**POLICY** The Hospital provides parking facilities for patients, visitors, staff, medical staff, volunteers and other individuals providing services and conducting business with the Hospital. The provision of these facilities is subject to a schedule of fees, rules and regulations designed to ensure safe and proper use of the facilities. Parking fees are reviewed annually or more frequently and current rates are as outlined in Attachment 1. The revenue generated from the collection of parking fees covers the cost of operating the parking services and facilities and is also directed to the hospital’s programs and capital equipment needs.

Patients, visitors, staff, retail tenants, contract workers, Medical Office Building staff, and physicians must pay the parking charges. Some exceptions to the parking charges may apply, and will be outlined in this document in Attachment 2.

HALTON HEALTHCARE grounds are patrolled by Security Officers. The Town of Oakville has the ability to issue parking tickets under local By-laws and for:

(i) Parking in an area specifically signed “No Parking Fire Route”;
(ii) Unauthorized Parking in areas designated for patients, visitors or special needs including Accessible parking spaces;
(iii) Blocking or obstructing pedestrian or vehicular traffic;

Vehicles found in violation may be ticketed or towed away at the owner's expense.

Parking cards may be cancelled and will not be renewed should there be any outstanding parking or access violations. All staff are expected to abide by, and act in accordance with all Halton Healthcare policies and procedures.

Employees, Volunteers, Medical Staff and Students are able to access the Parking Policy online via Connections. Retail tenants, Medical Office Building staff, and contract workers will be given a copy of the Parking Policy prior to occupancy along with a handbook or addendum to the tenant handbook in the case of retail vendors. A first offence will generally result in a verbal or written notice in the form of a Warning Ticket issued by Security Services and/or By-law Ticket from the Municipality on behalf of Parking or Security Services. Further offences may result in the suspension of parking privileges. In some cases relating to staff, it may be necessary to apply the Hospital’s progressive discipline policy.
Definitions:

1. **Photo ID/Parking Access Card**
   In accordance with the Hospital Identification Policy, employees, medical staff, volunteers, retail tenants and Medical Office Building Staff must wear their ID badges at all times while on duty. All employees and medical staff have their access for entry and exiting parking facilities encoded into their ID badge. All others have a separate generic parking pass in addition to photo identification.

2. **Off-Site Parking**
   Includes Staff reporting for work at HALTON HEALTHCARE off-site locations/offices or facilities, who however require parking privileges from time to time at the Oakville, Milton or Georgetown sites.

Procedure:

1.1 **Patients and Visitors**

Patients and visitors may park in any of the available lots unless there is specific signage to indicate staff parking only.

The hospital cannot be held responsible for lost parking ticket(s). In the event the parking ticket is lost the customer will be responsible for paying the daily parking rate.

**Types of regular passes available to patients and visitors only:**

A regular day pass is valid for 24 hours. This allows for in and out privileges during that time. Beyond 24 hours, an additional parking pass is required for short term parking use.

Patients who must leave their vehicles for an extended period of time, should advise the Site Security Office or their Unit Nursing staff of their vehicle location and description. The Nursing staff will in turn communicate with the Parking Office and/or Security Service to arrange for a longer parking pass if necessary.

Patients or family members are responsible for the removal of the vehicle or the cost of parking should the vehicle remain on the parking lot for an extended period.

A weekly and monthly pass is available to patients and visitors which allows unrestricted / unlimited in and out privileges for that duration.

Additionally, patients and visitors may purchase a bundled pass that may be self-selected based on their frequency of visits at the hospitals. Information must be provided including name and department that they are frequenting. These passes are subject to periodic audits and are non-transferable. The bundled passes come in a preset number of entries and exits (10/30/100) and may be purchased at the Oakville site at the Parking Cashier desk located in the main lobby during regular business hours, Monday through Friday between the hours of 8am – 4pm, with the exception of statutory holiday. Passes may be purchased at the Admitting stations at both Milton and Georgetown. Please note the bundled passes for Oakville will not work at the Georgetown and Milton site, as they currently operate with a different equipment provider.
1.2 Parking Guidelines for Employees

**Oakville Site**

Those employees with on-site parking privileges may park in Lots 4, 5 and the 2 upper levels of the Parking Garage. Onsite parking is only available during scheduled working hours.

**Milton Site**

During active construction, staff will be directed to various parking lots until substantial completion (Fall 2017).

**Georgetown Site**

Employees may park in the staff designated lot in front of Emergency and the visitor parking lot.

**Employees working at designated off-site locations**

Should an employee’s primary place of work be offsite, the hiring Manager may assign the offsite Parking rate. This must be approved by the Director of the department which would allow tri-site parking for a limited number of hours each month. This will be evaluated on a per case basis.

1.3 Changes in Employment Status

HR is responsible for advising the Parking Office, via email, of any change to an employee’s status. This includes information to suspend or re-activate parking privileges, access control, and payroll deduction information.

