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Parking Policy		(formerly Administrative Policy 1.205)
Signing Authority:	Chief Executive Officer	
Approval Date:	18-05-2014	Revision Date: 18-09-2014

SCOPE:

This policy and procedure applies to all individuals parking at Royal Victoria Regional Health Centre (RVH) including patients, visitors staff, physicians, volunteers and unpaid individuals, as defined herein.

POLICY STATEMENT:

It is the policy of RVH to operate all its parking facilities in a fair and equitable manner with the objective of generating revenue to fund patient care and the purchase of medical equipment. RVH has retained Precise Parklink for their expertise in the day-to-day management of the parking facilities. Precise Parklink reports directly to the Business Development department at RVH.

The Director of Business Development shall ensure compliance with this policy and procedures. All individuals working at or on behalf of RVH, in whatever capacity, have a shared responsibility in the safety and best interest of the organization. If they observe or become aware of any violations pertaining to this policy and procedures, they are asked to notify the Director of Business Development.

RVH grounds are private property. RVH reserves the right to maintain full jurisdiction over all vehicles parking on RVH property and shall take action for violation of this policy and procedure.

DEFINITIONS:

Approved signatories: Director or Manager or designate approved to bill to their RVH Cost Centre

Compassionate parking: A category of parking rate available for those requiring financial assistance for parking expenses pending discussion with the Business Development Coordinator to identify possible funding sources or parking alternatives.

Complimentary parking: A category of parking rate available for those requiring special circumstances pending approval from the Director of Business Development or Department Directors. Members of service clubs or community organizations may be provided complimentary parking if attending RVH in a supporting capacity (e.g., cheque presentations).

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Incidents and accidents: Any event occurring in RVH parking facilities that result in possible harm to any individual or any vehicle. These shall be reported to both the Parking Office and Security Services to ensure prompt and thorough investigation and repair or other action, as applicable in the circumstances.

Liability: The state of being legally or financially responsible for something. RVH does not accept liability of any kind for any loss and/or damage occurring to any vehicle parked, operated or driven on RVH property, its operator, other occupant thereof, or any persons. Vehicle use of any kind on RVH property shall be at the sole risk of the owner or operator. All vehicle operators are required to comply with the Parking Policy and Procedure and are subject to applicable action for violations. The registered owner is responsible for all violations involving his/her vehicles, which may include ticketing, towing and/or revoking of RVH parking privileges. The owner is responsible for all costs involved in the removal, impounding and storage of such vehicle. Parking is strictly prohibited in fire routes, drop off/pick up areas, emergency services parking spaces, loading zones, roadways, driveways, walkways or any grassed or landscaped areas. RVH is not responsible for any citations issued by the City of Barrie.

Paid individuals: All individuals paid for the work they perform at RVH, including all RVH employees, professional staff with RVH privileges (i.e., medical, dental, midwifery, and extended class nursing staff), physician assistants, students on a paid work term, clinical placements on a paid work term, and consultants.

Parking management: The company retained for the day-to-day management of all RVH parking facilities. Precise Parklink Customer Service Representatives (CSR) are located in the Parking Office Monday to Friday from 0700 to 2100. excluding holidays or half-hour lunch breaks. Six pay stations are available: in the Main Entrance, Emergency Entrance, Level 2 Atrium Entrance, Rotary Place entrance, and outside directly adjacent to the Parking Office. A remote monitoring attendant can be reached from any of the pay stations, entrance gates and exit gates via intercom. Remote video and audio monitoring is in place for times when a CSR is not available at the Parking Office. Cameras are located at all entry and exit points

Parking pass terms and conditions: All individuals that use a proximity card to enter and exit a parking lot shall register their vehicle with Precise Parklink at the Parking Office. Deposits shall be paid on Proximity Cards to RVH's Cashier's Office. Individuals shall notify Precise Parklink of any changes to vehicle information by emailing parking@rvh.on.ca or by visiting the Parking Office. Proximity cards are for an individual's sole use and cards shall not be used by any other individual. Proximity cards shall not be shared, loaned or reassigned. RVH may terminate parking privileges for individuals found in breach of these terms and conditions.

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Parking Office: The location in Visitor lot where the Customer Service Representative (CSR) perform their daily tasks and monitor all gate and pay station activity.

Parking rates: The costing structure based on duration of a vehicle's stay in RVH parking facilities. These rates are reviewed annually and are subject to change. Sufficient notice of any rate changes shall be communicated to all employees, community partners, physicians and visitors.

