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<b>Document Owner:</b> Director, Building Services	<b>Name:</b> Pat Tessier
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<b>Stakeholder Consultation and Review:</b> Emergency Preparedness & Security Services Director, Finance Parking Committee	<b>Date:</b> March 2018 March 2018 March 2018
<b>Approval:</b> Pat Tessier Chair, Facilities Management Program Council 	<b>Date:</b> March 7, 2018

**PURPOSE**

To clarify the roles and responsibilities of all staff, physicians, visitors and patients parking on HSN owned and operated property.

**POLICY STATEMENT**

HSN parking lots comply with City of Greater Sudbury By-law 2010-1 and 2011-277, the *Accessibility for Ontarians with Disabilities Act* and signage requirements for accessible parking for persons with disabilities under the *Highway Traffic Act*.

**PROCEDURE**

**Special Instructions**

Terms and Conditions

- Parking at HSN applies to any vehicle on HSN owned or operated property.
- Parking is on a first-come, first-served basis. Monthly paid parking does not guarantee availability of a parking spot but constitutes a license to park on the property.
- Parking charges apply in all parking areas of HSN.
- HSN assumes no responsibility for personal injury, loss or vehicle damage while on the property.  
**Parking is solely at the owner's risk.**
- All signs and notices for the control of parking and traffic must be observed and obeyed at all times.
- Parking privileges are **not** transferrable from person to person.
- HSN grounds are private property. As such, HSN has the authority to take action against any individual violating this policy.
- Parking is strictly prohibited in fire routes, throughways, emergency services parking spaces, loading zones, ambulance bays and routes, walkways or any grassed or landscaped areas.
- Violators of this policy will receive violation tickets and/or be towed away at the owner's expense.
- Parked vehicles must not extend into an adjacent or opposite parking space, extend beyond a divider or in any way block, obstruct, hinder or impede the movement of traffic.
- Non-compliance with this policy may result in immediate termination of parking privileges and/or employment as well as possible criminal prosecution.
- Parking rates and fees are established by Facilities Management and approved by Senior Management. Rates and fees are reviewed annually.

### Responsibilities

- Facilities Management is responsible for the operation and maintenance of grounds and parking lots on HSN owned or managed properties.
- Building Services is responsible for preventative and demand maintenance of HSN parking systems.
- Security is responsible for:
  - Monitoring lots and ticketing any vehicle in violation of this policy
  - Reporting and documenting any incidents or accidents (vehicles or persons)
  - Providing a battery boost when needed
  - Escorting staff to their vehicles when requested
- Staff/Visitors are responsible for obeying signage, parking in designated parking spots and immediately reporting any incidents or accidents to Security.
- Patient Relations is responsible for patient concerns related to parking.
- Finance is responsible for processing payments for payroll deduction, managing all payments associated with the parking system, controlling cash collection, counting and recording all monetary parking transactions and collecting money from pay stations.

**See Appendix A** for Visitor/Patient Parking

**See Appendix B** for Staff Parking

**See Appendix C** for Veteran Parking

**See Appendix D** for Parking Rates and Payment Methods

**See Appendix E** for Parking Lot Designations

**See Appendix F** for Pay Station Locations

## **EDUCATION AND TRAINING**

### **Definitions**

1. Accessible Parking: Barrier-free parking for individuals who hold a valid accessible vehicle permit. The permit must be clearly displayed on the vehicle's dash or sun visor, otherwise a parking violation ticket will be issued.
2. Accommodated Worker Parking: Designated parking at the Ramsey Lake Health Centre and Sudbury Outpatient Centre for workers with physical restrictions.
3. Bicycle Parking: Designated parking areas for bicycles. Bicycles are only permitted in these areas.
4. Evening and Night Shift Staff Parking: Designated parking at the Ramsey Lake Health Centre for staff who work afternoon and evening shifts that begin after 0930 hours.
5. Fire Routes: Designated fire routes for emergency vehicles. These are considered "no parking zones". Substantial fines may be given for parking violations and/or the vehicle may be towed at the owner's expense.
6. Medical Staff: Licensed physicians and other health care providers with privileges to provide health care to patients at HSN.
7. New Parent Parking: Designated parking spaces for new parents and/or late term parents-to-be.
8. No Parking Areas: Designated "no parking zones" with appropriate signage. Vehicles parked in these areas will be ticketed and/or towed at the owner's expense.
9. On-Call Parking: Designated spaces provided to on-call physicians only.
10. Patient/Visitor Parking: Parking lots designated to patients and visitors only.
11. Physician Parking Lots: Parking lots designated to physicians and administrative staff only.
12. Staff Parking Lots: Parking lots designated to staff and physicians only.
13. Three-Hour Staff Parking: Short-term parking available for staff who frequently travel between sites.
14. Veteran: Any person who is serving or has honourably served in the Canadian Armed Forces, the Commonwealth or its wartime allies, as a Regular Member of the Royal Canadian Mounted Police, as a

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Peace Officer in a Special Duty Area or on a Special Duty Operation, or in the Merchant Navy or Ferry Command during wartime (*Royal Canadian Legion*).

