

## Trillium Health Partners – Parking Policy & Procedure

1. [Purpose and Application](#)
2. [Background](#)
3. [Definitions and Acronyms](#)
4. [Guiding Principles](#)
5. [Policy](#)
6. [Procedure](#)
7. [Responsibility](#)
8. [Education/Communications](#)
9. [References](#)
10. [Approved By](#)
11. [Policy Author](#)

### 1. PURPOSE AND APPLICATION

The purpose of this policy is to outline the overall parking experience while ensuring efficiency and safety are in the forefront when parking a motorized vehicle at Trillium Health Partners (THP, Hospital, or organization). THP is committed to providing a safe and secure environment for individuals who are utilizing the parking facilities at each of our locations within the organization (Mississauga Hospital, Credit Valley Hospital, and Queensway Health Center). This policy will also provide some additional awareness pertaining to the various options that are linked with parking on site at THP. For the purposes of this policy, all employees, Physicians, Volunteers, students/ learners, independent/ external contract workers, and all individuals who represent THP is required to comply with the scope of this policy.

### 2. BACKGROUND

THP has formulated this policy to ensure individuals receive a clear overview of the requirements and regulations when utilizing the parking facilities in a motorized vehicle. Revenue obtained from parking at THP is utilized for funding patient care programs, services, equipment, as well as the overall maintenance of the parking facility infrastructure.

Throughout this policy, requirements pertaining to payments will be focal points. Payment requirements are compliant with the Ministry of Health and Long-Term Care (MOHLTC) parking legislation. The following additions to the THP parking fees were created to comply with the MOHLTC parking legislation:

- 5, 10, and 30 usage passes which are discounted at 50% of the daily maximum cost (\$16.00).
- Usage passes must be transferable between patients and caregivers.
- Usage passes must be valid for one year.
- Usage passes must have the ability to enter and exit unlimitedly through a 24 hour period.
- Publically posting the Parking Policy & Procedure on the website.
- Publically posting total revenue for the year and what the revenues were used for.

### 3. DEFINITIONS AND ACRONYMS

**Motorized Vehicle:** A motor vehicle is a self-propelled road vehicle and off-road vehicle, commonly wheeled, that does not operate on rails. A motorized vehicle consists of cars, trucks, E-Bikes, motorcycles, and any other vehicles that aren't generated from muscular movement.

**Trillium Health Partners (THP):** THP is a Healthcare organization that is made up of three different Hospital locations. The following locations are the three facilities that are included in this policy:

- Mississauga Hospital (100 Queensway West, Mississauga, Ontario)
- Credit Valley Hospital (2200 Eglinton Avenue West, Mississauga, Ontario)
- Queensway Health Center (150 Sherway Drive, Toronto, Ontario)

**Parking Facility:** Any parking spots on the exterior of the property, multi-level structures, surface parking lots, pay & display parking sections, and any other parking which is utilized by personal that are operating a vehicle on the THP grounds.

**Patients and Visitors:** Refers to all patients, visitors, representatives of the organization, delivery suppliers, contractors, and consultants who are on THP property.

**Legislation/ Directive:** The directive which is a mandatory compliance from the Ministry of Health and Long-Term Care, which all Ontario hospitals must be compliant with.

### 4. GUIDING PRINCIPLES

The Hospital is compliant with all required legislations and laws to ensure we're compliant and creating a safe environment. The THP Parking portfolio is dedicated to creating a safe, convenient, and comfortable environment from a parking standpoint. The Parking Program at THP is contracted through a third party provider that works in partnership with the Hospital to create safe, secure, convenient, and accessible parking experience for our users.

## **5. POLICY**

### **5.1 Introduction**

The users of the parking facility at THP shall comply with the terms and conditions to ensure safety and ease for our customers. Parking payments are strictly for the use of the parking space only. Any loss or damage to property is not the responsibility of the organization. All posted signage, laws, and requirements must be obeyed by those utilizing the parking facility.

### **5.2 Category of Parkers**

All users who are parking at THP are required to adhere to the information displayed in this policy. The following groups are examples of applicable users:

- Patients and visitors
- Hospital staff members ( THP staff who are paid by the organization)
- Physicians / Professional Staff
- Volunteers/ Spiritual Care
- Contractors/ Consultants
- Students/ Learners
- Vendors (deliveries)/ Transport Vehicles
- Any other party representing the organization and or utilizing the parking facility

### **5.3 Event Parking:**

Event parking within the THP parking facility is the responsibility of the specific department who is either hosting or overseeing the event. With regards to payments, there is a reduced rate (under review) which is available and can be pre-purchased to accommodate the attendees. Parking Management can be contacted in advance with regards to formulating arrangements for any event parking on THP property.

