

Subject: Visitor Parking	
Section: Facilities and Security	
Issued By: Director, Support Services	Approval Date: September 22, 2016
Approved By: Senior Management Team	Effective Date: September 29, 2016

1. **Policy:**

Ontario Shores Centre for Mental Health Sciences (“Ontario Shores”) provides parking services for visitors in accordance with the Ministry of Health and Long-Term Care’s *Hospital Parking Directive* issued in May 2016.

2. **Definitions:**

Hospital Parking Directive – Issued by the Ministry of Health and Long-Term Care in May 2016, the Hospital Parking Directive sets out requirements for visitor parking with respect to rates, communication, and feedback mechanisms.

Key Fob – A device that attaches to a key ring which enables the user to utilize frequent visitor parking passes.

3. **Procedure:**

Parking Rates

Ontario Shores offers various parking rate options for visitors including 5-day, 10-day and 30-day discounted parking passes for frequent users. See [Appendix A](#) for details. The monthly staff parking rate is also available for visitors who require regular parking for three or more months. Please contact the Parking Office located in Room 1-2038, Building 1, Level 2, 905-430-4055, extension 6806, for details.

Parking Payment Options

Daily Rate

1. Purchase a receipt for the timeframe desired at the Pay & Display machines located throughout the parking lots.
2. The receipt, displayed face up on the front dashboard of the vehicle, can be used with unlimited in-and-out privileges over the time frame purchased (up to 24 hours).

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1. Visit the Parking Office (Room 1-2038, Building 1, Level 2) Monday to Friday from 8 am to 4 pm.
2. Call the Parking Office at 905-430-4055 ext. 6806 Monday to Friday from 8 am to 4 pm.
3. Send an email to parkingoffice@ontarioshores.ca.

Acknowledgement of the issue will be provided within 3 business days; a response will be provided within 10 business days.

Communication of the Parking Policy

This policy as well as general parking information will be available in the following locations:

1. on Shoreline (the Ontario Shores' intranet)
2. the Ontario Shores' external web site
3. the Parking Office (Room 1-2038, Building 1, Level 2)
4. the Information Desk (Building 5 Level 2)
5. the Family Resource Centre (Building 7, Level 2)

General parking information is available in:

1. the Patient Handbook
2. Patient Care Units

Accessible formats are available upon request.

4. **Appendices:**

[Appendix A](#): Visitor Parking Rates

[Appendix B](#): Request to Void Parking Infraction Submission Form

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5. **References:**

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

6. **Reviewed By:**

Communications
Family and Patient Representatives
Finance
Integrated Programs and Services Committee
Leader, Policy & Risk
Patient Experience
Senior Management Team
Supervisor, Central Services

7. **Revision History:**

Original Date: September 29, 2016

John Chen
VP Finance and Support Services, CFO