When an employee resigns from the Hospital, he/she must turn in their Photo ID/Parking Access Card to their Manager, Parking Office or Human Resources. An “Exit Ticket” will be issued at that time, allowing the employee to leave the lot. Failure to return the Parking / Access ID badge will result in a $20 fee deducted from their last pay (when applicable). For staff with a last shift on the weekend, it is necessary to turn in your badge the next business day in order to avoid a $20 charge that will be deducted on their final pay.

1.4 Medical Staff

**Oakville Site**

Medical staff may park in the physician designated spaces throughout the campus including the top 2 floors of the parking garage and Lot 4. Additionally they may access any of the parking lots located throughout the campus. All physicians must display the hang tag provided to them in order to identify them as physicians. Locum and resident medical students may purchase monthly parking passes at the current full-time hospital staff rate from the Parking Office, located in the main lobby Monday to Friday from 8:00am to 4:00pm and may park in all staff assigned locations.
Milton and Georgetown Sites
Medical staff may park in the ER and main parking lots. Parking passes for locum and resident medical students may be purchased from Security Services.

Please note that 1 badge will be issued per paying physician.

1.5 HALTON HEALTHCARE Board and Board Committee members, Volunteers & Representatives of Charitable Organizations Providing Services

All active Board and Board Committee members will be provided with a parking pass or parking access card to be used for business purposes while serving on the Board or Board Committee. All Volunteers and Auxiliary members at HALTON HEALTHCARE will be provided with a Photo ID and separate Parking Access Card to be used for attendance at their volunteer activities while serving as a member. Representatives of other Charitable Organizations (as validated with a registered charity number) that rely on fundraising solely to cover operating expenses and who attend the Hospital to support the provision of services, and who are not reimbursed for parking may be provided with no-charge parking as per Attachment 2. The organization may make a request to the Parking Office or a management representative of HALTON HEALTHCARE. The request will be documented including the charity registration number. The site respective COO will review and authorize the request. Parking may be available as a pass or a parking access card depending upon the organization's frequency of attending HALTON HEALTHCARE sites.

1.6 Vendors / Sales/ Service Personnel

All Sites

Vendors, sales or service personnel may purchase daily, weekly or monthly passes at a Pay Station at all three sites. Alternatively, the daily rate may be paid upon exiting the parking facility. Retail tenants should refer to the Tenant handbook for parking protocols and guidelines.

CCAC

The Parking Office receives an email from the CCAC head office to advise of any changes to the number and names of CCAC employees that are scheduled to work across all 3 HALTON HEALTHCARE sites. The Parking Supervisor provides the appropriate number of parking access badges and provides this information to the Finance department. Finance bills CCAC monthly based on the number of cards in the system.

1.7 Contractors

Contractors may purchase daily, weekly or monthly parking passes from a Pay Station.
1.8 Students

All Sites

At GH and MDH, students must pay for the monthly parking passes from the admitting cashier, and present the receipt to Security who will issue the pass. At OTMH, the passes may be purchased from the Parking Cashier located in the main gathering space, Monday through Friday between 8am to 4pm.

1.9 Complaints and Compliments

All Complaints and/or Compliments concerning parking operations may be addressed directly with the Parking Cashier or Parking Supervisor located in the main gathering space Monday through Friday between 8am – 4pm. Should a call be placed after hours, the Parking Supervisor will return the call the next business day. Alternatively, letters may be addressed to the Parking Supervisor. Should a need arise after hours the intercoms may be used to reach the Carillion help desk, and if escalation is required, then Halton Healthcare Security can respond.

The Parking Supervisor will review and document all complaints and/or compliments and provide follow up as required.

The Parking Manager will liaise with the office of Quality and Patient Relations to provide reports on any significant complaints and will work together to provide written and verbal responses to any escalated issues. Compliments/Complaints with high risk severity also require notification to the respective HALTON HEALTHCARE site COO at the first available time within 24 hours or the next business day.

Loss and/or Damage

The Hospital is not responsible for loss of personal property, or damage to vehicles at any HALTON HEALTHCARE parking facility. Any loss or damage, however, should be reported to the HALTON HEALTHCARE Parking Office or Security Services.

Personal Injuries

Personal injuries to any users of parking facilities should be reported to the HALTON HEALTHCARE Security Office. If the individual requires immediate medical attention, they will be transferred to the Emergency Department in accordance with Hospital protocols.

Personal injuries to staff or volunteers should also be reported to the Occupational Health and Safety Department.
Offences and Penalties

Hospital grounds are private property. The hospital reserves the right to maintain full jurisdiction over all vehicle parking and will take appropriate actions to maintain compliance with its Parking Policies and Procedures and Traffic Regulations.

All vehicle operators are required to comply with all Parking Policies/Procedures and Traffic Regulations and are subject to applicable action for violations. The registered owner is responsible for all violations involving his/her vehicle, which may include ticketing, towing and/or revoking of Hospital parking privileges. The owner is responsible for all costs involved in the removal, impounding and storage of such vehicle.

