeks or more who fail to cancel their parking privileges, Parking Services may accept a report from Covenant Health Payroll or a communication confirming the termination or transfer from the applicable manager in lieu of a cancellation form. In such cases, Parking Services will work with the employee's manager

to take reasonable steps to retrieve any outstanding parking permits, in accordance with Covenant Health Policy [II-118 Termination of Employment or Department Transfer](#). If parking permits cannot be retrieved, Parking Services will deem them lost.

- j) Staff who cancel their parking for reasons other than an LOA/sabbatical as outlined above or who choose to cancel their parking prior to a paid vacation or other paid leave will be considered new applicants if they later reapply for parking.
- k) If there is a wait list for parking, they will be placed on the wait list and allocated parking as outlined in section 4.6, "Staff Parking Wait Lists."
- l) If there is no wait list for parking, a waiting period of up to six months from the date of reapplication may apply before reinstatement of parking privileges, at the discretion of Parking Services.

4.10 Staff Parking Refunds

- a) In cases where Covenant Health employees forget to cancel their parking or are over deducted for parking due to an administrative or system error,
 - i. Parking Services will refund fees for unused parking for a maximum of twelve months, in accordance with Covenant Health Policy [IV-40 Payroll Practices](#) the parking privileges are located in an access-controlled parking facility, and
 - ii. Parking Services is able to verify that the parker's access card has not been used for the period covered by the refund request.
- b) Unless subsection d (below) applies, Parking Services is unable to refund fees for parking privileges in facilities without access control gates, as it is not possible to verify that the parking has not been accessed.
- c) For staff who pay for parking on an annual basis and cancel their parking partway through the year, Parking Services will refund a prorated portion of the prepaid fees as outlined in Section 4.2 (h).
- d) In situations where Covenant employees who pay for parking at one work location pick up shifts at other locations where there are no parking charges or where they do not have parking privileges, Parking Services will refund the parking charges deducted from the paid hours worked at the no-charge site.
- e) Refer to 4.2 (i) Payment for Staff Parking for further information regarding Covenant Health employee parking payroll deductions and what they apply to.

4.11 Display of Staff Parking Permits

- a) If applicable, staff parking permits must be displayed at all times when parked on a Covenant Health site.
- b) Permits must be displayed in the manner and location specified by Parking Services and must be completely visible from the outside of the vehicle.

4.12 Staff Parking Permit Expiry and Renewal

- a) Covenant Health issued staff parking permits are valid for the period specified on the permit up to and including the last day of the expiry month on the permit.
- b) All permit holders with physical permits or hangtags with an expiry date are required to exchange their permits as scheduled and communicated by Parking Services. Permit holders who have not exchanged their expired permits within thirty (30) calendar days of the end of the scheduled permit renewal period will be deemed to have cancelled their parking. They will have their parking privileges cancelled by Parking Services along with all parking deductions or other payments.
- c) Any outstanding citations or parking fees must be paid or otherwise resolved to the satisfaction of Parking Services prior to receiving a new permit or renewing parking access. If a Covenant Health employee is entitled to parking pursuant to a collective agreement, parking may not be withheld due to outstanding citations or parking fees, but Parking Services will work with the employee to resolve the outstanding charges.
- d) Vehicles displaying expired permits will be issued a citation.

4.13 Damaged, Defaced, Lost, Stolen or Illegible Staff Parking Permits or Parking-specific Access Cards

- a) Staff are responsible for the proper use and safekeeping of parking permits and access cards, which remain the property of Covenant Health.
- b) Covenant Health facility access cards and ID, which are used for parking access as well as other building access must, if non-functional or lost, be replaced by Parking Services.
- c) Staff with broken or defaced parking permits, or damaged/non-functional parking-specific access cards must bring them to the Parking Office for replacement without charge. Defaced, illegible or altered permits are considered invalid.

