

**St. Joseph's General Hospital Elliot Lake
POLICY/PROCEDURE MANUAL**

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| Department | Administration |
| Subject: | Paid Parking |
| Policy/Procedure Number: | ADM I-o-10 |
| Distribution List: | Administration, All Departments |
| Approved By: (INCLUDE BOARD MOTION NO.) | Bd.54/03 Bd.25/04 |
| Date Originated: | Oct. 1/03 |
| Last Reviewed: | Sept. 17/14 |
| Date(s) Revised: (NB RETAIN PREVIOUS POLICY) | Aug.4/04, Oct.4/04, Sept.17/10, Sept.30/14 |
| Senior Manager's Signature: | <i>Mike Hukezalie</i> , CEO |

NEW RATES IN EFFECT NOVEMBER 3, 2014

POLICY

The Hospital's parking capacity has not changed since it was built in 1958. At that time far fewer people owned cars than is the case today and fewer out patient services were provided at the hospital. As a result, there is significantly more demand for parking, and Trustees and Management are receiving an increasing number of complaints about the lack of parking.

To address these issues the Board of Trustees decided to implement paid parking to:

1. improve parking for patients and visitors, and
2. recover costs associated with maintaining the hospital's parking lots.

Patients and Visitor Parking

Eight parking spaces are provided for the exclusive use of handicapped individuals outside the paid parking zone. Two of these are located at the front entrance of the Manor and they are reserved to Manor visitors. One space is located west of the Ambulance Garage Entrance and this space is provided to accommodate the needs of handicapped renal dialysis patients. The other five handicapped spaces are located on the south side of the circular driveway immediately east of the physicians' parking spaces.

Except for the five spaces reserved for the physicians in the parking lot facing the chapel building the remaining spaces are provided for patients and their visitors (two of these are handicapped). Since this parking area is the only parking lot close to the main entrance, and whereas there are only eighteen, including two handicapped spaces, reserved for patients and visitors, we encourage **in-patients** to park in the parking lot behind the loading dock or have a family member or friend drive them to the hospital so that parking spaces are available when others need them. We have an obligation to ensure that parking spaces are available as close as possible to the main entrance for our frail patients and visitors. Employees may only park in the parking lot behind the loading dock when they enroll in the payroll-deduction-plan or in the north parking lot if they do not wish to pay.

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There are nine parking spaces provided at the west end of St. Joseph's Manor for their visitors.

Patients and visitors are also welcome to park in the parking lot located on the north side of the hospital building.

Medical Staff Parking

Nine parking spaces outside of the paid parking zone are provided for the exclusive use of physicians. Four of these spaces are west of the Ambulance Garage Entrance facing the West Wing Building and five are on the south side of the circular driveway. Five more spaces are provided within the paid parking area. These may be used by local physicians and or visiting specialists. Physicians will be given a proximity card in the event that they need to park within the paid parking zone. Visiting specialists are asked to pay for their parking and claim the cost on their expense report and the hospital will reimburse them.

Trustees

Trustees are asked to park in the east parking lot within the paid parking zone, i.e., the parking lot behind the loading dock, and enter the building through the door to the right of the double service entrance doors. The code to enter the building is provided to Trustees prior to it being changed to maintain security. Trustees will be provided with a token by the CEO's Office each time they attend a meeting.

Volunteers

Volunteers are asked to park in the east parking lot within the paid parking zone, i.e., the parking lot behind the loading dock and enter the building through the door to the right of the double service entrance doors. The code to enter the building is provided to Volunteers prior to it being changed to maintain security. Volunteers will be provided with a token by the Volunteer Coordinator or his/her delegate each time they attend the hospital to provide service or when they attend a meeting.

Palliative Care Volunteers

Palliative Care Volunteers may obtain a token from the Switchboard Operator when they attend the hospital to provide service. Palliative Care Volunteers are provided with a Name Tag that they must present to the Switchboard Operator to obtain a token.

Auxiliary Members

Auxiliary Members are asked to park in the east parking lot within the paid parking zone, i.e., the parking lot behind the loading dock and enter the building through the door to the right of the double service entrance doors. The code to enter the building is provided to Auxiliary Members prior to it being changed to maintain security. Auxiliary Members will be provided with a token by the President of the Auxiliary or her/his delegate each time the Auxiliary Member attends the hospital to provide service or when they attend a meeting.

Clergy

Clergy may obtain a token from the Switchboard Operator when they attend the hospital to complete their visitations, respond to a call out, or to participate in a meeting.

