

Corporate Facilities: Use of by External Agencies

1. Introduction

Providence Health Care (PHC) sites and facilities, though privately owned by PHC, are funded publicly and are open to access by patients, residents, families and the public. Access to specific sites is guided by principles that protect patient, resident and family privacy and safety, and ensure the safe, thorough and effective delivery of care by [Staff](#).

At the same time, PHC strives to be a good corporate citizen, open to community needs and open to partnership opportunities with stakeholders. Access to PHC sites by external parties is often requested for meetings, film shoots and/or special events. This policy addresses such requests.

1.1. Scope

This policy applies to all external agencies, agents, individuals, stakeholders and the public, who request access to PHC sites for meetings, film shoots, and/or special events.

2. Policy

2.1. Requests for meeting room/site space use

Any requests by external parties for meeting rooms, conference rooms or other site areas/spaces potentially open to the public (such as gardens or yards) must be submitted and reviewed for decision by the Site Leader and/or appropriate designate of the site, or – when appropriate – through Room Booking/Media Services or a member of the Senior Leadership Team.

In those cases where a request may have media relations, issues-management or stakeholder-engagement dimensions, the Site Leader or designate or Room Booking/Media Services will check with PHC Communications & Public Affairs, for approval.

PHC and its representatives reserve the right to approve or decline the request based on operational, staff, patient, resident, logistical, cost/expenses, issues-management or any other identified reason. In making such decisions, PHC will review the request within the lens of whether it is consistent with organizational values. In general, PHC, as a taxpayer-funded organization, does not enable political organizations or causes to stage events at PHC sites.

2.2. Requests for Facility or Site Tours

All requests for tours of PHC sites or programs are to be forwarded to PHC Communication & Public Affairs for review and assessment.

Communications will assess each request individually and may liaise with senior/site/program leadership to determine the viability of the request and the capacity of PHC to support it.

2.3. Location Filming Requests

PHC will consider on-site filming by commercial production companies provided normal site operations are not unduly inconvenienced.

An operating and rental contract must be established between PHC and the requestor. Prior to signing, PHC Communications & Public Affairs will obtain written approval from the site leader and PHC Senior Leadership Team.

All requests for location filming, meeting-room bookings or access to other parts of a PHC site are referred as follows:

Location filming (All sites)	PHC Communications & Public Affairs Tel: 604-806-8022
Meeting room requests: St. Paul's Hospital	Media Services Room Booking Tel: 604-806-8564
Special access to other parts of St. Paul's Hospital (e.g. the Roof Garden)	Contact the Site Leader
Meeting room requests or requests for access to other parts of a site for all non-St. Paul's PHC sites	Contact the Site Leader
All site/program tour requests	PHC Communications & Public Affairs Tel: 604-806-8022

3. Responsibilities

3.1. Media Services

Media Services will book meeting room requests for St. Paul's Hospital.

3.2. Site Leaders

Site Leaders at sites other than St. Paul's Hospital are responsible for meeting room requests at their respective sites.

Site Leaders are responsible for requests to access other parts of the site.

3.3. Communications and Public Affairs

PHC Communications & Public Affairs are responsible for all site/program tour and filming requests.

4. Compliance

PHC Communications & Public Affairs Department will monitor this policy.

5. Supporting Documents

5.1. Related Policies

[Media Relations](#)

[Standards of Conduct](#)

6. Definitions

“Staff” means all employees (including management and leadership), Medical Staff Members (including physicians, midwives, dentists and Nurse Practitioners), residents, fellows and trainees, health care professionals, students, volunteers, contractors and other service providers.

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