

	Policy/Procedure Name:	Parking
Manual: Administration	Number:	
Section: General Administration	Effective Date: 26 May 2009	
Pages: 1 of 5	Revision Date: 12 Jan 2018	

Purpose

The aim of this policy is to ensure that parking on any Muskoka Algonquin Healthcare (MAHC) property is managed effectively and that a system of parking fees is applied consistently and fairly.

Scope

The policy covers the vehicle parking facilities and arrangements at the South Muskoka Memorial Hospital Site and the Huntsville District Memorial Hospital Site including the Howland Building parking lot.

This policy applies to all users including:

- patients, families and visitors;
- MAHC Employees and Physicians providing service at MAHC;
- employees of any organization whose facilities are located on a MAHC owned site;
- volunteers which includes MAHC and Foundation Board members, Auxiliary members and in-hospital volunteers;
- community volunteer groups;
- students and trainees;
- sales, services reps and contractors;
- any group or organization renting MAHC owned space through the Meeting Room Use & Rental Policy #ADM-II-019

Accountability

- The Chief Executive – Diagnostics, Ambulatory and Planning has overall responsibility for the administration and management of MAHC vehicle parking facilities and arrangements.
- The Human Resources Department has responsibility for issuing parking passes to all MAHC Staff, Physicians and Volunteers.
- The Business Office and Switchboard has responsibility for the discounted parking passes.

Exceptions to the general policy are outlined below in Section 4.0. Further exceptions may be considered and approved by the Chief Executive-Diagnostics, Ambulatory and Planning on a case by case basis.

General Parking Policy

- a. In general, all users of MAHC's vehicle parking facilities are required to pay for parking as per the approved rates. This includes patients, families, visitors, community volunteer groups, students, medical learners, trainees, contractors and sales or service representatives.

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- b. Any user may self-select to purchase a discounted parking pass. These passes are non-refundable.
- c. Vehicles shall be parked only in properly marked and officially designated car parking spaces/areas.
- d. Disabled parking facilities are provided close to the main entrances to the site. Only authorized users with valid government issued permits shall park in these spaces.
- e. MAHC assumes no liability for damage, fire, vandalism or theft that might occur while a vehicle is parked on MAHC property.
- f. All money collected through parking revenue supports direct patient care, and helps offset the cost of parking lot maintenance, including snow removal.

Parking Rates

a. General Rates:

Parking for the first 15 minutes is free and \$3.00 for the first half-hour or part thereof. Each subsequent half-hour or part thereof is \$2.00, to a per visit maximum of \$7.00.

- Exception – parking in the Howland Building lot at the Huntsville District Memorial Hospital Site is a flat rate of \$5.00 per visit.

Less than 15 minutes:	Free
Up to 30 minutes	\$3
Each half hour thereafter	\$2
Maximum per visit	\$7

b. Discounted Rates:

Any user may self-select to purchase a discounted parking pass from the Business Office or Switchboard. These passes are non-refundable.

Day Pass (24 Hours, Unlimited In/Out Privileges)	\$10
Weekly (7 day)	\$30 (39% reduction)
Monthly (30 day)	\$50 (76% reduction)
Six Month Pass	\$240 (81% reduction)

% reduction based on \$7 per visit maximum (\$7 per day)

Exceptions to General Parking Policy

a. MAHC Employees and Physicians Providing Service at MAHC:

- All staff and physicians are required to pay for parking as per the approved staff rates. Rates are reviewed as required and are subject to change.
- All staff and physicians will be issued a parking pass. Staff and physicians are responsible for the care and safe keeping of the pass and will be responsible for the replacement cost of any lost, stolen or damaged parking passes.

