

***WEST VIRGINIA UNIVERSITY
HOSPITALS***
POLICY AND PROCEDURE MANUAL

Policy VI.230
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Reviewed 04/30/2025

PARKING AND TRAFFIC

A. Policy

West Virginia University Hospitals (WVUH) provides convenient, free parking facilities for patients, visitors, physicians, employees, vendors, students, residents, and other customers to the West Virginia University Hospital campus. Our first priority is to provide convenient, easily accessible parking spaces for the patients and visitors to our campus. WVUH parking policies are to be written and interpreted with service to patients and their visitors as an overruling priority.

B. Consideration

1. Our first priority is to provide convenient, easily accessible parking spaces for patients and visitors.
2. Hospital staff and non-patient visitors are also to be given consideration in parking and access policies.

C. Prohibited Actions

The following actions are prohibited:

1. Parking of vehicles on sidewalks, grass areas, or yellow curbs.
2. Parking of vehicles in crosswalks, fire and emergency vehicle access lanes.
3. Blocking other vehicles from moving.
4. Parking non-conformity within the designated area.
5. Failure to park within marked spaces.
6. Unlicensed motorized vehicles or motorized equipment. This includes motorbikes, go-carts, ATV's, Side-by-Sides, etc.
7. Skateboards, scooters, sleds, skis, roller skates, and bicycles, when deemed to be hazardous to the general public by the WVUH Security Program Administrator.

D. General

1. Vehicle or pedestrian entrances onto the WVUH campus including driveways, parking areas, and grounds is for convenience and shall be used solely at the person's own risk. All vehicles are subject to WVUH parking and traffic policies. WVUH assumes no responsibility for any damage or losses incurred while on WVUH controlled grounds.
2. Bicycles may be parked and/or secured in bicycle parking racks only. Bicycles attached to hospital property other than above may be confiscated.

3. Maximum vehicle speed on roadways and in parking areas is limited to 20 miles per hour.

E. All WVUH Parking Areas / Parking Permits

1. WVUH reserves the right to revoke at any time any permit, including any permit obtained under false pretenses. WVUH parking permits are non-transferable. The person to whom a parking permit is issued is responsible for any violations caused by any vehicle displaying such permit.
2. WVUH issued hanging and adhesive parking permits for students and off-site facilities must be displayed on the rear-view mirror with the area, number, and expiration date clearly visible from the outside of the vehicle.
3. WVUH permits expire as indicated by the date on the permit or upon termination of employee status. Upon termination of employment, it is the responsibility of the person to whom the permit is issued to return the physical permit to the WVUH Security Department Office. Staff and residents with virtual permits will lose their parking privileges on the last day of their employment.
4. The WVUH Security Department Office, upon application and payment of a \$20.00 replacement fee, may replace lost, misplaced, or stolen physical permits. Issuance of a physical replacement permit will void and invalidate the missing permit. The issuance of more than one of the same type of permit to any one individual is strictly prohibited.
5. Parking in violation of WVUH policies without receiving a notice of violation does not constitute waiver of the policy.
6. A summary of warning notices or violations may be issued for the violator's information upon request.

F. Driveways Outside Main Entrances to Ruby Memorial Hospital / HVI Tower / Children's Hospital

1. Parking of vehicles in the driveway other than as noted below is strictly prohibited.
2. Patients and visitors may be picked up or dropped off along the driveway.
3. Vehicles parked unattended under the canopy without authorization are prohibited and may be towed without notice.

G. Driveway Outside Physician Office Center / Eye Center

1. Parking and traffic flow in these driveways is to be the same as the main driveway of Ruby Memorial Hospital.
2. Pick-up and drop-off of patients via any ambulance service shall be through the 3rd floor Ruby Memorial Hospital Emergency Department entry or Children's Hospital Emergency Department doors only.
3. Ambulances have dedicated parking at the Emergency Department areas of both Ruby Memorial Hospital and Children's Hospital.

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H. Special Parking Areas (Patients / Visitors)

1. Handicap Parking

- A. Parking in any handicap space located in patient/visitor areas is restricted to non-employee vehicles with the state issued handicapped permit or license plate. (Refer to Map)
- B. All employee handicap parking is located in the Gold South Garage near the Ruby Memorial Emergency Department.
- C. Handicapped permits may be issued by the WVUH Security Department Office in conjunction with Employee Health to:
 - 1. Handicapped or physically disabled persons admitted, treated, or tested at WVUH.
 - 2. Handicapped or physically disabled visitors of WVUH.