- d) Staff must report lost or stolen permits or parking-specific access cards immediately and make arrangements with Parking Office for replacement. Parking Services charges a fee for replacement of lost permits and access cards. Lost/replacement fee must be paid before replacement permit will be issued.
- e) In the case of stolen Covenant Health permits, the replacement fee will be waived if a copy of the police report is provided to Parking Services.
- f) If a lost Covenant permit is found and returned to Parking Services within ten (10) business days of its replacement, the replacement fee will be refunded.
- g) Lost or stolen charges for 3rd party access card replacement fees are the responsibility of the parker.
- h) Permits are invalid if they have been reported lost or stolen, or have been deemed lost or stolen by Parking Services due to failure of a cancelled parker to return the permit. Vehicles displaying such permits will be issued a citation, and staff who share or use such permits may be subject to disciplinary action and/or loss of parking privileges.

4.14 Forgotten Permits or Access Cards

- a) Staff with parking privileges who fail to bring their parking permit and/or access card to work will be unable to access their assigned parking facility. Such staff may contact the Parking Office to request alternative parking for the day, but Parking Services does not guarantee availability of alternative parking. In the event that alternative parking is not available, such staff will be required to pay for parking in a public parking area. Parking Services will not reimburse such parking purchases. Parking Services will not authorize complimentary parking in any visitor parking facility.

4.15 Reciprocal Parking Privileges

- a) Reciprocal parking privileges are not available at all Covenant & AHS sites, are not valid in reciprocal parking areas at the parker's home site, and may only be used within designated reciprocal parking areas at specific AHS sites. Staff may contact the Parking Office for site-specific information on the availability and scope of reciprocal parking privileges.
- b) Reciprocal parking privileges apply only within the issuing zone unless otherwise specified.
- c) Parking Services does not guarantee that space will be available in any reciprocal parking area. Staff who choose to park in public parking areas because no reciprocal parking space is available do so at their own expense.

- d) Reciprocal parking permits may be used for Covenant Health business purposes only and only by the staff member to whom the permit was issued. Unauthorized use may result in loss of reciprocal privileges.
- e) Annual Reciprocal Permits:
 - i. Staff with parking privileges who are required to travel to other AHS sites at least three (3) days per week for Covenant Health business may apply for an annual reciprocal parking permit, if available at their site, at no additional cost.
 - ii. Staff whose home site does not charge for parking may apply for an annual reciprocal parking permit for a fee.
 - iii. All Annual Reciprocal Permit Applications must be completed in full and signed by an authorizing Director or above prior to processing.
 - iv. Covenant Health employees at Director Level and above may sign their own Annual Reciprocal Permit Applications.
 - v. Annual reciprocal permits expire at the end of the fiscal year. Renewal is not automatic. A new application is required annually.
- f) Temporary Reciprocal Permits:
 - i. Covenant Health employees with parking privileges who are occasionally required to travel to AHS sites on Covenant Health business may apply for a temporary reciprocal permit, if available at their site, for no additional cost. Temporary reciprocal permits may be withheld if the Covenant Health employee has outstanding citations.
 - ii. Temporary reciprocal permits may be used for a period not to exceed thirty (30) consecutive days.
 - iii. All Temporary Reciprocal Permit Applications must be completed in full and signed by an authorizing Manager or above prior to processing.

4.16 Use of Block Heater Plug-Ins

- a) Where available, staff may use electrical plug-ins for vehicle block heaters only.
- b) Plug-ins are designed to supply power to block heaters only, not to operate in-car heaters or other electrical devices.
- c) Power to plug-ins may be cycled on and off and provided only when environmental temperature drops below a certain level. Power cycling times are controlled by energy conservation monitoring devices. Parkers may refer to their Parking Office for information on power cycling and applicable temperature guidelines.

- d) Parking Services does not guarantee that electrical plug-ins will always be in working order. Parkers who think that a plug-in may be faulty are asked to report the location and plug-in number to their Parking Office.
- e) If a vehicle fails to start due to a faulty plug-in, Covenant Health will not be responsible for (nor provide services for) towing, battery booster service, or for any loss or damage resulting from the failure.