### **5.4 Enforcement:**

All individuals who are operating a motorized vehicle on THP property must abide by the rules, regulations, laws, and posted signage. Enforcement of these rules and regulations on the THP property is conducted by the Security Services department, in combination with a contracted external company, and the city by-law enforcement. Vehicles that are found to be in violation will be subject to fines for the violation. Violations include but not limited to:

- Not displaying a valid permit/ receipt of payment
- By-Law infractions
- Failure to park in designated location
- Expired receipt
- Improper parking

## **5.5 Incidents and Investigations:**

Any incidents or negative occurrences on THP property need to be communicated to the Security and Parking Services team for investigative purposes. Security and Parking services are available to support with regards to gathering information and piecing together the events that took place.

## **5.6 Signage:**

Parking control signage and overall guidelines are posted and displayed in multiple locations around the parking structures at THP. Operators of motorized vehicles must abide by the requirements and provisions outlined in the posted signage. Any motorized vehicles found in violation of the guidelines are subject to penalties outlined within this document or on the actual posted signage.

## **5.7 Annual Comparisons**

The Parking Management team conducts an annual review of the overall Parking program. The review consists of a comparison in which other Healthcare facilities are utilized to participate in a survey to gather statistics related to our portfolio.

## **5.8 Complaints**

If you would like to make a formal complaint pertaining to the Parking at THP, you can do so at the Patient Relations department. Any other general inquires pertaining to parking, rates, accessibility, opportunities, and general information can be addressed at the Parking Office at your respective site.

## **5.9 Compassionate Rates**

Compassionate rates are to provide financial support to patients and visitors who require relief from parking fees due to extraordinary personal reasons beyond the person's control. A patient or visitor may request and be considered for a Compassionate Relief due to extraordinary circumstances, which make it impossible to pay for parking. The patient in this circumstance will speak with their immediate program, who will support them throughout the possibilities within this process.

## **6. PROCEDURE**

The Parking Program is provided and managed by an external third party provider who also oversees specific Policy and Procedures for various aspects of the program. Any questions or concerns pertaining to the parking program can be directed to the parking kiosk or the THP Parking Management Team at the respective location. Motor vehicle collisions, or loss/ damage to property must be communicated to the appropriate individuals immediately. All signage, legislations, regulations, and laws must be followed when operating a motorized vehicle on THP property.

## 7. RESPONSIBILITY

Type of Policy	Policy Sponsor	Endorsing Authority	Approval Authority
<b>Corporate administrative policies</b>	Senior Vice President, Corporate Services & CFO	Manager, Security and Parking Service Parking Working Group	Senior Leadership Committee

## 8. EDUCATION/COMMUNICATIONS

### 8.1 Information Sessions

Parking Services will take it upon themselves to communicate with members of the organization and the public to provide education pertaining to the overall parking program. Communications to staff and the public will help educate them as to the purpose and elements of THP's parking program. Face-to-face meetings with members of the public, and presentations to staff and professional staff will be conducted to promote awareness of the program.

### 8.2 Internet Updates

Updates pertaining to the program will be communicated and displayed under the Parking Services department on the internal THPHub site. This information is available and accessible for the individuals who will be utilizing our parking facility throughout THP. Mission, goals, values, and the overall service that the Parking Services team offers will also be communicated and available through the THP external website.

### 8.3 Brochures

Parking Brochures are created and managed by the Precise Parking Leadership team, and are available at either the Security Services main office or the Parking Kiosk booth located on the exterior of your respective site. Further inquiries pertaining to the program can also be addressed to the parking booth at the respective site, a customer support associate will be available to support.

## 9. REFERENCES

- **Precise ParkLink:**  
<http://www.preciseparklink.com/>
- **Trillium Health Partners – Parking Services:**  
<http://thphub/ourteams/corporateservices/security-services/ParkingatTHP>
- **Mississauga By-Law Enforcement:**  
<http://www.mississauga.ca/portal/residents/bylawenforcement>  
<http://www.mississauga.ca/portal/cityhall/bylaws>
- **Toronto By-Law Enforcement:**  
<http://www.toronto.ca/legdocs/bylaws/lawlists.htm>

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=2f5b19f155cb0410VgnVCM10000071d60f89RCRD>

- **Hospital Parking Program:**

Please refer to department for specific policies and procedures surrounding various aspects of the Parking Program. A standard operating procedure for the parking staff is also available and managed through the Precise ParkLink organization.

**10. APPROVED BY**

2016/08/18    Parking Working Group  
2016/09/28    Senior Leadership Committee

**11. POLICY AUTHOR**

This document has been created and drafted by the Parking Management team at THP.