

Parking Policies and Procedures

Introduction:

The Parking Policy applies to all individuals parking at The Hospital for Sick Children (SickKids) including visitors, employees, physicians, volunteers, students, clergy, contractors and community partners.

Effective October 1st 2016 SickKids offers a discounted multi-use parking pass (H Pass card) for parents of patients and their frequent visitors. The H Pass is a reloadable card that offers a reduced parking rate and also allows for in-and-out privileges throughout a 24-hour period. The H Pass card is available for 5, 10 or 30 uses at a cost of \$10 per use, which can be shared among family members and visitors.

SickKids has retained Precise ParkLink for their expertise in the day-to-day management of the parking facilities. Precise ParkLink reports directly to the Commercial Services Department at SickKids.

Policy:

The purpose of this policy is to ensure that all individuals are treated fair and equitable when parking at SickKids. This policy outlines the process for parking at SickKids and provides clarity on the roles and responsibilities of SickKids, Precise ParkLink and individuals who park at SickKids.

The Retail Operations Manager of Commercial Services shall ensure compliance with this policy. All Hospital personnel are requested to notify the Retail Operations Manager of any violations pertaining to this policy.

1. **Visitors:**
All individuals visiting SickKids will pay for parking. This includes all patients, visitors, students, community partners and individuals from peer hospitals.
2. **Paid Individuals:**
All individuals who are paid for the work they are conducting at SickKids will pay for parking. This includes all SickKids staff, physicians, clinical placements, physician assistants, students on a paid work term, clinical placements on a paid work term and consultants.
3. **Volunteers:**
Volunteer parking is complimentary. This includes hospital volunteers and Board trustees/committee members. Parking for volunteers is arranged through Volunteer Resources, Women's Auxiliary Volunteers or the Family Centre.
4. **Compassionate Parking:**
Departments identifying those requiring financial assistance for parking expenses should contact Social Work who will help direct individuals towards possible funding sources or parking alternatives.
5. **Parking Rates:**
Parking rates are reviewed annually and are subject to change. Sufficient notice of any rate changes will be communicated to all staff, physicians and visitors.

6. Refunds:
There are no refunds on any parking transactions. Exceptions to this policy require written approval by the Retail Operations Manager.
7. Parking Pass Terms and Conditions:
All individuals that use an IPASS (monthly parking pass) card to enter and exit a parking lot must register their vehicle with Precise ParkLink. Individuals must notify Precise ParkLink of any changes to their vehicle information by calling Precise ParkLink. The IPASS card is for the individual's sole use and cards may not be used by any other individual. IPASS cards may not be shared, loaned or assigned. SickKids may terminate parking privileges if individuals are in breach of the terms and conditions.
8. Incidents/Accidents:
All parking lots are on hospital property. Both the Parking Office and Protection Services must be notified of any incidents or accidents occurring anywhere on the property.
9. Liability:
The Hospital reserves the right to maintain full jurisdiction over all vehicles parking on SickKids property and will take action for violation of the Parking Policies and Procedures. Any vehicle parked, operated or driven on SickKids property shall be at the sole risk of the owner or operator. SickKids shall not be liable for any loss and/or damage occasioned to any such motor vehicle, the operator, other occupant thereof, or any persons. All vehicle operators are required to comply with the Parking Policies and Procedures and are subject to applicable action for violations. The registered owner is responsible for all violations involving their vehicle, which may include ticketing, towing and/or revoking of hospital parking privileges. The owner is responsible for all costs involved in the removal, impounding and storage of such vehicle.

Parking is strictly prohibited in fire routes, drop-off/pick-up areas, and emergency services parking spaces, loading zones, roadways, driveways, walkways or any grassed or landscaped areas. SickKids is not responsible for any citations issued by the City of Toronto. Hospital grounds are private property.
10. Parking Management:
The parking office is located on P1 of the Atrium garage. Pay stations are located at each level of the parking garage. A Customer Service Representative (CSR) can be reached from any of the pay stations, entrance gates and exit gates through an intercom. Remote video and audio communication will be used when a CSR is not available at the Parking Office.

Parking Procedures

1. Visitors:
Parking is available under the Hospital in the Atrium lot. The Atrium garage entrance is located on Elm Street. The lot is automated and accepts cash and credit cards. Visitors take a ticket upon entry and pay at one of the pay stations located in each of the P1 to P4 elevator lobbies when exiting.

2. Paid Individuals:

I. Staff who do not have an IPASS card:

Staff members that do not have an IPASS card must take a ticket upon entry and pay for parking at the Parking Office before exiting to receive the appropriate staff discount. (NOTE: Staff who does not register for an IPASS card can only receive the staff discount during regular Parking Office business hours. Outside of business hours, staff that do not have an IPASS must pay the public rate at the pay station.)

II. Staff with IPASS card:

Any individual who has a valid SickKids badge is entitled to receive the staff parking discount. To receive the discount, staff should register by calling Precise ParkLink customer service at 1-888-783-PARK [7275].

Staff Monthly Parking Permits

Staff can register for a monthly permit by contacting Precise ParkLink at 1-888-783-PARK [7275].

Staff monthly permit passes are available for the following lots:

- Peter Gilgan Centre for Research and Learning (PGCRL), parking garage entrance is located off Walton Street
- Alan Brown Building (ABB), located at 77 Elm Street
- 525 University Avenue, garage entrance is located on Elm Street

Staff with a monthly permit at any lot can access to the Atrium lot after 3 p.m. Monday through Friday and all day on weekends with their IPASS.

Activation or cancellation of parking pass:

Staff wishing to activate or cancel their parking pass during the course of their employment must contact Precise ParkLink at 1-888-783-PARK [7275]. A minimum of 30 days' notice is required for cancelation of a monthly parking permit.

Occupational Health and Safety:

When deemed necessary by the Occupational Health and Safety Department, and based on physician documentation, staff with special medical needs that affect their mobility will be given temporary special privileges to the Atrium lot.

Leave of Absence:

Employees of SickKids who are going on a leave of absence must cancel their parking through Precise ParkLink by providing 30 days' notice.

Volunteers:

I. Hospital Volunteers:

- a. All hospital volunteers will park in either the ABB lot at 77 Elm or the Atrium lot using their IPASS card or parking voucher. Parking for volunteers is arranged through Volunteer Resources, Women's Auxiliary Volunteers or the Family Centre.

II. Board and Board Committee Members:

- a. These individuals may park in the Atrium lot using their IPASS card or parking voucher.

Complimentary Parking Tickets for Guests and Special Events:

Vouchers can be purchased by the Director of a department at the staff rate. These vouchers can be purchased through the Parking Office.

On-call vouchers:

Any staff member who attends SickKids to perform duties under the on-call schedule is only required to pay one parking fee per 24 hours within the on-call scheduled period. If a staff member is required to attend for a second or subsequent time during those 24 hours, the staff member can obtain a parking voucher at the Information/Security desk in the Atrium. Staff must present a SickKids ID badge and advise that they are on the current on-call schedule.