	<b>POLICY AND PROCEDURE</b>	<b>On-Line System Category</b>	<b>Code No VII-890</b>	<b>Page 1 of 9</b>
<b>Subject: PARKING</b>			<b>Date Effective: February 1986</b> <b>Date Reviewed:</b> <b>Date Revised: August 2013</b> <b>Date Revised: October 2017</b>	
<b>Issued by: Facilities Management</b>		<b>Approved by: Patrick McCarthy, Director of Facilities Management, Security &amp; Biomedical Engineering</b>		

**PURPOSE:**

In order to provide a fair and equitable parking policy that will ensure staff (referring to staff, credentialed staff, and volunteers), patient and visitor satisfaction, when using the parking services at Orillia Soldiers’ Memorial Hospital, the following guidelines have been developed.

**POLICY STATEMENTS:**

Parking tags, Photo Identification cards or permits issued only by Facilities Management will be valid.

Parking activation and de-activation is authorized by Facilities Management only.

Issuance of access to parking by the Hospital does not guarantee availability of a parking space except in specifically identified lots. In the event there are not available parking spaces in the Main Visitor lot, there is a 15 minute grace period that will allow the individual to leave the lot at no charge.

Photo Identification Policy shall be reviewed by users of the general staff parking lots as your ID tag must be worn at all times.

Anyone parking in prohibited spaces, including staff lots, having an expired receipt or permit and/or impacting the flow of traffic, may be towed and/or ticketed at the owners’ expense.

Parking access is for the **purchaser’s use only** and is not transferable to co-workers, family members etc. where applicable anti-pass back\* technology will be used.

\* Anti-pass back technology is designed to prevent misuse of an access control system. It establishes a specific sequence in which access cards must be used in order for the system to grant access. At parking gates, where there is both an ‘in’ reader at the entry gate and an ‘out’ gate reader at the exit gate. The anti-pass back feature requires that for every use of a card at the ‘in’ reader, there be a corresponding use at the ‘out’ reader before the card can be used at the ‘in’ reader again.

Security Services will not accommodate entry or exiting into any lot unless authorized by Facilities Management. **Monitoring vendor have been instructed not to grant staff or visitors entry or exit privileges in the Main Visitors lot. Access must be paid for with receipt and any concerns brought directly to Facilities Management.**

Failure to comply with the statements below may result in termination of parking privileges and/or other discipline.

*Note: This Policy will be modified by Collective Agreement provisions, where applicable.*

**PROCEDURE:**


**Responsibility:**

All staff, Board members, Volunteers, clergy, patients and visitors are responsible to follow the outlined procedures. Facilities Management is responsible for implementation, education, oversight and enforcement of the policy.


**Method:**

**STAFF:**

1. Applications for parking access may be obtained from the Hospital’s Intranet page attached to the parking policy or through Facilities Management. Staff must complete the application completely and accurately and be responsible for updating Facilities Management when there are any changes to the information.
2. The current cost, as of November 1, 2014, for parking access is \$32/month for the Couchiching Family Health Team parking lot, \$55.00/month for the general staff parking lots and \$67/month for the Mississaga Street parking lot. The appropriate amount will be deducted automatically by the payroll system on the first pay of each month. This fee is not pro-rated. Payroll deductions will continue until Facilities Management has been notified directly by the staff member to cancel parking privileges. No reimbursement will be issued due to lack of notification to Facilities Management.

