

	Policy/Procedure Name:	Parking
Manual: Administration	Number:	
Section: General Administration	Effective Date: 26 May 2009	
Pages: 1 of 9	Revision Date: 12 June 2024	

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 pertains to all staff members and credentialed staff at Muskoka Algonquin Healthcare (MAHC). This policy further applies to users including:

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

Policy Statement

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 Professional Building, Howland Building and Building B parking lots.

Procedure

Accountability:

- The Vice President, Corporate Services, and Chief Financial Officer has overall responsibility for the administration and management of MAHC vehicle parking facilities and arrangements.
- The IT Department has responsibility for issuing parking passes to all MAHC Staff, Credentialed Staff, staff who work in the Professional Building, and Volunteers.
- The Business Office and Switchboard has responsibility for the discounted parking passes. Passes can also be purchased directly from the parking machine.
- In Huntsville, the parking system is a shared system with the owner of the Professional Building.

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Next Review Date: 06/12/2027 00:00:00	Version: 9.0
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Exceptions to the general policy are outlined below (Exceptions to General Parking Policy). Further exceptions may be considered and approved by the Vice President, and Chief Financial Officer 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.
- 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. Staff shall park in the lots designated for staff parking, and should refrain from parking in lots and spaces designated for public.
- e. Staff shall not park in parking spaces reserved for overnight staff, unless they are working during the times indicated on the signs.
- f. Staff and Public shall not park in designated parking spaces for specialty vehicles such as emergency vehicles, Police, Corrections and service vehicles. Only vehicles or service that match the designation shall park in these spots.
- g. Accessible 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.
- h. MAHC assumes no liability for damage, fire, vandalism or theft that might occur while a vehicle is parked on MAHC property.
- i. Staff shall not charge their e-vehicles using MAHC resources. Block heater receptacles shall only be used for vehicle block heaters.
- j. 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 \$6.00 for the first hour or part thereof. 60 minutes or more is \$8, and the per visit maximum is also \$8.

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

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Up to 60 minutes	\$6
60 minutes or more	\$8
Maximum per visit	\$8

b. Discounted Rates:

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

Day Pass (24 Hours, Unlimited In/Out Privileges)	\$12
Weekly (7 day)	\$35
Monthly (30 day)	\$60

Exceptions to General Parking Policy

a. MAHC Employees and Credentialed Staff Providing Service at MAHC:

- All staff and credentialed staff are required to pay for parking as per the approved staff rates. Rates are reviewed as required and are subject to change. MAHC Senior Leadership Team reserves the right to temporarily suspend parking fees for staff and credentialed staff.
- All staff, students, medical learners and credentialed staff will be issued a parking pass. Staff and credentialed staff 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.
- To ensure adequate parking for patients, families and visitors, it is the expectation that all staff and credentialed staff 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. In the case of an emergency call-in, HDMH staff may park in the reserved spaces adjacent to the Emergency Department, but otherwise shall park in the staff parking lots.

b. MAHC Volunteers and Foundation Donors

- All volunteers for MAHC, including MAHC and Foundation Board members, Auxiliary members and other in-hospital volunteers, may park at MAHC facilities without cost. Volunteers are requested to park in the designated staff parking lots.
- 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.

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- The HDMH Foundation and the SMMH Foundation may provide free parking to any individual who visits the Foundation offices for the purpose of making a donation. This free parking will only be valid for that day.
 - MAHC Senior Leadership Team may elect to provide free parking for public meetings or specific events.
- c. Delivery Vehicles, Couriers and Emergency Vehicles*
- Designated areas will be identified for courier, delivery, emergency service, and correctional services 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 into 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).
 - Construction projects may include parking for contractors as part of the agreement.
 - The Materials Management Department staff have 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.
- e. Veterans*
- Given that both Huntsville and Bracebridge are Memorial Hospitals, as a sign of respect for their service to our country, Veterans who show a valid Military Service Identification Card (CFOne card or Veteran’s Service Card) will have their parking validated.

