

Subject: <b>Visitor Parking</b>	
Section: Facilities and Security	
Issued By: Director, Support Services	Approval Date: August 30, 2022
Approved By: Senior Management Team	Effective Date: September 9, 2022

### 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.

### 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 Security, Building 7, Level 1, 905-430-4055, extension 6806, for details. Floor plans of the building can be found [here](#).

#### **Parking Payment Options**

##### Daily Rate

Purchase the timeframe desired at the meters located at each entrance by keying in your license plate. The receipt does not need to be displayed on your dashboard. Alternatively, use the [parkedin.com](http://parkedin.com) app and purchase the desired timeframe.

##### 5-10-30 Day Frequent Visitor Pass

Visitors go to the Parking Office located in Security, Building 7, Level 1, during business hours (see contact information below) to obtain a code which can be used at the meters.

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### Compliance with Parking Regulations

Visitors must abide by parking regulations which are posted in the parking lots and communicated when parking passes are purchased. Visitors who do not comply are subject to ticketing and potential towing.

### Parking Infractions

Visitors must bring concerns regarding parking tickets to the Parking Office located in Security, Building 7, Level 1, as soon as possible, and within 24 hours from time of issue. Where applicable, the visitor must complete and sign [Appendix B: Request to Void Parking Infraction Submission Form](#), documenting the reason why they feel the ticket is not valid. A representative from Ontario Shores will contact the visitor to provide feedback regarding the request.

### Contacting the Parking Office

Questions, concerns and general feedback may be provided in the following ways:

1. Visit the Parking Office located in Building 7, Level 1, 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](mailto: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. Shoreline (the Ontario Shores' intranet)
2. Ontario Shores' external web site
3. Parking Office, located in Security, Building 7, Level 1
4. Information Desk (Building 5 Level 2)

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### 5. Family Resource Centre (Building 7, Level 2)

General parking information is available:

1. On the [Parking](#) page on our external website
2. In the [Welcome Book for Patients and Families](#)
3. On 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

### 5. **References:**

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

### 6. **Reviewed By:**

Chief of Communications and Patient Experience  
Director, Support Services  
Family Council  
Leader, Policy & Risk  
Manager Quality, Recovery and Patient Experience  
Manager Security, Emergency Preparedness and Parking Services  
Patient Advisory and Recovery Council  
Senior Management Team

### 7. **Revision History:**

Original Date: September 29, 2016

Revision Date(s): September 10, 2019, August 30, 2022

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John Chen  
Chief Operating Officer

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