

Section: Corporate- Public Relations

Approved By: Administrative Committee

Approved On: 3/24/17

POL.ADM.2805

Document Status: Current

Policy Statement

Ross Memorial Hospital provides on-site parking facilities to the public, patients and Hospital staff, physicians and volunteers at predetermined rates.

The availability of parking spaces is not guaranteed and the Hospital accepts no obligation in that regard.

The Hospital accepts no responsibility and is not liable for damage or theft to vehicles or contents parked on Hospital property.

Parking bylaws are under the authority of the City of Kawartha Lakes and will be enforced to control illegal parking.

- Enforcement will be conducted by the Hospital contracted security service.
- Parking tickets can only be cancelled by the parking authority for the City of Kawartha Lakes.

Parking is a significant revenue stream and is to be managed as such.

- Board of Governors shall approve parking rates.
- All employees, medical staff, patients and visitors shall pay to park in Hospital spaces.

Procedures for Visitors and Patients

1. Short Term Parking Areas "Pay & Display"

- a. Short term parking is available at the north end of the Hospital in the non-gated parking area closest to the main entrance and at the south end of the Hospital by the admitting entrance off Kent Street.

PARKING

POL.ADM.2805

Section: Management System\RMH\Corporate- Public Relations\

- b. Parking in these two areas are the closest to the Hospital's two main entrances and as such are considered premium parking for short term parking requirements only.
- c. Parking in these areas is charged hourly and requires a ticket obtained from the Pay & Display machines located in these areas. Payment at these machines can be made by cash or credit card.
- d. Tickets must be left on the dashboard of the vehicle and be clearly visible so that security can confirm date and time. Failure to display tickets or tickets that have expired will result in a parking citation.

2. Long Term Parking Lot

- a. The long term parking lot is the gated area that can be accessed from the north end of the Hospital parking entrance off Angeline Street or at the east side parking entrance off Howard Street.
- b. Entry to this area is gained by obtaining a ticket from the ticket dispenser at the gate entrance. Visitors push the button on the entrance gate ticket dispenser to obtain a ticket. This ticket should be kept on the visitor's person as payment is made at kiosks inside the Hospital. Payments can also be made by credit card at either gate exit if desired.
- c. When leaving the Hospital, parking payments can be made by cash, credit or debit cards at any of the kiosks located in the Emergency waiting area and at the main Entrance. The visitor may also pay by credit card only at the gate exits.
- d. Long term parking lot charges for the first two hours are based on a half hour charge rate. After two hours the daily maximum rate is triggered. Upon exiting the lot, re-entry cannot be obtained with the same ticket.
- e. If a visitor is wishing to purchase a 24 hour In/Out ticket, they may purchase one at any of the kiosks. Information on how to purchase and use these tickets is posted on the kiosks.
- f. In the event of a lost daily rate ticket, payment of the daily maximum rate is required.

3. Frequent User Discounted Rates Available to Patients and Visitors Only

- a. Discounted multi-day passes in the form of 5, 10 and 30 day passes can be purchased from the cashier's office during regular business hours Monday to Friday at the rates posted.
- b. Discounted passes are good for the long term parking lot **only**. Users swipe the passes at the exit gates when exiting the parking lot.
- c. Discounted passes are good for non-consecutive days, have unlimited In/Out privileges per day used, are good for one year from purchase and can be transferred to other family members or care providers.
- d. Information on how to purchase and use the passes is available at the cashier's office. Discounted passes are non-refundable.

4. Dialysis Parking

- a. Special parking for Dialysis patients is located in the parking area by the Dialysis clinic on the east side of the Hospital.
- b. Monthly parking passes can be purchased from the Cashier's office at the rates posted and are available only to Dialysis patients. These passes must be clearly displayed on the vehicle dashboard to avoid being ticketed.
- c. Any unauthorized vehicles parked in this area will be ticketed.

5. Accessible Parking

Accessible parking spaces for cars and vans are located in all Hospital lots and are clearly marked with signage and blue and white painted logos.

