

Q&A: Temporary free parking for VCH staff, medical staff and visitors

March 30, 2020

Q1. Which parking lots does this apply to?

A1. This applies to all VCH-PHC owned and operated parking lots. The privately-owned Diamond Centre parking lot is also included in the free parking. Please refer to the LMC pay parking list on the intranet for more information.

Q2. Does this apply 24/7 at all applicable lots?

A2. Yes, this applies 24 hours a day, seven days a week to all staff and the public at all applicable lots.

Q3. I have already paid for parking for the month of April – will this be credited?

A3. Payroll deductions have been temporarily suspended for all staff. Staff who pay privately (daily, monthly, etc.) are asked to submit their receipts for April and email them to parking@vch.ca for reimbursement.

Q4. Am I required to fill out a form if I am currently paying for monthly parking via payroll deductions?

A4. No form is required, VCH is putting a temporary stop on all staff parking payroll deductions.

Q5. When parking at the parkade or in a residential area, am I required to place anything on my vehicle or provide my license plate number to ensure I don't get a ticket?

A5. No, you are not required to identify your vehicle or submit your license plate number. If you receive a ticket, please follow the instructions below (see Q6). Please note: No one is ever entitled to park illegally never block a fire hydrant, Stop sign, loading zone, no-stopping area or driveway.

Q6. What should I do if I receive a parking ticket?

A6. It is very unlikely that you would receive a parking ticket during the pandemic. Municipalities are seeing less traffic and they have relaxed restrictions around hospitals. However, if you do receive a ticket, you would not have to pay for any parking ticket(s) associated with your work shifts during the pandemic. Please take a picture of any parking ticket you receive from the Cities of Vancouver, North Vancouver or Richmond and forward it to parking@vch.ca. We will ensure to follow up on your behalf.

Q7. Will there be any signs posted at VCH lots for staff and the public? How will staff and the public know about this change?



A7. Parking gates will remain raised during April. Staff simply don't have to pay for parking and we hope you will help share this information with your colleagues. We are also working on bagging and/or placing signage at parking machines.

Please direct all parking related questions to parking@vch.ca.

