

# University Health Network Policy & Procedure Manual Administrative: Public Parking Draft – 09Sep16.v002

## Policy

University Health Network (UHN) provides reduced-rate parking privileges to qualifying patients, their families and visitors at Toronto General, Toronto Western, Princess Margaret Cancer Centre, and Toronto Rehab – University Centre site. The parking is available within the existing public parking capacity of UHN operated-parking lots at Toronto General and Toronto Western. The parking is available on a first-come, first-served basis.

**Note:** Reduced rate parking is not available at Toronto Rehab’s Rumsey, Lyndhurst, or Bickle sites.

The reduced-rate parking is offered in the form of 5-, 10- and 30-day parking passes to patients, their families and visitors. The reduced-rate 5-day pass is \$62.50, the 10-day pass is \$125 and the 30-day pass is \$375.

The 5-, 10- and 30-day passes can only be used at the parking garage where the pass is purchased (either Toronto General or Toronto Western). Patients, their families and visitors at Princess Margaret Cancer Centre and Toronto Rehab – University Center can purchase passes at Toronto General.

### How to Buy 5, 10 or 30 Day Passes

- The patient, a family member or visitor must go to:
  - a. At Toronto General, the Eaton Building Information Desk
  - b. At Toronto Western, the Information desk in the Atrium near Shoppers Drug Mart

**Note:** Information Desk hours to enquire about passes are Monday to Friday, from 7 am to 5 pm.

- The staff at the Information Desk will confirm that the patient is attending a clinic on the day of the request, or that the family member or visitor is visiting an inpatient or attending a clinic with the patient on the day of the request.
- The information desk will then provide the individual with a parking note that must be taken to the parking office located at either the Toronto General or Toronto Western parking garage.

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- Passes must be purchased in the parking office Monday to Friday at the site where the pass will be used within 24 hours of obtaining the parking validation note from the Information Desk.
- The patient, family member or visitor will be required to complete a form in the parking office prior to purchasing a pass.
- This process must be followed each time a patient, family member or visitor wants to purchase a reduced-rate pass.

### About the Pass

- Passes are valid for one year from the date of purchase.
- Passes can be used for consecutive and non-consecutive days.
- Passes are transferable between patients, their families and visitors, and have in and out privileges within a 24 hour period.
- All reduced-rate passes are non-refundable, and cannot be combined with any other parking rate.
- The purchase of a parking pass does not guarantee that parking will be available.

### Patient, Family & Visitor Feedback

Feedback regarding parking can be provided by either:

- Completing the form online at [www.uhn.ca](http://www.uhn.ca) or at the parking office at Toronto General or Toronto Western
- E-mailing: [parking@uhn.ca](mailto:parking@uhn.ca)
- Contacting Patient Relations either by e-mail to [PatientRelations@uhn.ca](mailto:PatientRelations@uhn.ca), or phone at 416-340-4907

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