4.17 Misuse of Staff Parking Privileges

- a) Staff may be subject to a citation if parked:
 - i. in areas inconsistent with their assigned parking privileges
 - ii. in contravention of posted signage;
 - iii. in staff parking areas when they do not have parking privileges;
 - iv. in contravention of these regulations
- b) Staff may be subject to loss of parking privileges and/or disciplinary action if they:
 - i. provide false or misleading information when applying for parking;
 - ii. allow other individuals to use their parking privileges;
 - iii. use their parking access cards to permit another driver's vehicle to enter or exit an Covenant Health access-controlled parking area;
 - iv. enter or leave a parking area by driving over landscaped areas or curbs;
 - v. gain access to or leave a gated parking area by following another car through the gate without using an access card themselves ("tailgating")
 - vi. access staff parking facilities outside of working hours;
 - vii. use other staff members' parking permits or access cards;
 - viii. use or attempt to use false, counterfeit or altered permits
 - ix. use or attempt to use permits that have been reported lost or stolen or deemed by Parking Services to be lost or stolen;
- c) Covenant Health parking areas may be patrolled and/or subject to surveillance for security reasons and to facilitate monitoring and enforcement of compliance with parking regulations.
- d) Parking Services reserves the right to recover parking charges, at staff parking rates, for misuse of Covenant Health parking facilities as outlined above.

4.18 Parking for Covenant Health Fleet Vehicles

- a) Where possible, fleet vehicles will be provided with scramble parking. In some situations, a reserved stall may be required. A maximum of one parking space per fleet vehicle may be assigned, at that vehicle's home site or most frequent location. Fleet vehicles may access reciprocal parking privileges, where available, at other sites.
- b) Fleet vehicles must pay for public parking at sites other than their home sites if reciprocal parking is not available, and the payee may seek reimbursement from his/her department through the Covenant Health expense claim process.
- c) Covenant Health departments with fleet vehicles are responsible for the annual renewal of applicable parking permits, and must promptly advise Parking Services of any changes in the status of their vehicle fleet such as addition or disposition of vehicles or changes in home site.

5 PATIENT AND VISITOR PARKING

5.1 General

- a) Patient/visitor parking charges, where applicable, are in effect 24 hours per day, including weekends and statutory holidays. Hourly and daily parking rates may vary from one parking facility to another and from one Covenant Health site to another. Rates are posted and/or displayed on equipment in all public parking areas.
- b) Parkers are responsible for complying with posted instructions and for ensuring that parking permits are visibly displayed where required.
- c) Lost or stolen parking permits will not be replaced.
- d) At the discretion of Parking Services, damaged or non-functioning parking permits may be exchanged at the Parking Office.
- e) The improper use or alteration of a patient and visitor parking permit renders it void and subject to citation.
- f) If a patient is transferred from one Covenant Health site to another, any unused portion of weekly or monthly parking permits may be presented at the new site's Parking Office and transferred to the new site.

5.2 Payment for Parking

- a) Depending on the facility and the site, payment for parking may be made at the parking office, via unattended parking payment equipment, or using a mobile device where applicable.

- b) Receipts for parking payments are available from all unattended parking payment equipment. Parking Office employees will provide receipts for payments made directly to them, but may not be able to issue or replace receipts for payments made at unattended equipment.
- c) Display of permits on vehicle dashboards or from rear-view mirrors may be required for some types of permits and/or at some locations.

5.3 Weekly Patient/Visitor Parking Permits

- a) Weekly patient/visitor parking permits may be available at some sites. Parkers may inquire at the site's patient registration desk or the Parking Office for details and rates. Permit can be purchased at the Registration Desk or the Parking Office. Weekly patient/visitor permits are not available to staff for the purpose of parking while at work or for any work-related purpose.
- b) Weekly patient/visitor permits are valid only in the parking area noted on the permit. Patients and visitors requiring a weekly permit are required to obtain an authorization form from the patient's nursing unit or clinical area and to bring the form to the Parking Office.
- c) Daily or hourly parking receipts may be credited as partial payment for a weekly parking permit under some circumstances, at the discretion of the parking management team. The value of credited parking receipts over and above the value of the weekly parking permit will not be refunded.