Patients: Any individual personally receiving care or being assessed, or otherwise personally receiving services of any kind from any paid or unpaid individuals on RVH property.

Proximity card: Parking Proximity card of an individual provided by RVH and issued by Security Services. These remain the property of RVH at all times and shall be returned to Security Services upon request or as conditions apply.

Unpaid individuals: All RVH volunteers, RVH Board and Foundation Members, Health Ethics Committee and Research Ethics Committee Members, Canadian Cancer Society drivers, Hospice volunteers, clergy, Patient Family Advisory Committee and other approved community partners.

Visitors: All family, friends and/or other individuals accompanying patients (referred to herein as patient visitors for clarification) but not themselves receiving care or services of any kind, unpaid students or co-op placement students, and individuals from peer hospitals.

PROCEDURE:

1. Paid Individuals

- a. RVH Employees: Employees with parking access shall pay employee parking rates via automatic payroll deductions. Full-time employees shall pay a flat full-time rate while part-time and casual employees shall pay an equivalent rate based on the number of hours worked. A Pay-Per-Use Parking Pass (PUPP) option is also available and can be purchased at the Parking Office.

Employees shall be coded to parking in the lot designated by the Business Development Coordinator. Employees working at Quarry Ridge shall be issued a Quarry Ridge parking permit by the Manager of their department and shall pay employee parking rates via automatic payroll deduction. Employees working off-site at Dialysis and Addiction Services and Barrie By the Bay shall pay employee parking rates via automatic payroll deduction.

When deemed necessary by the Occupational Health and Safety department and

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based on physician documentation, employees with special medical needs that affect their mobility shall be given temporary special privileges to the Volunteer Lot. Employees with government-issued handicap permits shall be assigned to the Volunteer Lot or a designated lot closer to their work area.

Senior Leadership Team and RVH Hospital Service Leaders shall be provided access to all lots for emergency purposes.

Employees signed up for parking payroll deductions may use their parking pass for personal visits to RVH only if they are present in the vehicle.

Employees wishing to activate or terminate parking during the course of their employment shall complete the form entitled *Staff Parking Information and Parking Agreement – Terms and Conditions*, available on the RVH Hub. Employees shall take the completed form to the parking office any time Monday to Friday, 0700 to 2100. Two weeks' notice are required to have payroll deduction deactivated.

Employees of RVH who are going on a leave of absence for greater than four weeks shall have their payroll deductions stopped and access to the employee parking lot shall be removed. Employees who would like to access the parking lot while on a leave of absence shall visit the Parking Office to arrange payment, at the employee rate, for parking until such time that they return to work. Upon returning to work, a Payroll Authorization Deduction form (found on the Hub) shall be completed and returned to the Parking Office.

- b. Professional Staff: Professional Staff shall park in a designated lot. They shall pay the employee rate which shall be billed annually by RVH Finance and administered by RVH Medical Administration.
- c. Clinical Placements and Students on a paid work term: These individuals shall park in an assigned lot and shall pay for parking at the Parking Office. These individuals shall pay a weekly rate based on the employee and physician parking rate. These individuals shall pay for the period of time that they require parking access. Payment can be made for full weeks only and no refunds shall be issued for unused time.
- d. Consultants: Consultants shall park in a designated lot and shall pay at the Parking Office. These individuals shall pay a weekly rate based on the employee and physician parking rate. These individuals shall pay for the period of time that they require parking access. Payment can be made for full weeks only and no refunds shall be issued for unused time. Consultants shall not be permitted to charge RVH for parking and free parking shall not be written into any contractual agreements.