D. Determination as to whether a handicapped permit is to be issued will be made by the WVUH Security Department Office in conjunction with Employee Health.

2. Ruby Memorial Emergency Department

- A. Parking in the Ruby Memorial Hospital Emergency Department parking area is restricted to Emergency Department patients and visitors.
 - 1. A temporary permit (available from the Booth Attendant near the Emergency Department) must be displayed on the vehicle dashboard.
 - 2. All Emergency Department patients and visitors are required to park on the ground level of the Gold South Garage by using the gate nearest the rear of the POC.
 - 3. The Emergency Department canopy is for loading and unloading patients only, and patient and/or visitor parking is prohibited. Only ambulances are permitted to park under the Emergency Department canopy.
 - 4. All ambulances will turn their ignitions off while under the Emergency Department canopy.
 - 5. Parking in the handicapped designated spaces near the Ruby Memorial Hospital Emergency Department is restricted to Emergency Department patients and visitors who require wheelchair access space. Vehicles parked in handicapped designated spaces must display an Emergency Department temporary permit.
 - 6. Parking along curbs, in traffic lanes, in driveways, or in other non-designated areas is not allowed except for emergency vehicles. The curb lane at the Emergency Department entry doors is for pick-up and drop-off of patients only. A maximum of five (5) minutes waiting may be allowed.

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3. Vendor Parking

A. Parking in the Vendor Parking Area is restricted to the following:

1. Hospital vendors may park temporarily in the Loading Dock area while loading and/or unloading equipment or long-term in C2/C10 after they have received a temporary vendor permit from the WVUH Security Department Office. Temporary vendor parking permits may be issued by the WVUH Security Department Office to the above-mentioned persons when they require close parking for frequent access to tools, supplies, etc., in their vehicle. All other vendors will park their vehicles in front of the Hospital in areas C2 or C10 (Refer to Map).

4. Employee Handicap / Years of Service / Lease Parking

- A. Parking in the Gold South Parking Garage is restricted to handicap or physically disabled employees, leased spaces, and employees with 35 plus years of service. They will need to display a WVUH "Handicap", "Leased" or "35 Years of Service" parking permit provided by the WVUH Security Department Office on the 4th floor. WVUH Hospital owned fleet vehicles will also be parked in the Gold South Garage.

5. Resident Parking

- A. Parking in Area B1 is limited to vehicles owned and operated by Resident staff. Residents also have the option of parking in any designated employee parking lot.

6. Emergency On-Call Parking

- A. Physicians, Faculty, and Residents working on-call who are called into the Hospital for patient related issues on weeknights or weekends are to notify the booth attendant and utilize area C10. This emergency on-call parking shall not be used except when serving "on-call." The individual will park in their routine assigned space during all other times. When pulling into the parking area, the individual is to notify the booth attendant of their name and emergency on-call status so that Security can verify with that person's leadership. If a citation is issued it may be voided if it is proven that the individual was on-call at the time of the warning by calling the WVUH Security Department Office at 304-598-4029. Any intentional misuse will result in corrective action, up to and including termination, as well as revocation of all parking privileges on campus.

I. Patient & Visitor Parking Areas A3, C1 – C10, D, and E (Refer to Map)

1. Employees and staff may park in patient and visitor parking areas solely when being treated at WVUH or when visiting a patient at WVUH. All physicians, Residents, employees, and staff must move their vehicle to the appropriate designated parking area when they are no longer a patient or a patient visitor.

J. Chestnut Ridge Center Parking

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1. Parking at the Chestnut Ridge Center is restricted to vehicles with a “Visitor’s” permit displayed face up on the dash. ALL visitor permits must be stamped and dated and can be obtained at the welcome desk located inside of Chestnut Ridge Center. Visitors’ state handicap permits must be displayed along with a WVUH parking permit if utilizing a handicap space.

K. Employee Parking Areas

1. Parking in all Ruby Memorial Hospital Campus employee areas (to include A1/A2, F1/F2, F3/F4, Willowdale Garage, and Mountaineer 2 Garage) is 24 hours a day, 7 days a week. Research Park and WVUIC (temporary) are open from 4am Monday through 8am Saturday to coincide with the shuttle bus hours of operation.
2. Parking at all off-site locations (to include OSC, UTC, FMC, FGC, Day Hospital, Healthy Minds, Cheat Lake, Waynesburg, ITC, etc.) is available during business hours for that respective site.