5.4 Monthly Patient/Visitor Parking Permits

- a) Monthly patient/visitor parking permits may be available at some sites from Patient Registration Desk and Parking Offices. Monthly patient/visitor permits are not available to staff for the purpose of parking while at work or for any work-related purpose.
- b) Patients and visitors requiring a monthly permit are required to obtain an authorization form from the patient's nursing unit or clinical area and to bring the form to the Parking Office or the Patient Registration Desk.
- c) The Parking Office will issue a monthly patient/visitor permit upon receipt of a completed authorization form.
- d) Monthly permits may not be available for all patient/visitor parking areas at Covenant Health sites.
- e) Monthly permits for some patient/visitor parking areas may be restricted to drivers with a valid government-issued parking permit for persons with disabilities.

- f) Daily, hourly or weekly parking receipts may be credited as partial payment for a monthly parking permit under some circumstances, at the discretion of the parking management team. The value of credited parking receipts over and above the value of the monthly parking permit will not be refunded.

5.5 Upgrading of Weekly Patient/Visitor Permits to Monthly Patient/Visitor Permits

- a) Weekly patient/visitor permits may be upgraded to monthly patient/visitor permits. An authorization form from the patient's nursing unit will be required. The monthly permit start date will be backdated to the first day of the weekly permit and will be valid for thirty (30) consecutive calendar days from the start date. Applicable charges will apply.
- b) Expired weekly permits may be credited towards monthly permits. The monthly permit start date will be backdated to the first day of the expired weekly permit.

5.6 Refunds for Patient/Visitor Parking Permits

- a) Unused portions of patient/visitor parking permits may be refundable in whole or in part at the discretion of the appropriate parking manager. Refund forms must be completed for all refunds and signed by the parking manager.
- b) Weekly or monthly parking permits that are still valid may be returned for partial refund.
- c) Refunds may be issued only by the applicable Parking Office.
- d) Refunds for weekly or monthly parking permits are calculated by deducting from the original price of the permit the value of the days that have passed between the permit's valid start date and the date of the refund, at the applicable daily and/or weekly rate(s).
- e) Refunds should be issued by payment requisition.

5.7 Patient/Visitor Parking for Persons with Disabilities

- a) Holders of a valid government-issued parking permit for persons with disabilities or a valid license plate for persons with disabilities may park in designated accessible parking stalls in patient/visitor parking areas.
- b) Regular patient/visitor parking rates apply to accessible parking stalls.
- c) The government-issued parking permit or license plate must be completely visible and displayed at all times when parked in a designated public accessible parking stall.

- d) Proof of valid government-issued parking permit for persons with disabilities may be required to purchase weekly or monthly parking permits for designated parking areas.

5.8 Oversize and Restricted Vehicles in Patient/Visitor Parking Areas

- a) Parking space for oversize vehicles is not guaranteed at any Covenant Health site. Height restrictions and other size limitations vary by parking facility and are clearly indicated at the entrance of each facility. Contact your local parking office for prior approval.