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Family Health Team Clinic

The hospital will issue one parking card to the Family Health Team Clinic for their employees to use when they come to the hospital to pick up or drop off physician billing documentation and or charts.

Delivery Personnel

Delivery personnel will be provided with a transmitter or proximity parking card by the Manager of Materials Management to enable them to activate the exit at the east end of the loading dock parking lot.

Sales Representatives

Sales representatives may park in the north parking lot. If they choose to park in the paid parking zone they will be required to pay to exit.

Funeral Homes

The two Elliot Lake Funeral Homes will be issued a parking card. Out of town funeral directors will be instructed by the Switchboard Operator, when they pick up the morgue key, to exit through the main entrance gate by activating the intercom and the Switchboard Operator will open the exit gate.

Employees (Hospital, Manor and Oaks)

The north parking lot, i.e., the parking lot behind the hospital has been expanded and upgraded to provide parking for employees. All employees of the Corporation are encouraged to park in this area to ensure that parking is available to our frail and elderly patients and visitors. Employees that wish to park in the lot east of the loading dock may do so, but there is a fee. The parking control machine at the east exit behind the loading dock parking lot can be opened by a proximity parking card.

Employees wishing to obtain a proximity parking card may do so by enrolling in a payroll-deduction-plan at \$30.00 a month. The appropriate authorization forms and the details of cost are available from the Human Resources Department.

Designated Parking Spaces within the Paid Parking Lot

Designated parking spaces, i.e., handicapped, physician and reserved spaces that are located within the paid parking zone may only be used by the intended user(s).

Entry and Exit from Paid Parking Lot

There is one entry to the paid parking lot. The entry is from the circular driveway adjacent to the main entrance of the hospital.

There are two exits from the paid parking lot. One is at the main entrance gate. It accepts coins, tokens or parking cards as payment. The other exit is at the east end of the loading dock parking lot and the gate can be opened with parking cards or transmitters. The transmitters will be issued to designated delivery truck operators. Cardholders, i.e., employees are encouraged to use the exit gate at the east end of the loading dock lot to exit the paid parking lot.

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Parking Meters

To ensure handicapped parking spaces are available for individuals who have handicapped permits, parking meters will be installed in front of each handicapped parking space. The metered cost shall be \$1.00 per hour with an eight hour maximum. Parking meters will not be in effect from 0100 to 0600 hours.

NEW RATES IN EFFECT NOVEMBER 3, 2014

The Cost and Methods of Payment

The single use fee is \$3.00.

Tokens can be purchased from the Tuck Shop for \$ 2.75 each.

The main gate exit allows drivers to pay with three loonies, one toonie and one loonie, one token or a parking card.

Cardholders may use their parking cards to exit the parking lot.

The general public may change bills for coins from the Switchboard Operator when the Tuck Shop is closed.

Designated delivery truck operators, the garbage and recycling truck drivers and our snow removal contractor will be provided with either a remote transmitter or a proximity parking card to allow them to enter and exit the paid parking zone.

Frequent Users

Patients and or visitors that frequent the hospital often may purchase tokens in blocks of 20 tokens for \$30.00 from the Finance Department to help mitigate the cost of paid parking. To obtain tokens at a discount, the Nurse Manager must make a written request on the patient or visitor's behalf. The Finance Department will only sell the tokens at the discounted price to individuals in possession of an approved request. (Refer to Form 4003 Attached)

Parking on Adjacent Property

Parking on property adjacent to the Hospital and the Manor is not condoned by the Hospital. If complaints are received from surrounding land owners that hospital employees, patients or visitors are parking on their land, they will be instructed to take whatever actions they deem appropriate to correct the problem.

Enforcement

The Hospital's parking lots located at 70 Spine Road are governed by the City of Elliot Lake's Parking By-Law. The Hospital has designated Deputies who are empowered to issue "Parking Tickets". To ensure compliance with the City's Parking By-Law the Deputies will patrol the parking lots and issue parking tickets to violators. Violators may challenge parking tickets in court. Hospital Management and Trustees will not interfere with the prosecution of parking tickets.

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PROCEDURE

Exemptions

Exemptions to paying for parking are to be kept to a minimum. Therefore, the only the individuals that are exempt from paying for parking are those that are delineated in this policy.

On-Call Employees

The Switchboard Operator will open the gate for employees who entered the paid parking zone to respond to a call-out.