15. Visitor: A guest of a patient or anyone who is not employed by HSN.

16. Visitor/Staff Parking Lots: Parking lots designated for visitors, patients and staff.

### **References and Related Documents**

O. Reg. 191/11: Integrated Accessibility Standards: PART IV.1, Design Of Public Spaces Standards (Accessibility Standards For The Built Environment), Accessible Parking s.80.32–80.39 under the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005.

O. Reg. 368/13: Building Code (amendment to O. Reg. 332/12), under Building Code Act, 1992, S.O. 1992, c. 23.

R.R.O. 1990, Reg. 581: Accessible Parking For Persons With Disabilities under *Highway Traffic Act*, R.S.O. 1990, c. H.8.

## APPENDIX A

### Visitor/Patient Parking

#### **Gated Parking**

1. Enter the parking lot.
2. Press the "Push For Ticket" button and obtain a ticket. The gate will open.
3. Bring your ticket with you in order to pay for parking at a pay station terminal within the facility when you are ready to leave.
4. When exiting the parking lot, there are two options for payment:
  - A. Payment at the Gate – Use a credit card at the gate to exit. Insert your entry ticket followed by your credit card in the same slot and follow the on-screen prompts. Once payment is received, your credit card will be returned to you and a receipt will be printed. Take the receipt and the exit gate will open. Tap option is also available.
  - B. Payment at a Pay Station – Payment can be made via cash, credit card and debit card. Insert your entry ticket and follow the on-screen prompts. Tickets validated at a pay station must be inserted into the exit gate **within 20 minutes**, otherwise the fee will increase. Pay station terminals are located at various entrances of HSN (**Appendix F**).

#### **Pay and Display**

1. Purchase a ticket at the Pay and Display pay station.
2. Place the ticket on your dash.

#### **Metered Parking**

1. Pay for parking as needed using cash or credit card.

**APPENDIX B**

Staff Parking

Staff can pay for parking in designated staff parking lots following the procedure in **Appendix A**, or obtain a proximity parking card paid through payroll deduction.

**Proximity Parking Cards**

1. Complete the *Employee Parking Card Request Form* (The Hub > Employee Services > Parking Information) and request your proximity card in person as follows:

Parking Location(s)	Go To...
Ramsey Lake Health Centre or Centennial Drive	RLHC Finance Office 41 Ramsey Lake Road Level 1, South Tower, Room 1200 Monday to Friday, 0800-1600
SMHAC - Cedar Street or Sudbury Outpatient Centre	Sudbury Outpatient Centre Payroll Office 865 Regent Street South Lower Level, Room M0001 Monday to Friday, 0800-1600
Kirkwood Place	RLHC Finance Office (to arrange payment) 41 Ramsey Lake Road Level 1, South Tower, Room 1200 Monday to Friday, 0800-1600  Bring your receipt to Kirkwood Place Switchboard to receive a site-specific parking decal.

2. Monthly proximity parking card fees (deducted by Payroll) are as follows:

Parking Location	Monthly Fee	Cost Per Pay Period
Ramsey Lake Health Centre	\$80.00	\$36.92
Sudbury Outpatient Centre	\$80.00	\$36.92
Centennial Drive	\$50.00	\$23.08
Kirkwood Place	\$50.00	\$23.08
SMHAC - Cedar Street	\$36.83	\$17.00

3. Staff must swipe their proximity parking card when entering and exiting the gated staff parking systems.
4. If a proximity parking card is damaged and/or non-functioning, a replacement card will be provided at no expense. The damaged or non-functioning card must be returned to one of the purchasing locations in order to receive the replacement card.
5. If a proximity parking card is lost, a replacement fee of \$20.00 must be paid when picking up the new proximity parking card at one of the purchasing locations.
6. Employees who cancel their proximity parking cards will have a three month waiting period before a new card can be reissued. If a new card is requested during the three months, a \$60.00 reissue fee must be paid.
7. Employees who are going on a leave of absence for greater than four weeks will have their payroll deductions stopped and access to the staff parking lot will be removed.
8. Upon leaving employment at HSN, departing employees must return their proximity parking card to the respective Finance location.
9. If an employee chooses to return a proximity parking card to the respective Finance location for any reason, payroll deductions will cease in the next pay period.

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10. All other returned proximity parking cards (including physicians and volunteers) should be returned to the respective Finance location to ensure that no additional charges are incurred.

**Accommodated Staff Parking (Lots P2A and P7)**

1. Complete the *Request for Accommodated Parking* (The Hub > Programs & Services > Occupational Health and Safety > Accessibility and Accommodation) with your health care provider and send the completed document to the Occupational Health and Safety Service.
2. The Occupational Health and Safety Service is responsible for approving modified parking permits. For more information, refer to the *Accommodated Parking* procedure.