5.9 Compassionate Parking

- a) Compassionate parking is provided free of charge to patients and families in cases of financial hardship.
- b) Parking Services will negotiate the annual quantities required through consultation with site social workers. Parking Services reserves the right to limit the number of compassion

6 PARKING FOR CONTRACTORS AND CONTRACTED SERVICES

- 6.1 Contractors will be permitted to park in Covenant Health parking facilities, subject to availability.
- 6.2 Contractors are requested to contact the Parking Office for information on parking permit rates, availability, and methods of payment.
- 6.3 Contractors will be charged the contractor monthly permit rate. There will be no prorated fees for partial months. If a contractor is entitled to no-charge parking under its contract, the department responsible for the costs associated with the contract will be responsible for the parking fees.
- 6.4 Refunds for prepaid, unused full months will be issued only upon return of all applicable permits, permits and parking access cards.
- 6.5 Contractors must park in the area designated by the Parking Office.
- 6.6 Employees of contracted (outsourced) service providers who work exclusively on an ongoing basis at Covenant Health sites alongside Covenant Health employees are treated as staff for the purpose of these regulations. Subject to availability, such employees may be provided with parking privileges at Covenant Health staff rates rather than the contractor rate. Examples of such employees may include protective services, laundry, housekeeping, lab and pharmacy workers who work exclusively at Covenant Health sites. This list of examples is not intended to be exhaustive.

7 VOLUNTEER PARKING

- 7.1 Volunteer Services departments provides parking permits, including permits and identification cards as applicable, to volunteers requiring parking at no cost to the volunteer.
- 7.2 Parking Services reserves the right to limit the number of parking permits provided for volunteer use.
- 7.3 Parking Services provides parking permits free of charge to qualified volunteer members of Hospital Auxiliaries and Foundation Boards. Such permits must be renewed before expiration.
- 7.4 Volunteer Services departments may be charged a fee for replacement of lost or misplaced permits. It is the responsibility of Volunteer Services departments to retrieve valid permits and access cards from volunteers when they leave their volunteer position.
- 7.5 Staff who are also volunteers are not permitted to use parking permits provided for their volunteer role to access parking while working as a paid staff member.

8 SPIRITUAL CARE PARKING

- 8.1 Parking Services provides parking permits, including permits and access cards as applicable, to community spiritual care providers requiring parking at Covenant Health and AHS sites.
- 8.2 Parking Services reserves the right to limit the number of parking permits provided for this purpose.
- 8.3 AHS sites will honor spiritual care parking permits issued by Covenant Health but reserves the right to limit the number of such permits.
- 8.4 An administration fee of thirty dollars (\$30.00) per year applies to all new spiritual care parking applications and renewal.

9 STUDENT, INSTRUCTOR, VISITING RESIDENT AND TEMPORARY LOCUM PARKING

- 9.1 Medical and other health discipline students, instructors, may be issued parking if available, at staff parking rates prorated daily, for the specific date range they require. Parking Services may designate specific parking areas for such permit holders.
- 9.2 Visiting Resident
 - a) Please contact AHS Parking Office.

9.3 Temporary Locum

- a) Placards are issued by Medical Affairs Office at Grey Nuns or Misericordia Community Hospital.

10 OTHER PARKING PERMITS

- 10.1 At the discretion of the appropriate Director and if space is available, Parking Services may issue parking permits to suit the needs of a particular patient group or program at a rate approved by Covenant Health Executive.

11 VIOLATIONS AND CITATIONS

- 11.1 Covenant Health will enforce the following violations by issuing a citation.

- a) Unauthorized use of a plug in
- b) Improper use of parking space / disregarding of lines
- c) Improper display of a public parking permit
- d) Improper display of a staff parking permit
- e) Public permit displayed not valid in lot
- f) Staff permit displayed not valid in lot
- g) Expired public parking permit
- h) Expired staff parking permit
- i) Overtime parking in a loading zone or drop-off zone
- j) Parking a non-motorcycle in a motorcycle-only zone
- k) Parking a motorcycle in a non-motorcycle zone
- l) Parking a propane vehicle in a non-propane parking area
- m) Parking in a driving lane
- n) Parking within five (5) meters of a stop or yield sign
- o) Failure to display a public parking permit (where permit display is required)
- p) Failure to display a staff parking permit (where permit display is required)
- q) Time purchased has expired