L. Special Events (WVU Football)

1. Hospital parking and traffic policies are in effect at all times except when special events are recognized by Hospital Administration and/or supplemental parking and traffic policies are issued.
2. Supplemental parking and traffic policies are to be issued by the WVUH Security Department with sufficient notice to all patients, visitors, and staff affected by any changes.
3. Employees scheduled to work during a special event will receive a special parking permit from their department manager. The department manager is responsible to request permits in writing and in advance from the WVUH Security Office for the number of persons scheduled to work during the special event. This includes all WVU home football games. The parking pamphlets provided during football season may be referred to for additional details regarding restrictions and enforcement procedures.

Parking Enforcement

1. General
 - A. WVUH parking and traffic policies will be enforced by WVUH Security personnel and by other law enforcement agencies as needed.
 - B. Parking and traffic policy violators may have their vehicles towed away to an on-site or off-site impound lot. Recovery of the vehicle is the responsibility of the vehicle owner. Prior to the release of the vehicle, the violator must pay any and all associated towing and impoundment costs. Assistance with procedures for recovery of a vehicle may be obtained by contacting the WVUH Security Department at 304-598-4444.
 - C. Questions, comments, complaints, concerns, and requests related to WVUH parking may be addressed to the WVUH Security Department Office, P.O. Box 8029, Morgantown, WV 26505, or by calling 304-598-4029.
2. Citations

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- A. Parking in Areas A3, C1, C2, C3, C4, C5, C6, C7, C8, C9, C10, D, and E lot is restricted to patients, visitors, and identified others only 24/7. Persons identified as a patient or visitor include inpatients, outpatients, patient visitors, and a patient's family.
- B. Violators of the hospital parking policy may be given a verbal, written, or final warning or may be towed at the owner's expense, without notice.
- C. Employees in violation in patient/visitor parking areas, parking areas at the Chestnut Ridge Center, and at the alternate helipad are subject to a final warning and/or towing on the first offense. Employee parking is allowed in the Chestnut Ridge Center Parking Lot between 7:00 pm – 7:30 am, Monday through Friday and all day on weekends with a valid parking permit.
- D. Any person who is not a patient or visitor and is found parking in any WVUH controlled parking area without a legitimate reason or valid parking permit is subject to being towed at their expense and without notice.

All written warnings are to be reported and recorded in the warning/violation database maintained by the WVUH Security Department office.
- E. When applicable in employee parking areas, and upon receiving three (3) written warnings within a three (3) month period, the violator is issued a final warning "sticker" for the fourth violation. After a final warning is issued, any further violation within six (6) months will result in the vehicle being towed without further warning. Attempts will be made to notify the person who is being towed that their vehicle has been impounded with instructions on how to retrieve it.
- F. The violator will be able to pay the tow fee at Dispatch at any time via credit card, cash, or check only. After the fee is paid, the Dispatcher will call for transportation to the impounded vehicle. Once the vehicle is towed, Security will make the effort to notify the employee that their vehicle has been impounded with clear instructions on how to retrieve it. Before any vehicle is towed, every effort will be taken to ensure that the vehicle doesn't belong to a patient/visitor.
- G. Any removal of an impounded vehicle without prior payment will be subject to corrective action, up to and including termination, as well as revocation of parking privileges. Future impoundments after said occurrence will be handled by the towing company directly for an increased fine.
- H. All vehicle tows require same-day payment by those who were towed. Arrangements for a delayed payment schedule can be made with WVUH Security leadership if the employee requests it, with the timeline being set by WVUH Security leadership. Failure and/or refusal to pay for a tow fee in full by the deadline is subject to corrective action, up to and including termination of employment.
- I. Warnings may be voided by the WVUH Security Department if appropriate and adequate documentation of the situation is presented to the Hospital Security Department Office within five (5) days of the warning or citation.

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- J. Any person may obtain a listing of violations assessed to them or their vehicle by providing their vehicle license number, permit number and name to the WVUH Security Department Office at 304-598-4029, or by logging into their parking account.
- K. Vehicles may be towed without notice if it creates a hazard to safety or property. Towing may be utilized for vehicles which repeatedly violate this policy. The loss of WVUH parking privileges may be assessed to repeat violators as well as corrective action, up to and including termination of employment.
- L. Patient and/or visitor vehicles in violation in Chestnut Ridge Center Hospital Parking Lot will be given a final sticker on first offense and the vehicle will be towed on second offense within a (6) month period.

Parking in WVUH employee parking areas is to be done by WVUH staff and residents only. Employees are to utilize their vehicles and are not permitted to allow others to do so on their behalf. Employees and residents are only to utilize employee parking during their work hours only.

Michael A. Grace
President, WVUH

Author: Director, Security

Attachment: Parking Map

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