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3. If you chose to rescind your parking access voluntarily and would like to have your access reinstated at a future date, your name may be put on a waiting list depending on current volumes. This is for all staff parking lots.
4. It is the employee's responsibility to temporarily cancel parking when on Leave of Absence by contacting Facilities Management. If not done, monthly fees will continue to be charged.
5. Upon termination of employment your photo identification card must be returned to Facilities Management.
6. Lost photo identification cards will be replaced at a cost of \$35.00 each. Lost cards must be reported to Facilities Management immediately.
7. The following lots may be accessed by staff who purchase monthly parking access, using their OSMH Photo Identification at a cost of \$55.00/month:
  - i. Dunlop Drive Lot (Across the street from the main entrance)
  - ii. Colborne/Dunlop corner Lot
  - iii. Volunteer Drive Lot
8. The following lots may be accessed by staff who purchase monthly parking access using the OSMH hang tag system (further details and deposits are outlined on the application form):
  - i. Mississaga Street Lot \$67/month – for staff who want guaranteed parking and work steady day shifts only
  - ii. Couchiching Street Lot \$32/month – for staff who want guaranteed parking and work day shifts only
9. Staff who do not want to obtain monthly parking access, may pre-purchase "Number of Use" access to the main visitor's lot at a cost of \$6.00 per use.
  - a. Minimum of 5 uses can be purchased at one time. This will permit 5 entries and 5 exits.
  - b. To obtain "Number of Use" access, pay the required fee at the Cashier's Desk and Facilities Management will have the parking access valid within 24 hours or the next business day.
  - c. Your photo identification card will be credited the purchased amount of "Number of Use" accesses.
  - d. Staff utilizing the number of use option, MUST enter and exit the lot using the available card access readers. Entry cannot be attained by taking a ticket. This will result in the individual being required to pay the necessary amount to validate the ticket to allow exit. If the proper procedure is not followed, Security Services or Facilities Management staff will **not** provide egress
  - e. Each time your vehicle enters and exits the parking lot your allotment will be deducted by 1 use.
  - f. Uses are non-refundable, and non-transferable.
  - g. There is no expiry date.
  - h. Any issues pertaining to "Number of Use" access must be reported to the Director, Facilities Management, Security & Biomedical Engineering within 24 hours to investigate and re-credit account, if applicable.
10. Staff members who do not wish to purchase parking access may make other arrangements (private lots, carpool, walk etc).
11. Staff members who work during afternoon/ night shifts, and pay the general monthly staff rate, can access the Main Visitor lot utilizing their photo ID. Access into the lot via the photo ID is available after 2pm daily and photo ID exit privileges is available until 9am. Staff not paying the general monthly rate, and provide on-call availability may park in the Main Visitor lot at any time, and pay the applicable fees, or park at the pay-and-display spaces adjacent to the West Entrance from 11pm- 6am, and pay the applicable parking fees.

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- Staff rates and the Parking Policy will be reviewed annually by the Parking Committee, with recommendations to be forwarded to Senior Team.

**PHYSICIANS:**

- Applications for parking access to the physician parking lot may be obtained on the Hospital's Intranet page attached to the parking policy or through Facilities Management. Physicians must complete the application completely and accurately and be responsible for updating Facilities Management when there are any changes to the information.
- Facilities Management will provide an up-to-date list of physicians requiring parking access to Finance on an annual basis,
- The cost for the physician parking lot is \$55.00/month. and payment options will be outlined on the application form.
- There is a reserved lot for Physicians which is located in the Dunedin Circle adjacent to the Kiwanis Building. Access to this lot is reserved and a waiting list will be maintained in Facilities Management for those who are interested in obtaining access when a space becomes available.
- Physicians may choose to use the general staff parking access rather than the physician parking lot using the same criteria as staff.
- Any physician requiring regular access to the hospital and wishing to utilize hospital parking must pay the identified parking rate pertaining to the lot they want access to.
- Any physician with an office or clinic within close proximity to the hospital is encouraged to utilize parking at these facilities. Access to Hospital parking will be at the discretion of Facilities Management and will be based on parking availability
- Physician parking access is not transferable
- If the photo identification card holder is no longer actively participating in the functioning of the Hospital they must return their photo identification card to Facilities Management.
- In the event that the photo identification card holder does not return their photo identification card and/or stops making regular payments for this service the hospital reserves the right to deactivate the parking access and suspend services completely.
- Five (5) "On-Call Physician" spaces are located outside of the Emergency Department. These spots are restricted for **Emergency Response only** with a **2 hour** maximum time limit. A hangtag system to identify on-call physicians will be maintained to provide more direct access to the Facility for urgent on-call responses. The hangtags are **not** to be utilized for non-urgent, routine attendance to the Hospital in lieu of payment of applicable parking rates, and are not transferable.
- Physicians paying for parking privileges, with appropriate hang tags may utilize the adjacent Pay & Display lot on the northwest corner of Mississaga Street and Volunteer Drive when the physician parking lot is full only.

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**VOLUNTEERS/BOARD MEMBERS/CLERGY:**


1. Parking Access for Volunteers, Board Members, and Clergy will be issued through Facilities Management automatically when the photo identification card is issued.
2. Access will be granted for the Main parking Lot, and will require ID to enter and exit the lot.
3. Parking access is not transferable
4. If the card holder is no longer actively participating in the functioning of the Hospital they must return their photo identification card to Facilities Management.
5. A list of active Volunteers, Board Members & Clergy will be provided to Facilities Management on a regular basis.

