

Parking Policy

Signing Authority:	Chief Executive Officer		
Approval Date:	10-07-2018	Revision Date:	10-07-2018

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. The RVH Business Development Department oversees the contractual arrangement with Precise Parklink.

The Director of Business Development shall ensure compliance with this policy and procedure. All individuals working, volunteering or practicing 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 procedure, 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 as per the Approval Authority Policy.

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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Tenant Parking: All Retail Tenants requiring parking for the operators and staff will purchase monthly passes and be billed monthly at staff rates. They will park their vehicles in the assigned lot.

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 of equipment or vehicle 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, visitors, patients, volunteers or staff are required to comply with the Parking Policy and Procedure and are subject to applicable action for violations. The registered owner or staff member is responsible for all violations involving his/her vehicles, which may include ticketing, towing and/or revoking of RVH parking privileges. The owner or staff member 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.

RVH does not accept any liability for loss or damage to vehicles using any of the parking lots on our premises staff.

On Call Parking: Designated parking provided for physicians for call back located in various areas inside and outside of RVH parking lots.

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 RVH parking facilities. Precise Parklink Customer Service Representatives (CSR) are located in 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 an RVH issued proximity card to enter and exit a parking lot shall register their vehicle with Precise Parklink at the

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Parking Office. Deposits shall be paid on Proximity Cards to RVH's Parking 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.

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 regularly and are subject to change. Sufficient notice of any rate changes shall be communicated to all employees, professional staff, volunteers, community partners, 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: Is a card issued by Security Services and coded by the parking office. This card provides the card holder access to RVH parking facilities. 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, such as; RVH Board and Foundation Board Members, Health Ethics Committee and Research Ethics Committee Members, Canadian Cancer Society drivers, Hospice volunteers, clergy, Patient Family Advisory Committee and other approved volunteers and 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, as well as 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.

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Employees shall be coded to park 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, Addiction Services, Barrie By the Bay or any other off site RVH work locations, shall pay employee parking rates via automatic payroll deduction.

When deemed necessary by the Occupational Health and Safety department and based on physician documentation, employees with special medical needs that affect their mobility shall be given temporary special privileges to a lot closest to their workplace. Employees with government-issued handicap permits shall be assigned to a designated lot with Handicap parking closest to their work area.

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

Employees registered 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. Two weeks' notice is required to have payroll deduction deactivated.

Employees of RVH who are going on unpaid 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 or in the Parking Office) shall be completed and returned to the Parking Office.

- b. Professional staff: Professional staff shall park in the lot assigned to them. They shall pay the employee rate which shall be billed annually as 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

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time.

- d. **Service Provider:** Service Providers are any person contracted to provide a service to RVH or any individual sub-contracted by the Service Provider. These parties shall park in an assigned lot and shall pay at the Parking Office. These individuals shall pay a weekly rate based on the staff 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. Service Providers shall not be permitted to charge RVH for parking and free parking shall not be written into any contractual agreements.

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 and must park in the assigned lots.
- b. **Board Members, Foundation Board and Committee Members, Health Ethics Committee, Research Ethics Committee Members and Patient Family Advisory Committee Members and Advisors:** These individuals shall park in the assigned lot by using their RVH issued Proximity Card. They may use their parking pass for personal visits to RVH only if they are present in the vehicle and must park in the assigned lots.
- c. **Canadian Cancer Society (CCS) drivers, Hospice Simcoe volunteers and other approved community partners:** These individuals shall obtain a paper ticket when entering the visitor 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 with details of their visit shall be recorded in a log book at the Parking Office. The monthly log sheet shall be sent to the Business Development Coordinator where it shall be validated periodically by the respective organizations. When a Parking CSR is not available, these individuals shall be asked to buzz in and out at the visitor lot and identify themselves as a volunteer for their respective organization.
- d. **Clergy:** Clergy shall park in the visitor 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 Business Development Coordinator who in turn will send it to the Spiritual Care Coordinator for validation. When a Parking CSR is not available,

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Clergy shall be asked to buzz in and out of the visitor lot and identify themselves as Clergy.

- e. Students: All students shall park in the visitor 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. Visitor

- a. Visitor: All visitors shall park in the visitor lots and shall pay at parking pay stations or parking office.
- b. Community Partners: Community partners shall park in the visitor lot using either their RVH issued Proximity Card or a parking Proximity Card that can be shared between the organization's employees. Royal Canadian Legion President, Ladies Auxiliary President, Army and Navy Executive, Georgian Bay Native Friendship Centre and the Psychiatric Patient Advocate Office (contractual obligation) are examples of this. These cards will be provided, on a case by case basis, with Complimentary Parking as determined by the Business Development Director. Others 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 has been predetermined. Community partners shall inform the Business Development Coordinator of any 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 where the patient is receiving care or services, and an RVH cost centre. Examples of approved criteria include cancelled surgeries, service recovery 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 be sent monthly to the Business Development Coordinator and the appropriate cost centres shall be billed monthly.
- b. Parking Validator: A parking validator is located in the Administration office to be used for guests of Administration or special events. A log shall be kept for all validations and sent to the Business Development Coordinator monthly. If the validator is used by a specific department for an event or educational seminar the appropriate cost centre will be billed monthly. A second parking validator is located at PureHealth Pharmacy to provide discounts to their customers. The Business

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Development invoices PureHealth 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 providing fifteen business days' advanced notice. The appropriate cost centre will be billed accordingly.
- d. Permitted parking at the rear of RVH: Facilities and Building Operations (FBO) shall approve individual contractors who require regular access to their vehicles who are authorized 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, daily basis. If the lot is full, contractors shall park in the visitor lot and pay the visitor rate. Meals on Wheels, funeral directors and emergency vehicles have been provided short-term designated spaces in this area. At no time are employees, volunteers, professional staff or visitors permitted to park in this area. RVH is not responsible for any citations issued by the City of Barrie for inappropriate or unpermitted parking in this area.
- e. Media invited to 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 visitor 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.
- f. Patient Transfer: Patient Transfer Services have been provided a number of designated short-term parking spaces throughout the campus.
- g. On Call Parking will be provided to physicians for those being called back to provide patient care. These spaces are located in various areas inside and outside of RVH parking lots.

REFERENCES:

[Ministry of Health and Long-Term Care, Hospital Parking Directive, May 2016](#)