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- To ensure adequate parking for patients, families and visitors, it is the expectation that all staff and physicians park in the designated staff parking lots when reporting for a regular scheduled shift. Some exceptions may be granted for emergency or short term access requirements.
- b. *MAHC Volunteers and Foundation Donors*
- All volunteers for MAHC, including MAHC and Foundation Board members, Auxiliary members and in-hospital volunteers, may park at MAHC facilities without cost.
 - All volunteers will be issued a parking pass when they commence their volunteer duties and will be responsible for the care and safe keeping of the parking pass including the replacement cost of any lost, stolen or damaged parking passes.
 - The HDMH Foundation and the SMMH Foundation may provide free parking to any individual that visits the Foundation offices for the purpose of making a donation. This free parking will only be valid for that day.
- c. *Delivery Vehicles, Couriers and Emergency Vehicles*
- Designated areas will be identified for courier, delivery and emergency service vehicles.
 - Regular courier and delivery personnel will be provided with a parking pass.
- d. *Contractors, Sales and Service Representatives*
- Given that all regular sales calls and meetings of Sales and Service Representatives require them to pay for parking and expense it back to their company as part of their cost of doing business and that most service contracts have a fee built in to contracts that cover mileage and travel expenses, MAHC has essentially already been billed for their expenses as part of contract fees. Therefore all sales and service representatives visiting MAHC are expected to pay for parking at the approved general rates.
 - An **exception** may be made for situations where MAHC has specifically requested the sales or services representative to visit as a special service (e.g. a sales rep doing an extra in-service or dropping off something MAHC required STAT).
 - The Purchasing Department staff has been granted some discretion to waive the parking fees under special circumstances only. As such, they will request validation of a ticket when deemed appropriate.

Communication and Policy Review

- a. Parking information, inclusive of the parking rates and this policy, shall be made available to the public through www.mahc.ca
- b. Signage alerting the general public of the policy and reduced rates shall be posted at the entrance to the parking area and point of payment.
- c. MAHC parking facility users may provide feedback on the parking policy and rates through the MAHC Patient Relations process.

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- d. This policy shall be reviewed by the Senior Leadership Team annually. Once annual review complete, the policy shall be presented to the Resources Committee and the North Simcoe Muskoka Local Health Integration Network for information purposes.

Cross Reference

Meeting Use & Rental Policy #ADM-II-019

Notes

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References / Relevant Legislation

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

Appendices

Frequently Asked Questions and Scenarios

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Appendix A – Frequently Asked Questions and Scenarios

The following questions and scenarios have been developed to assist staff in providing a consistent response to inquiries.

Visitor demands a refund (claims parking was less than 15 minutes)

The system uses a barcode to process the time in and out. The parking ticket shows the time the ticket was taken. Staff should examine the ticket when being asked for a refund. If elapsed time is greater than 15 minutes, \$3.00 is owed.

Visitor claims they are always “buzzed out”

Anyone who gets authorized parking is issued a parking access card, pass or one time validation ticket or can validate the ticket themselves (Purchasing in Huntsville). If the person does not have any of this, they should not be exiting without paying. They are welcome to obtain a parking pass from the Business Office or, if a staff or physician member, have a payroll deduction arranged and card access activated by Human Resources.

External worker claims they get free parking

Individual organizations are expected to cover the cost of parking for their employees or volunteers.

Directing questions, complaints and concerns

Any questions or concerns regarding parking are to be referred to Harold Featherston, Chief Executive, Diagnostics, Ambulatory & Planning at 705-789-2311, ext. 2225 or harold.featherston@mahc.ca.

The handicap spaces are full. I should be able to park for free.

Accessible parking spaces are available on a first-come, first-serve basis. If all spaces are taken, the visitor is expected to use the main visitor lot and pay for parking as per the elapsed time. Accessible parking spaces are not governed by the hospital. Anyone with concerns about improper use of the parking spaces should contact the bylaw department of the local municipal office.

Log any visitor who is buzzed out

Of course there will be exceptions, and you have the flexibility to let people out. Please use the Buzz-Out Log to log any visitor who is buzzed out and the reason why.