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2. Unpaid individuals

- a. **RVH Volunteers:** All RVH volunteers shall park in the Volunteer Lot by using their RVH-issued Proximity Card. Volunteers may use their parking pass for personal visits to RVH only if they are present in the vehicle.
- b. **Board Committee Members, Foundation Board Committee Members, Foundation Volunteers, Health Ethics Committee and Research Ethics Committee Members:** These individuals shall park in the designated lots by using their RVH-issued Proximity Card.
- c. **Canadian Cancer Society (CCS) Drivers, Hospice Simcoe Volunteers and other approved community partners:** These individuals shall obtain a paper ticket when entering the Visitors Lot and shall have their parking ticket validated at the Parking Office to allow them to exit the lot without charge. These individuals shall show their CCS or Hospice identification and details of their visit shall be recorded in a log book at the Parking Office. The monthly log sheet shall be sent to the respective organization where it shall be validated by the respective organizations. When a Parking CSR is not available, these individuals shall be asked to buzz in and out at the Visitors lot and identify themselves as a volunteer for their respective organization. This list shall be sent monthly to the Business Development Department who shall forward to the respective organization for validation.
- d. **Clergy:** Clergy shall park in the Visitors Lot by using their RVH-issued Proximity Card, which shall be issued to clergy attending on a regular basis. Clergy who do not have an RVH-issued Proximity Card shall show identification at the Parking Office and their names shall be logged. Their parking ticket shall be validated at the Parking Office to allow them to exit the lot without charge. This log shall be sent monthly to the Spiritual Care Coordinator for validation. When a Parking CSR is not available, Clergy shall be asked to buzz in and out of the Visitors lot and identify themselves as Clergy.
- e. **Students:** All students shall park in the Visitors Lot and pay for parking at the Parking Office. Parking is a flat rate per week. Individuals shall pay for the period of time that they require parking access. Payment can be made for full weeks only and no refunds shall be issued for unused time.

3. Visitors

- a. **Patient visitors:** All patient visitors shall park in any of the Visitors Lots. Patient visitors shall pay at parking pay stations or parking office.

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- b. Community Partners: All community Partners shall park in the Visitors Lot using either their RVH-issued Proximity Card or a parking proximity card that can be shared between that organization's employees. Parking shall be billed monthly by the RVH Finance department. Community partners shall be billed at either the full-time or part-time employee rate based on usage, which is predetermined. Community partners shall inform the Business Development Coordinator of employee changes.

4. Other parking options or categories

- a. Complimentary parking: Approved signatories and Hospital Service Leaders can complete a Complimentary Parking Form, available from the Business Development Office. This form shall indicate the date, patient name, reason for the complimentary parking, program in which the patient is receiving care or services, etc. and a RVH Cost Centre. The Approved Signatories have been given the criteria for providing complimentary parking to patients by each of their respective Directors. Examples of approved criteria include cancelled surgeries and cancelled tests. Patients shall take the completed Complimentary Parking Form to the Parking Office to have their parking ticket validated to exit the lot without charge. A log shall be kept in the Parking Office and the appropriate cost centres shall be billed monthly.
- b. Parking Validator: A Parking Validator is located in the Administration area to be used for guests of Administration or Special Events. A log shall be kept for all validations and the appropriate cost centres shall be billed monthly. A second Parking Validator is located inside Pure Health Pharmacy to provide discounts to their customers. The Business Development Department bills the pharmacy monthly for their usage.
- c. Complimentary parking tickets for guests and special events: Complimentary parking tickets can be issued for a full day or for the duration of an event (e.g., Foundation event). These tickets can be ordered by the Director of a department through the Business Development Coordinator with fifteen business days' advanced warning, with the appropriate cost centre billed accordingly.
- d. Permitted parking at the rear of RVH: Facilities and Building Operations (FBO) shall approve individuals who are permitted to park at the rear of the building. Contractors shall obtain a parking permit to be displayed in their vehicle from the FBO office. Parking spots are available on a first come, first served basis. If the lot is full, contractors shall park in the Visitors Lot and pay the visitor rate. Meals on Wheels, funeral directors and emergency vehicles have been provided short-term designated spaces. At no time are employees or visitors permitted to park

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in these spaces. RVH is not responsible for any citations issued by the City of Barrie for inappropriate or unpermitted parking in this area.

- e. Community partners: Certain community partners shall be provided with Complimentary Parking as determined by the Business Development Director. This includes but is not limited to the Royal Canadian Legion, Army & /Navy, Ladies' Auxiliary, Georgian Bay Native Friendship Centre and the Psychiatric Patient Advocate Office (contractual obligation).
- f. Media invited RVH by the Corporate Communications Department: Media who are invited to RVH by the Corporate Communications Department shall be provided with Complimentary Parking. These individuals shall obtain a paper ticket when entering the Visitors Lot and shall receive a Complimentary Parking form from an Approved Signatory. Media shall take the completed Complimentary Parking Form to the Parking Office to have their parking ticket validated to exit the lot without charge. A log shall be kept in the Parking Office and sent to the Business Development Coordinator on a monthly basis.
- g. Patient transfer: Patient Transfer Services have been provided five designated short-term parking spaces at the Level 2 Out Patient entrance circle for picking up and dropping off patients.