



NORTHUMBERLAND HILLS
HOSPITAL
ADMINISTRATIVE MANUAL

CATEGORY:	ENVIRONMENTAL MANAGEMENT	NUMBER: II-004
ISSUED BY:	VP HUMAN RESOURCES & QUALITY	PAGE: 1 OF 4
APPROVED BY:	LEADERSHIP & QUALITY COMMITTEE	
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PARKING - PATIENTS AND VISITORS

POLICY

Northumberland Hills Hospital provides on-site parking facilities at a pre-set rate, unless otherwise specified. The hospital is not liable for damage or theft to vehicles or contents. Special accommodation is provided within the on-site parking facilities for those with specific needs, including:

- short-term, no-charge, drop-off spaces in the front (main) roundabout for those dropping off/picking up a loved one;
- reserved accessible spaces in the front (main) roundabout, and front (main) parking lot and Emergency Department lots, including spaces for side-loading vehicles; and
- reserved spaces in the front (main) parking lot for chemotherapy and dialysis patients.

PROCEDURE

1. Administration sets the parking rates for all visitors, including frequent user rates.
2. Responsibility for parking is as follows:
 - a. The Human Resources Department is responsible for the administration of parking rates, discount passes and compliance with appropriate Ministry of Health and Long-Term Care direction to hospitals.
 - b. The Engineering Department is responsible for the upkeep of all equipment and facilities.
 - c. The Finance Office is responsible for frequent user discount pass sales to patients and their families, preparing complimentary tickets as required, collecting parking revenues and maintaining the pay stations. The Finance Office shall notify Human Resources of all discount pass arrangements to ensure proper activation and expiry dates are maintained in the security access system.
 - d. Switchboard/Admitting staff members are responsible, with the aid of Finance staff, as required, for clearing parking system alarms, where possible.
 - e. The Director of Communications and Community Engagement is responsible for internal and external communication/engagement regarding parking rates, policies and related information, including the annual reporting of parking revenue.

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3. Visitors and patients who require parking at NHH have multiple options:

a. **Variable daily rate tickets (for a maximum of 24 hours) for Main and Emergency lots**

Daily rates vary according to the length of stay. All patients and/or visitors parking in the Main or Emergency parking lots must obtain a ticket from the entry gate and pay prior to exit at one of the two pay stations located inside the hospital in the main lobby or the Emergency Department. The paid ticket is entered into the exit gate upon exiting the parking lots. Daily rates are listed on the **Parking Rate Schedule**, attached. PAYMENT OF THE MAXIMUM DAILY RATE ENTITLES THE TICKET HOLDER TO REQUEST, AT TIME OF PAYMENT, A DAILY TICKET WITH UNLIMITED IN/OUT PRIVILEGES FOR 24 HOURS FROM THE TIME OF TICKET PAYMENT.

To purchase a 24-hour in/out privilege ticket, visitors and/or patients must follow these steps at the pay station inside the hospital:

- 1- Insert parking ticket received upon entry to the parking lot into the pay station.
- 2- Push the Lost Ticket button on the pay station.
- 3- Push the Re-Load Card Advance Payment button on pay station.
- 4- Pay the daily maximum fee (\$9.00).
- 5- Take the new ticket provided, which permits in/out parking privileges for the next 24 hours.
- 6- Upon exiting or re-entering the parking lots, all 24-hour in/out privilege ticket holders must insert this ticket into the parking gate station and retrieve ticket for multiple uses.
- 7- It is the responsibility of the ticket holder to retrieve the ticket for additional use within the 24-hour timeframe.

In the event of a lost daily rate ticket, payment of the daily maximum rate is required.

b. **Discount Passes for Frequent Users**

Patients or visitors who require regular recurring visits may purchase or renew a frequent user discount parking pass for consecutive five-day, ten-day or monthly terms. Monthly passes are valid for a maximum of 30 consecutive days.

All frequent user passes include in/out privileges.

Available through the Hospital's Finance Office, frequent user discount passes are subject to a one-time refundable deposit, repayable upon return of the pass. All fees, including the deposit, are payable in advance.

Discount passes for frequent users are automatically disabled on the day of expiry. For discount pass rates see the attached **Parking Rate Schedule**.

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c. Bulk purchase of tickets or raising the parking arm

Any individual or group that wishes to provide free parking for a group/event must contact the Finance Office in advance to arrange either:

- i) the purchase of sufficient tickets at the appropriate daily rate, or
- ii) pay the estimated lost revenue by having the gates raised for a predetermined time period (to be coordinated with the Engineering Department)

d. Reduced rate for cancer/dialysis patients

Patients of NHH's Cancer and Supportive Care and Dialysis units are eligible for reduced monthly parking rates due to the recurrent nature of their treatments. For more information, please speak with the health-care provider in these units or the NHH Finance Office.

e. Metered parking

In addition to accessible parking spaces throughout the Main and Emergency Department lots, NHH offers four short-term metered parking spots nearest the Main and Dialysis entrances in the main (front) round about. Rates for these preferential spots, available for a 2-hour maximum only, are listed on the attached **Parking Rate Schedule**.

4. Rate Changes

Rate increases shall be announced a minimum of three months in advance.

5. Feedback

To provide feedback on NHH's parking fees and policy, please contact:

Vice President Human Resources and Quality
Northumberland Hills Hospital
1000 DePalma Drive,
Cobourg, ON K9A 5W6
Ph: 905 372 6811 Ext 4019
Email: evosburgh@nhh.ca

REVIEWED (r) or REVISED (R):

October 1998 (R),
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PARKING RATE SCHEDULE

DAILY VARIABLE RATE – Effective January 7, 2013

\$3.00	0 to ½ hour
\$4.00	½ hour to 1 hour
\$5.00	1 hour to 2 hours
\$6.00	2 hours to 3 hours
\$8.00	3 hours to 4 hours
\$9.00	> 4 hours*

* [Effective September 30, 2016] PAYMENT OF THE MAXIMUM DAILY RATE ENTITLES THE TICKET HOLDER TO REQUEST, AT POINT OF PAYMENT, A DAILY TICKET WITH UNLIMITED IN/OUT PRIVILEGES FOR 24 HOURS FROM THE TIME OF TICKET PAYMENT. SEE PARKING PAY STATION FOR DETAILS.

DISCOUNT PASSES FOR FREQUENT USERS – Effective September 30, 2016

5-Day Pass (consecutive)

\$22.50 (pre-paid in advance)
\$10.00 one-time deposit for the card refundable upon return of the card

10-Day Pass (consecutive)

\$45.00 (pre-paid in advance)
\$10.00 one-time deposit for the card refundable upon return of the card

Monthly Pass (maximum of 30 days duration, consecutive):

\$57.00 per month (pre-paid in advance)
\$10.00 one-time deposit for the card refundable upon return of the card

NOTE: All frequent user passes include in/out privileges.

Cancer and Supportive Care/Dialysis Unit patient passes (30 day duration):

Patients of NHH's Cancer and Supportive Care and Dialysis units are eligible for reduced monthly parking rates due to the recurrent nature of their treatments. For more information, please speak with the health-care provider in these units or the NHH Finance Office.

Metered parking

2-hour time limit
\$4.00 per hour, 5 cent, 10 cent, 25 cent, \$1 and \$2 coins accepted only.

Reference: Policy II-004 – Parking – Administrative Manual; Ministry of Health and Long-Term Care Hospital Parking Directive

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