

Discovery. Recovery. Hope.

Subject:	Visitor Parking	
Section:	Facilities and Security	
Issued By:	Director, Support Services	Approval Date: September 22, 2016
Approved By:	Senior Management Team	Effective Date: September 29, 2016

1. Policy:

Ontario Shores Centre for Mental Health Sciences ("Ontario Shores") provides parking services for visitors in accordance with the Ministry of Health and Long-Term Care's *Hospital Parking Directive* issued in May 2016.

2. **Definitions**:

Hospital Parking Directive – Issued by the Ministry of Health and Long-Term Care in May 2016, the Hospital Parking Directive sets out requirements for visitor parking with respect to rates, communication, and feedback mechanisms.

Key Fob – A device that attaches to a key ring which enables the user to utilize frequent visitor parking passes.

3. Procedure:

Parking Rates

Ontario Shores offers various parking rate options for visitors including 5-day, 10-day and 30-day discounted parking passes for frequent users. See <u>Appendix A</u> for details. The monthly staff parking rate is also available for visitors who require regular parking for three or more months. Please contact the Parking Office located in Room 1-2038, Building 1, Level 2, 905-430-4055, extension 6806, for details.

Parking Payment Options

Daily Rate

- 1. Purchase a receipt for the timeframe desired at the Pay & Display machines located throughout the parking lots.
- 2. The receipt, displayed face up on the front dashboard of the vehicle, can be used with unlimited in-and-out privileges over the time frame purchased (up to 24 hours).



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5-10-30 Day Frequent Visitor Key Fob

- 1. Visitors go to the Parking Office (Room 1-2038, Building 1, Level 2) during business hours (see contact information below), or to Switchboard (located in Building 1 Level 2) outside of business hours, to obtain a key fob which attaches to your key ring.
- 2. Visitors call Precise ParkLink at 416-243-6988 to activate and/or reload the key fob.
- 3. Visitors can then use the fob to acquire a full day's receipt at the Pay & Display keypad terminals located throughout the lot.
- 4. Simply tap the fob on the top row of the key pad and wait for the receipt to print. The receipt must be clearly displayed face up on the dash.
- 5. The receipt, displayed face up on the front dashboard of the vehicle, can be used with unlimited in-and-out privileges over a 24-hour period indicated on the receipt.
- 6. The key fob is transferable between patients, their visitors and multiple vehicles.

Compliance with Parking Regulations

Visitors must abide by parking regulations which are posted in the parking lots and communicated when parking passes are purchased. Visitors who do not comply are subject to ticketing and potential towing.

Parking Infractions

Visitors must bring concerns regarding parking tickets to the Parking Office (Room 1-2038, Building 1, Level 2) as soon as possible, and within 72 hours from time of issue. Where applicable, the visitor must complete and sign Appendix B: Request to Void Parking Infraction Submission Form, documenting the reason why they feel the ticket is not valid. A representative from Ontario Shores will contact the visitor to provide feedback regarding the request.

Contacting the Parking Office

Questions, concerns and general feedback may be provided in the following ways:



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- 1. Visit the Parking Office (Room 1-2038, Building 1, Level 2) Monday to Friday from 8 am to 4 pm.
- 2. Call the Parking Office at 905-430-4055 ext. 6806 Monday to Friday from 8 am to 4 pm.
- 3. Send an email to parkingoffice@ontarioshores.ca.

Acknowledgement of the issue will be provided within 3 business days; a response will be provided within 10 business days.

Communication of the Parking Policy

This policy as well as general parking information will be available in the following locations:

- 1. on Shoreline (the Ontario Shores' intranet)
- 2. the Ontario Shores' external web site
- 3. the Parking Office (Room 1-2038, Building 1, Level 2)
- 4. the Information Desk (Building 5 Level 2)
- 5. the Family Resource Centre (Building 7, Level 2)

General parking information is available in:

- 1. the Patient Handbook
- 2. Patient Care Units

Accessible formats are available upon request.

4. Appendices:

Appendix A: Visitor Parking Rates

Appendix B: Request to Void Parking Infraction Submission Form



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5. References:

Hospital Parking Directive, May 2016, Ministry of Health and Long-Term Care

6. Reviewed By:

Communications
Family and Patient Representatives
Finance
Integrated Programs and Services Committee
Leader, Policy & Risk
Patient Experience
Senior Management Team
Supervisor, Central Services

7. Revision History:

Original Date: September 29, 2016

John Chen

VP Finance and Support Services, CFO