Proximity Cards

The Hospitals Computer Technician will issue and delete proximity cards to: active physicians, based on a list provided by the CEO's Executive Assistant; employees, based on a list of employees that enroll in the payroll-deduction-plan; delivery personnel, the garbage and recycling truck drivers and the snow plough contractor, based on a list provided by the Manager of Materials Management, one to the administrative staff of the Family Health Team Clinic and one to each of two local funeral services.

When an employee ceases to be an employee, they shall return their proximity card to the Human Resource Assistant. The Human Resource Assistant will in turn return the card with the name of the employee to the Computer Technician who in turn will delete the employee from the data base of active cardholders. The same process will occur when an employee ceases to participate in the payroll-deduction-plan.

Proximity cards may only be used by the person to whom they are issued; therefore, do not lend your card to anyone.

Employee deductions will be made on the first pay of each month. If an employee enrolls in the payroll-deduction-plan after the first pay of the month, they will be issued a proximity card immediately and their deductions will begin the next month. If an employee's employment ceases or voluntarily withdraws from the payroll-deduction-plan after the first pay of the month no refund will be made. Once the spaces that are reserved for employees in the paid parking zone are fully subscribed employees will be placed on a waiting list that will be maintained by the Human Resources Department. When space becomes available employees on the waiting list will be contacted on a first come first served basis to determine if they wish to enroll in the payroll-deduction-plan.

Remote Transmitters

The Manager of Materials Management will distribute remote transmitters to the designated delivery truck operators, the garbage truck driver and the snow plough operator and he/she will provide the Computer Technician with a list of the names of the companies that were provided with these devices.

The Materials Management and Dietary Departments will retain a transmitter to allow them to open the exit gate for delivery personnel that do not have a card or transmitter.

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Lost Proximity Cards or Transmitters

There will be a charge of \$20.00 for each replacement proximity card when a card is lost or when a card is not returned by an employee. When a transmitter is lost or damaged due to willful neglect it will be the responsibility of the person to whom it was issued to pay for the replacement.

Tokens Given to Trustees, Volunteers and Auxiliary Members

Tokens will be requisitioned by the CEO's Office, the Volunteer Coordinator and the President of the Auxiliary from the Finance Department as needed.

Switchboard Operators

The Switchboard Department will be equipped with a two-way intercom system to allow communications between the two parking control gates. This will allow the Switchboard Operator to assist confused drivers. In rare cases, the Switchboard Operator may be required to open the gate, by pushing a button located in the switchboard area, to let a driver exit, but this is to be kept to a minimum. Switchboard Operators shall log each unpaid exit and each token they provide to the clergy. This log is to be totaled monthly and forwarded to the Chief Financial Officer on the last day of each month.

Emergency Procedures

The parking control system is interfaced with the hospital's auxiliary electricity generator and the fire alarm system. The gates will open when there is an interruption in electricity or when the fire alarm is activated.

Retrieving Cash and Tokens

The Chief Financial Officer and Manager of Plant shall develop schedules and controls to clear the parking control machines of cash and tokens to minimize exposure to theft.

Recording Revenue

Revenue shall be recorded when tokens are sold to the Auxiliary or when cash is cleared from the parking control machines and when fees are deducted through the payroll-deduction-plan. No attempt will be made to record revenues and related expenses for tokens given to trustees, volunteers, clergy, etc.

References:

Reviewed in consultation with: Senior Management Team

Policy Credits: Mike Hukezalie

Corresponding Form Numbers: ADMIN 4003

Path and File Name: x:\appfiles\sulli\policies\admin\parking (paid parking) ADM I-o-10 Sep 30 14

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Form No. 4003

**PARKING POLICY REQUEST FORM
FREQUENT USERS**

(Reference -- Parking Administration Policy No. ADM I-o-10)

Frequent Users -- "Patients and/or visitors that frequent the hospital often."

Frequent Users may purchase tokens in blocks of 20 tokens for \$30.00 from the Finance Department to help mitigate the cost of paid parking.

To obtain tokens at a discount a Nurse Manager must make a written request on behalf of the Frequent User. *The Finance Department will only sell the tokens at the discounted price to individuals in possession of an approved request.*

| | |
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| Date of Request: | |
| | |
| Patient's Name: | |
| | |
| Individual Requesting Pass: | |
| | |
| Reason for Request: | |
| | |
| Nurse Manager's Signature: | |
| | |
| Date: | |

Note: Completed form is to be taken to Business Office for processing.

| | |
|------------------------------------|-------|
| For Finance Office Use Only | |
| Date Request Received: | _____ |
| # of tokens given: | _____ |
| Total Amount: | _____ |
| Paid by: | _____ |
| Clerk's Signature: | _____ |