Signed By: _______________________

Title: Vice President, Corporate Services and Diagnostics (Archived Copy Only)

Key Words: parking, photo Id, complaint,

October 29, 2015

Related to topic:

ID Badges

Code of Conduct
At all HALTON HEALTHCARE parking lots the Daily, Weekly, Monthly, and bundled pass charges for Parking are as follows:

<table>
<thead>
<tr>
<th>Time Duration</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 Minute Drop off &amp; Pick – Up</td>
<td>No Charge</td>
</tr>
<tr>
<td>15 to 30 min</td>
<td>$3.50</td>
</tr>
<tr>
<td>31 min to 60 min</td>
<td>$7.00</td>
</tr>
<tr>
<td>61 min to 90 min</td>
<td>$10.50</td>
</tr>
<tr>
<td>91 min to 120 min</td>
<td>$14.00</td>
</tr>
<tr>
<td>Daily Maximum (120 mins and over)</td>
<td>$17.50</td>
</tr>
<tr>
<td>Day Pass</td>
<td>$23.25</td>
</tr>
<tr>
<td>Weekly Rate</td>
<td>$48.00</td>
</tr>
<tr>
<td>Monthly Rate</td>
<td>$75.00</td>
</tr>
<tr>
<td>NEW 10 Pass Use</td>
<td>$56.50</td>
</tr>
<tr>
<td>NEW 30 Pass Use</td>
<td>$101.70</td>
</tr>
<tr>
<td>NEW 100 Pass Use</td>
<td>$169.50</td>
</tr>
</tbody>
</table>

Please note that the bundled passes are not available to staff, retail tenants, contractors, etc.

The Hospital does not take responsibility for lost tickets. The vehicle operator will pay the maximum daily charge upon exiting or at the Pay Station.

No refunds will be made for daily, weekly or monthly fees.

Please note, Halton Healthcare staff may not purchase the bundled passes.

2-2 Employee Photo ID/Parking Access Card - Rates

Hospital employees will be provided access on their Photo ID/Parking Access Card through the Parking Office Monday – Friday during regular business hours.

Rates are as follows:
A printed copy of this document may not reflect the current, electronic version. Prior to use, paper versions must be cross-checked with the electronic versions.
Halton Healthcare Services
Parking Policy- Attachment 2

Specialty No-Charge Parking Passes

The Parking / Security Office maintain control of all No Charge – parking cards, exit passes and ticket Validators.

The tables presented below summarize the circumstances under which limited No-Charge parking will be provided. Distribution of such passes, cards and tickets will be limited for approved use only, and will be recorded and monitored, with regular reporting sent to the respective Site COO by Parking Services.

All other users will pay the posted charges for using HALTON HEALTHCARE parking facilities.

1. **No Charge Parking:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Method of Exit</th>
</tr>
</thead>
<tbody>
<tr>
<td>HALTON HEALTHCARE Board and Board Committee Members</td>
<td>Hospital parking card or exit pass</td>
</tr>
<tr>
<td>HALTON HEALTHCARE Volunteers, and volunteer candidates in the interview process</td>
<td>Hospital parking card or exit pass</td>
</tr>
<tr>
<td>Blood Services (drop off and pick up)</td>
<td>Park in Receiving or designated space in Lot 2 for after hours</td>
</tr>
<tr>
<td>Red Cross Drivers</td>
<td>Validated Ticket or parking access card</td>
</tr>
<tr>
<td>Representatives of Approved Charitable Organizations providing service</td>
<td>Hospital parking card and/or Validated Ticket, controlled through the Chaplain’s office</td>
</tr>
<tr>
<td>Pastoral Services</td>
<td>Validated Ticket or parking access badge</td>
</tr>
<tr>
<td>Current HALTON HEALTHCARE Board Members</td>
<td>Hospital parking card</td>
</tr>
</tbody>
</table>

*A printed copy of this document may not reflect the current electronic version on HOPP.*
A printed copy of this document may not reflect the current, electronic version. Prior to use, paper versions must be cross-checked with the electronic versions

## Parking Policy

<table>
<thead>
<tr>
<th>Foundation Donors and Event Attendees</th>
<th>No Charge Exit Tickets, controlled by the Parking Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discretionary Circumstances approved by Hospital Ombud/Social Work</td>
<td>No Charge Exit Tickets</td>
</tr>
<tr>
<td>Other Discretionary Circumstances requiring approval by Senior Management/Director Level</td>
<td>No Charge Exit Tickets</td>
</tr>
</tbody>
</table>

2. For added clarity, the following users are expected to pay for parking:

<table>
<thead>
<tr>
<th>Service Vehicles, Contractors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultants, Vendors and Sales Reps</td>
</tr>
<tr>
<td>Paid Speakers at Educational Events, Event Attendees</td>
</tr>
<tr>
<td>Affiliated – MHLHIN and Shared Services West</td>
</tr>
<tr>
<td>Redevelopment – Consultants, Planners, Architects etc.</td>
</tr>
<tr>
<td>Human Resource and Medical Staff – Hiring Interviews</td>
</tr>
<tr>
<td>Patients experiencing delayed service appointments</td>
</tr>
<tr>
<td>Staff – Forgotten ID/Parking Pass</td>
</tr>
</tbody>
</table>