**STUDENTS:**

1. Students may obtain parking by completing the appropriate student parking application completely and accurately and bring to the Cashier office.
2. The cost for Student parking in the Main lot is \$55 / month.
3. Student parking access will be granted for the Main parking lot and will require access card to enter and exit the lot.
4. Parking will be activated using the Human Resources assigned Student access card within 24 hours or the next business day by Facilities Management.
5. Student parking is not transferable.

**PATIENT/VISITOR:**

1. General parking for patients and visitors is available in the main parking lot and various lots surrounding the hospital and will be accessed by paying the posted fee.
2. Parking options include:
  - a. For the Main parking lots, Pay Stations are located at 3 locations; in the Main lobby, at the accessible entrance under the Main ramp and at the gate of the Main parking lot. Options for payment are:
    - i. Pay per use- \$2.50 per half-hour
    - ii. Pay per use daily maximum – to a maximum of \$10.00
    - iii. Weekly pass - \$30.00
    - iv. Student monthly pass - \$55.00
    - v. Monthly pass - \$75.00
    - vi. Contracted Services/partnering agencies- \$75.00 monthly
    - vii. Dialysis patients- \$50.00 monthly
  - b. For all other lots, Pay & Display machines are located in each lot. Options for payment are:
    - i. \$2.50 per half-hour – to a maximum daily amount of \$10.00
  - c. Short term parking spaces for pick up or drop off are available in designated parking spots at the main entrance, the Emergency department and at the Dialysis entrance. Payment option:
    - i. 50 cents / 15 minutes maximum time

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3. When picking up or dropping off a patient, vehicles should only be parked in designated parking areas (main parking lot, Pay & Display lots, short term parking, etc.) until the patient is ready.
4. Vehicles parking in *any* accessible parking spaces that do not have a valid MTO accessible permit may be ticketed or towed.
5. Veterans with identified license plates may park at any of the Pay & Display lots at no charge. Access to Main Visitor lot will be subject to posted rates. A valid MTO accessible permit must be displayed to park in the identified accessible parking spots.
6. Dialysis patients may purchase a monthly parking pass at the cost of \$50/month to use the parking spots outside the Dialysis Unit or in any OSMH Pay & Display lot. To obtain passes, payment is to be made with the Cashier and Facilities Management will issue the parking permit within 24 hours or the next business day. The permit will be delivered to the Dialysis unit. Patients must display their parking permit on the dash board of their vehicle. A valid MTO accessible permit must be displayed to park in the identified accessible parking spots. If the appropriate permits are not displayed or have expired, your vehicle may be ticketed or towed. Permit number, licence plate number, and expiry date must be visible at all times when parked on Hospital property. Alternate parking is available in the main parking lot following the general visitor lot guidelines.
7. Patients who have an appointment that has been cancelled or postponed, and wish to seek reimbursement for parking, must direct their request to the affected department. Any approved re-imbusement approved must be charged to the respective department.

### **Parking Enforcement**

1. OSMH Security Services staff will provide parking enforcement on behalf of the City of Orillia Bylaw Department. All violations issued, and associated fines, will be the property of the City of Orillia.
2. Parking enforcement will be 24/7/365
3. Enforcement will include, but not limited to, all visitor, staff, short-term (Emergency Department and Main Entrance ramps, and Dialysis drop-off area), on-call, and non-authorized areas on Hospital property to include the main campus and the temporary lot on Mississaga St.
4. All violations issued will be delivered to the City of Orillia at 3pm daily, Monday-Friday
5. All violations issued are final. Periodically the hospital has the right to cancel any violations, through the Director, Facilities Management, Security and Biomedical Engineering.

### **References:**

Parking Committee

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## **Document Consultation & Approval Tracking Record**

(Appendix to the Document Development and Management Policy and Procedure)

**\*Note Refer to the "Order Set Development and Management Policy" for Tracking Record for Physician Order Sets & Clinical Protocols**

This record will be used to track the Consultation and Approval process for the creation or revision of documents at Orillia Soldiers' Memorial Hospital. This record will be attached to the document at all stages of consultation and approval.

- **Consultation Record** will be used by the document author to identify relevant stakeholders and track consultations.
- **Approval Record** identifies appropriate approval bodies and tracks the approval process.
- **Education/Communication Plan** identifies who needs to be educated and outlines the plan including timelines.
- **Issuing Record** provides document identification and issuing data.