6. Feedback

PARKING

POL.ADM.2805

Section: Management System\RMH\Corporate- Public Relations\

To provide feedback on the Hospital’s parking fees and policy, please email us at publicrelations@rmh.org or visit our website at www.rmh.org. Click on the Information Tab for either Patients or Visitors and then click on the Compliments and Concerns tab. Fill out the information in this section and click the submit button.

Visitor and Patient Parking Rates

Short Term Pay & Display Lots

Daily Rate: \$3.00 per half hour with a \$15.00 daily maximum (24 hours)

Long Term Lot

Daily Rate: \$2.00 per half hour to \$8.00 maximum. One entry/exit.
\$12.50 for 24 hour parking with In/Out privileges

Passes: 30 Day Pass \$75.00
10 Day Pass \$50.00
5 Day Pass \$25.00

Passes are good for non-consecutive days, have daily In/Out privileges, are good for up to one (1) year from purchase date and are transferrable to family members or care providers.

Dialysis Parking Lot for Dialysis Patients Only

Passes: Monthly Pass \$48.00

Procedures for Hospital Employees, Medical Staff and Volunteers

1. Long Term Parking Lot

- a. Hospital employee parking is available in the long term parking lot via a monthly payroll deduction plan. Hospital employees requesting on-site parking must contact the maintenance department and sign a Prepaid Parking Agreement authorizing payroll deduction and the activation of gate entrance/exit privileges on their Hospital ID badges. Entrance/exit through the long term gates is achieved by ID badge swipe.
- b. Annual prepaid parking may be obtained by members of the medical staff from the maintenance department. Medical staff with gate activated Hospital ID badges will be billed annually by the accounting department. Medical staff parking is located on the east side of the long term parking lot in the area marked *Doctors Parking Only*. Entrance/exit through the long term lot gates is achieved by ID badge swipe.
- c. Students, instructors, contractors who require long term parking can purchase a temporary parking card from the Hospital cashier. Persons in possession of a parking card will be billed monthly by the accounting department. Entrance/exit through the long term gates is achieved by temporary parking card swipe.
- d. Members of the Board of Governors, Foundation Board and Spiritual Care shall receive parking on their ID badge for the purpose of attending meetings in the Hospital as authorized by senior administration. Entrance/exit through the long term gates is achieved by ID badge swipe.
- e. Volunteers who require parking can contact the maintenance department and sign a request for parking form. This parking is free and the entrance/exit through the long term gate is achieved by ID badge swipe.

2. Privilege and Special Parking Spaces

- a. Privilege Parking is available in the Angeline Street/Admin entrance spaces for a premium rate per pay period and will be issued as parking spaces are available. Number of privilege parking spaces is determined by the Director of Maintenance. Parking passes must be clearly displayed on the vehicle dashboard or on the rear view mirror in order to avoid ticketing.

- b. From time to time, privilege parking spaces will be assigned to individuals on a renewable basis for the purpose of meeting the Hospital's obligations under Medical Accommodation and Accessibility Guidelines. See Access to Preferred Parking policy POL.ADM.16376. Rates for this parking will be applicable as appropriate (i.e. staff will pay staff rates, volunteers will have free parking).
- c. The receiving area parking spaces are reserved for service and delivery vehicles.
- d. On-call physician parking areas are specifically designated at various locations.
- e. For authorized free exit from the long term lot, tokens are no longer available and will be replaced by validated long term lot tickets. To obtain free exit, the user must present the ticket obtained at the time of entrance along with an authorization form to the cashier's office. The ticket will be validated which will allow the user to exit the lot. Authorization can only be granted by Senior Admin, Hospital directors and Security and requires a form to be filled out and signed for audit purposes.

3. Rates

For rate information contact the cashier's office, the maintenance department or our website.

4. Parking Cancellation

Employees wishing to cancel their monthly parking privileges for whatever reason must provide a written/email request to maintenance. Cancellation of parking will only be accepted for absences greater than 30 days.

Medical staff wishing to cancel their parking privileges must provide written/email notice to the Medical Administrative Executive Assistant.

References

Accessibility for Ontarians with Disabilities Act, 2005
Ministry of Health and Long-Term Care Parking Directive, May 2016
Patient Experience Partner participant, 2017