- r) No parking time purchased
- s) Parking within posted no-parking or striped area
- t) Unauthorized use of commercial loading zone
- u) Parking within five (5) meters from any fire hydrant, or when the hydrant is not located at the curb, within five (5) meters from the point on the curb nearest the hydrant
- v) Parking within posted or marked fire emergency area
- w) Parking in a reserved area or stall with no valid permit
- x) Display of an altered or counterfeit permit or a permit reported or deemed lost or stolen
- y) Parking in an accessible parking stall without a valid government-issued persons with disabilities permit.
- z) Parking on a landscaped area or area not assigned for vehicles
- aa) Parking on private property with no valid permit
- bb) Parking in small car only stall

12 DEFINITIONS AND INTERPRETATION

For the purpose of these Regulations, the following definitions apply:

- i. **Covenant** means Covenant Health
- ii. **Covenant Employee** means an individual providing services to Covenant who is paid through the Covenant payroll system.
- iii. **Covenant Site** means a facility, clinic, or office location operated by Covenant whether owned or leased.
- iv. **Contractor** includes non- Covenant providers of services and their employees where the services provided are of less than permanent duration and where the contractor's employees will not be working exclusively at Covenant sites over the long term.
- v. **Energized stall** means a parking stall equipped with a plug-in. Power to energized stalls may be limited to days where the temperature is below a certain level, and power may be intermittent.
- vi. **Fleet Vehicle** means any motor vehicle owned or leased by Covenant.

- vii. **Instructor** means an individual on the teaching staff of a recognized post-secondary institution who attends at a Covenant site for the purpose of educating health care discipline students. “Parker(s)” means visitors, patients, Covenant board members, all Covenant employees, members of the medical, dental, podiatry, and midwifery staffs, students, volunteers, and other persons acting on behalf of Covenant staff, contractors and all other owners and operators of motor vehicles, motorcycles and bicycles with access to parking on Covenant property or leased space.
- viii. **Parking facility** means a parking lot or structure owned, leased or operated by Parking Services either directly or through an agent or contractor. A Covenant site may have one or more facilities. Parking facilities may be on or off site.
- ix. **Parking Office** means the office where the parking is obtained or assigned at a staff member’s home site. This office may or may not be operated by Parking Services; at some sites, some parking related duties may be performed by other departments (such as Protective Services, Facilities Management, or Site Administration) by arrangement with and on behalf of Parking Services.
- x. **Penalty** means the charge levied jointly against a vehicle’s owner and operator pursuant to these regulations for an infraction.
- xi. **Permit** means a staff parking permit to be displayed on a vehicle when parked at a Covenant site.
- xii. **Reciprocal Privileges** means access to parking at AHS sites other than an employee’s home site for business related purposes.
- xiii. **Site Parking Criteria** are eligibility and/or priority guidelines applied by Parking Services at a particular site when allocating staff parking. Such criteria may dictate which staff may be allocated parking in which parking facility based on factors determined by Parking Services. “Staff” includes Covenant employees, members of the medical, dental, podiatry, and midwifery staffs, medical residents, allied health professionals, and employees of contracted (e.g. outsourced) service providers whose regular place of employment is a Covenant site.
- xiv. **Student** means a student enrolled in a recognized post-secondary educational program in a health care related discipline.
- xv. **Vehicle** includes any conveyance defined as a vehicle under the Traffic Safety Act (RSA Chapter T-6). This includes without limitation all motor vehicles, bicycles, tricycles and similar conveyances.
- xvi. **Violation** means parking in contravention of Covenant parking regulations.
- xvii. **Volunteer** is someone who serves in a community primarily because they choose to do so and not for remuneration. Many serve through a non-profit organization – sometimes referred to as formal volunteering, but a significant number also serve less formally, either individually or as part of a group

Relevant Policy and Policy Support Documents:	
A.	Policies: 3.17 Parking Policy II-118 Termination of Employment or Department Transfer IV-40 Payroll Practices
B.	Procedures:
C.	Guidelines:
D.	Job aids:
E.	Standards:
Keywords:	
References:	
Past Revisions:	