Document Working Title: \_\_\_\_\_ Parking Policy \_\_\_\_\_

Document Status:  New  Revision of existing

Document Type:  Policy  Standard of Care  By-Law  
 Procedure  Medical Directive  Clinical Practice Guideline  
 Other \_\_\_\_\_

This document reflects the organization's mission, vision, values and strategic priorities.

Author(s) or Contact Person: \_\_\_\_\_ Patrick McCarthy \_\_\_\_\_

### APPROVAL RECORD

THE CHAIR OF THE APPROVAL BODY IS RESPONSIBLE FOR COMPLETING THIS SECTION. NOTE: THERE MAY BE MORE THAN ONE APPROVAL BODY. APPROVAL IMPLIES THAT THE DOCUMENT REFLECTS OSMH'S MISSION, VISION, VALUES AND STRATEGIC PRIORITIES.

Approval Body #1: \_\_\_\_\_ Facilities Management \_\_\_\_\_

**Approved**  **Not Approved** (see comments)

Chair Signature: \_\_\_\_\_ Patrick McCarthy \_\_\_\_\_ Date: \_\_\_\_\_ Oct 31, 2017 \_\_\_\_\_

Approval Body #2: \_\_\_\_\_ Parking Committee \_\_\_\_\_

**Approved**  **Not Approved** (see comments)

Chair Signature: \_\_\_\_\_ Patrick McCarthy \_\_\_\_\_ Date: \_\_\_\_\_ Nov 9, 2017 \_\_\_\_\_

Approval Body #3: \_\_\_\_\_ Senior Team \_\_\_\_\_

**Approved**  **Not Approved** (see comments)

Chair Signature: \_\_\_\_\_ not required. \_\_\_\_\_ Date: \_\_\_\_\_

Approval Body #4: \_\_\_\_\_

**Approved**  **Not Approved** (see comments)

Chair Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Approval Body #5: \_\_\_\_\_

**Approved**  **Not Approved** (see comments)

Chair Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Key Stakeholder(s) Consultation and Development Team Response**

\*\*\*Please consult with the Director of Performance Excellence if you are unsure who to consult with and seek approval from. \*\*\*

Date	Key Stakeholder(s)	Key Stakeholder(s) Key Comments	Development Team Response
Nov 7, 2017	Deena Durack, HR representative	<p align="center"><u>OK with document</u></p>	
Oct 30, 2017	Catherine Gardner, Occ Health	<p align="center"><u>Employees that require preferred parking will follow process in Occupational Health policies</u></p>	

**Suggested Key Search Words:**

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**Education/Communication Plan:**

**Note: Education is to occur prior to the issuing of the document; however in rare circumstances, education may be concurrent with the issuing of the document.**

- Electronic Mail    Huddles    Education Blitzes    Communication Binder
- Department Meetings    Unit Council    FAQ's    Flyers    Newsletter
- Other: \_\_\_\_\_

**Areas Impacted by this Document:**

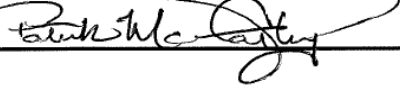
- Corporate (hospital wide/impacts two or more departments, programs, etc.)
- Program (local/impacts one department, program etc.)
  - Perioperative Services    Medicine    Critical Care    Emergency Services
  - Complex Continuing Care    Surgical /Rehab
  - Mental Health    Maternal Health    Child Health
  - Outpatient Services: \_\_\_\_\_
  - Other: \_\_\_\_\_ (i.e. Lab, DI, etc.)

**Group(s) Impacted by this Document:**

- Nurses    Physicians    Clerical Staff    Allied Health: \_\_\_\_\_
- Other: **All**

**The author or development team is responsible for the communication and education associated with this document.**

**Signature(s) of author or development team:**

X 	Designation: Director
X	Designation:
X	Designation:

**Timeline for completion:**

**ISSUING RECORD**

THE APPENDED DOCUMENT HAS RECEIVED DUE FEEDBACK AND NECESSARY APPROVALS AND IS NOW READY FOR ISSUING.

Document is expected to come into effect on: \_\_\_\_\_

Name of Document: \_\_\_\_\_

Code # (if applicable): \_\_\_\_\_ Replaces (if applicable) \_\_\_\_\_

Issued by: \_\_\_\_\_ Date previous document archived \_\_\_\_\_

Issued in On-Line System Category(s): \_\_\_\_\_

Date: \_\_\_\_\_ Cross-Indexed in (as needed) \_\_\_\_\_