Communication and Policy Review

- a. Parking information, inclusive of the parking rates and pertinent details of this policy, shall be made available to the public through www.mahc.ca.
- b. Signage alerting the general public of the parking fee structure and reduced rates shall be posted at the entrance to the parking area and point of payment.

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- c. MAHC parking facility users may provide feedback on the parking policy and rates through any of MAHC’s feedback mechanisms; information regarding these are available through the MAHC website..
- 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 Ontario Health - Central Region for information purposes.

Cross Reference

Meeting Use & Rental Policy
 Patient/Family Feedback Management Policy

Notes

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References / Relevant Legislation

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

Appendices

Appendix 1 - Frequently Asked Questions and Scenarios
 Appendix 2 - Document Consultation & Approval Tracking Record

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Appendix 1 – 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, \$6.00 is owed.

Visitor claims they are always “buzzed out”

Anyone who is entitled to authorized parking is issued a parking access card, parking pass or one time validation of their ticket. If the person does not qualify for exemptions to parking fees they should not be exiting without paying. They are welcome to obtain a parking pass from the Lobby Parking Machine or Business Office or, if a staff member, arrange a payroll deduction and card access activated by the IT Department.

External worker claims they get free parking

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

Family member purchases a discounted pass and then patient is transferred to alternate MAHC facility

The parking pass purchased will be honored at either MAHC site. Direct the family member to the business office and this can be arranged for them based on the number of days remaining on the discounted pass.

Directing questions, complaints and concerns

Any questions or concerns regarding parking are to be referred to the Director or Facilities or Manager of Plant, Facilities and Security.

The accessible 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 By-law 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

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Appendix 2 – Document Consultation & Approval Tracking Record

Document Consultation & Approval Tracking Record

Document Title: Parking

Document Status:

- New
- Revision of Existing
- Reviewed, no edits required

Document Type:

- Policy/Procedure
- Protocol/Guideline
- Standard Operating Procedure
- Medical Directive
- Order Set
- Other: _____
- Clinical Pathway
- Order Set
- Standard of Care
- Rules & Regulations
- Form

Development Team (list the names and designations of those involved in the development/review of the document):

Name	Designation
Tim Miller	Director, Facilities
Mark Frederick	Manager, Finance

Scope of Document:

- Department specific
- Two or more departments/services
- Corporate/Hospital-wide

Groups Impacted by Document:

- Nursing
- Credentialed Staff
- Clerical/Support Staff
- Administration
- All Staff/Credentialed Staff
- Allied Health (specify):
- Support Staff (specify):
- Other (specify):

Consultation Phase (list below the stakeholders/committees that will provide feedback and input into the document prior to submission to the Signing Authority for final approval):

Stakeholder/Committee	Date Consulted	Feedback/Comments	Development Team Response

Education & Communication Plan: (select all that apply)

Tool(s) / Method(s)	Timeline for Completion	Lead Responsible
<input type="checkbox"/> Huddles/Staff meetings		
<input type="checkbox"/> Education Blitzes		
<input type="checkbox"/> Learning Management System (LMS) Module		
<input type="checkbox"/> Posters		
<input type="checkbox"/> Electronic Mail		
<input type="checkbox"/> Communication Binder		
<input type="checkbox"/> Department Meetings		
<input type="checkbox"/> Frequently Asked Questions (FAQ)		

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<input type="checkbox"/> Memo		
<input type="checkbox"/> MAHC Matters		
<input checked="" type="checkbox"/> Other: MAHC External Website		

Approval Phase (for list of Signing Authorities, view the "Policy, Procedure and Guideline Development" policy):

Signing Authority:

Senior Leadership Team

Date Review:

December 2023

Approved

Not Approved

Comments: _____

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1. Category (manual/section):
2. Key Words: <i>(Indicate if there are any additional key words or common words used by staff to reference the document that should be added beyond what is currently in the purpose or policy statements.)</i>
3. Is this document an ROP (Required Organizational Practice):
4. Is there a preferred URL or external link:
5. Who will be accountable for leading any policy review?
6. Review Period: <i>(Indicate if the review period is less than three year. All documents must be reviewed at least every three years.)</i>

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