**Evening and Night Shift Staff Parking (Lot P1A)**

1. Security controls vehicle entry into this lot with a chain barrier. The chain barrier will be put up at 0600 hours (to allowing evening and night workers to leave the lot) and removed at 0930 hours (to prevent day shift workers from utilizing the lot).

**Three Hour Staff Parking**

1. Several parking spaces have been assigned as three hour parking for staff who need to travel frequently between sites.
2. Short-term parking will be enforced 24/7. Security guards perform regular rounds and note the time and make/model/license plate of vehicles parked in these spots. Vehicles found to be parked for longer than three hours will be ticketed.

**APPENDIX C**

Veteran Parking

**Special Instructions**

- Visitor/patient vehicles identified by a veteran license plate parked in designated visitor/patient parking areas at the Ramsey Lake Health Center and Sudbury Outpatient Center will be exempt from parking fees.
- On November 11, no tickets will be issued to any vehicle parked at a metered spot that has a veteran licence plate.

**Method**

1. In order to receive free parking, the visitor/patient veteran must:
  - A. Obtain a parking ticket when entering the gated visitor parking lot and keep the ticket with them.
  - B. Once ready to leave, go to the respective Finance location to have their free parking validated. Proof of service must be provided.

Ramsey Lake Health Center	Sudbury Outpatient Centre
41 Ramsey Lake Road Level 1, South Tower, Room 1200 Monday to Friday, 0800-1600	865 Regent Street South Lower Level, Room M0001 Monday to Friday, 0800-1600



**APPENDIX D**

Parking Rates and Payment Methods

**Patient/Visitor Gated Lots**

If paying by the hour, the maximum fee is \$10.00 per day.

<b>Parking</b>	<b>Cost</b>
First Hour	\$3.00
Second Hour	\$2.00
Third Hour and Each Subsequent Hour	\$1.00
Day Pass (unlimited in/out for 24 hours to all lots <u>except</u> Pay and Display)	\$10.00
Monthly Pass for Accommodated Staff (RLHC or SOC)	\$80.00
Monthly Pass (RLHC or SOC)	\$130.00

**Staff/Visitor Gated Lots**

<b>Parking</b>	<b>Cost</b>
Per Day	\$6.00
Day Pass (unlimited in/out for 24 hours to all lots <u>except</u> Pay and Display)	\$10.00
Monthly Pass (RLHC or SOC)	\$80.00
Monthly Pass (Kirkwood Place)	\$50.00

**Payment Methods**

<b>System</b>	<b>Payment Method(s)</b>
Pay Station Terminal	Cash, Debit or Credit Card (Visa and Mastercard)
Parking Lot Gate	Credit Card (Visa and Mastercard)
Parking Pass	<ul style="list-style-type: none"> <li>• Go to the respective Finance location.</li> <li>• Requires a \$20.00 deposit.</li> <li>• Cards should be returned to the respective Finance location to ensure that no additional charges are incurred.</li> <li>• Passes are automatically cancelled if the visitor does not renew the card.</li> </ul>



**APPENDIX E**

Parking Lot Designations

**Ramsey Lake Health Centre (2499 Spaces)**

Area	Parking Designation	Spaces
Parking Lot P1	Staff/visitor	359
Parking Lot P1A	Afternoon and night shift workers	104
Parking Lot P2	Staff/visitor	673
Parking Lot P2A	Visitor	39
	Accommodated worker	96
	Accessible	11
Parking Lot P3	Patient/visitor short-term	156
Main Entrance	Accessible	17
	New parent	6
Parking Lot P4	Patient/visitor	136
	Accessible	9
Parking Lot P4A	Physician on-call	18
Parking Lot P5	Physician and volunteer	153
	Accessible	1
Parking Lot P5A	Staff/visitor	421
Parking Lot P6	Patient/visitor "Pay and Display"	29
	Accessible	9
Parking Lot P7	Patient/visitor	57
	Accessible	16
	Accommodated worker	8
	Physician accessible	2
Parking Lot P8	Staff/visitor	52
	CTC staff	12
NEO Kids P9	Staff/visitor	37
	Accessible	2
	Delivery (metered)	1
	Accommodated (metered)	2
	Visitor (metered)	4
Outside of ACU South Tower	Accessible	4
	Patient pick up/drop off	2
	Pediatrician/Gynecology/Midwife/Family Obstetrics	4
Paris Crescent	Accessible	2
	CTC	18
	3-hour	24
Ambulance Garage	Emergency vehicles only	9
Outside of Rehab	Accessible	3
	Physician on-call	3

**Sudbury Outpatient Centre (417 Spaces)**

Area	Parking Designation	Spaces
Section 1	Staff/visitor	104
	Accessible	3
	Physician	9
Section 2	Staff/visitor	185
	Accommodated worker	48
Section 3	Patient/visitor	15
	Accessible	10
	Physician	16
Section 4	Patient/visitor/accessible (metered)	27

**APPENDIX F**

Pay Station Locations

