



Frequently Asked Questions Perley Health Parking

How much does it cost to park at the Perley Health Centre?

As of March 1, 2024, the parking rates are the following:

- The first 30 minutes of parking is FREE.
- After the first half hour, the following standard parking rates apply:
 - \$12.37 for a single entry
 - \$170.12 for 30 entries
 - \$67.02 for 10 entries
 - \$100 for monthly parking
 - \$123.72 for 20 entries

Note: The above rates are adjusted annually.

- Special rates have also been established for designated caregivers (and others) to our long-term care residents and apartment tenants.
- In/out privileges are restricted to monthly parking clients only.

Do I have to pay for parking if I'm just picking up or dropping off someone?

Enter and exit within 30 minutes and there's no charge. Thereafter, standard parking rates apply.

Who qualifies as a "Designated Caregiver"?

Guided by past practice and the Fixing Long-Term Care Act, 2021, Perley Health champions resident-centered care, ensuring support for physical, mental, social, and emotional well-being. This personalized care empowers long-term care residents to choose their support system, be they caregivers, family, or friends. Advance registration is required to access these discounts.

At the time of admission, long-term care residents and apartment tenants (or their power of attorney/substitute decision-maker) may designate one (1) visitor for FREE parking or up to two (2) visitors for a 50% DISCOUNT on the standard monthly parking rate.

Perley Health staff and contracted third-party caregivers are NOT eligible to be registered as designated caregivers.

- Other terms and conditions apply.

Can I share monthly parking with someone else?

Monthly parking is non-transferable.

Use of a programmable electronic FOB that is registered to a license plate number is mandatory for all monthly and multi-use parking.

Note: FOB use is monitored electronically.

Why do staff and third-party caregivers have to pay for parking?

Paid parking is part of the terms of employment for Perley Health staff. Only volunteers engaged by Perley Health are eligible for free parking.

Why do you charge for parking?

Perley Health does not receive funding from government at any level or from any other source to offset the cost of providing parking services for our residents, tenants, staff and visitors.

Parking revenues are used to fund a variety of critical services for the benefit of all residents, tenants, caregivers, visitors and staff, including our land lease for parking space, snow removal and maintenance of pavement and sidewalks, parking gates, and associated equipment and supplies.

In 2023, we completed significant road and sidewalk work to enhance safety and accessibility for our community members. These improvements included road resurfacing, sidewalk replacement and the installation of energy-efficient lighting. These enhancements improve mobility and safety for everyone, from our residents and Veterans to our dedicated staff, visitors and neighbours.

How does the parking system work?

The all-weather gates and automated parking terminals were chosen following extensive consultation with key stakeholders, including direct consultation with Perley Health's long-term care residents, tenants, Veterans and family members, and a specially-formed, 10-member parking panel, who provided their advice to management. The panel endorsed the annual review of parking related fees and adjusting the fees to the annual change in the cost of living.

Rates have been standardized across the board and the new cashless, Tap & Go® terminals at the gates and the new kiosk (located just inside the main entrance) make it possible for you to pay for parking 24/7 with your credit or debit card at the gate, pay at the kiosk, pay-as-you-go or pay monthly.

How is the cost of living determined?

The 2024 parking rates are based on Statistics Canada's inflation rate of 3.1%, announced in December 2023. The new rates apply on March 1, 2024. Please note that as the parking system is a cashless system, we have opted to hold to the 3.1% increase and not round up the fees.

How are the rates set for Senior Living apartment tenants?

The Residential Tenancies Act applies when establishing monthly parking rates for Senior Living tenant vehicles. For details on the parking rates and parking plans for tenants, please contact the Senior Living office.

Can I pay with cash?

The terminals at the gates and main entrance kiosk accept payment via Visa, MasterCard and Interac.

Cash payment is available only to long-term care residents, Senior Living apartment tenants and designated caregivers who apply for monthly parking. Cash payments must be made during Support Service office hours.

Where do I buy parking tickets?

Pay-as-you-go parking clients have the option of paying for parking either at the gate upon exit or at the kiosk just inside the main entrance. Multi-use parking clients with reloadable electronic FOBs can top up their account 24/7 at the kiosk. Pay by credit and debit cards only.

Monthly and special discounted parking for long-term care residents is arranged upon admission by the Admission Office, and managed through the Support Services office. Users can reload their monthly pass 24/7 at the kiosk by using the reloadable electronic FOBs. Pay by credit and debit cards only.

Monthly and special discounted parking for apartment tenants is arranged upon admission by the Senior Living office, and then managed through the Support Services office. Users can reload their monthly pass 24/7 at the kiosk by using the reloadable electronic FOB. Pay by credit and debit cards only.

Perley Health staff have the option of paying via payroll deduction for monthly passes. Multi-use parking clients

with a reloadable electronic FOB can top up their account 24/7 at the kiosk. Pay by credit and debit cards only.

How do I register for monthly or multi-use parking?

Please visit the Support Services office.

- The Support Services office is open 8 am to 3:45 pm, Monday through Friday.
- The office is closed for lunch daily from Noon to 1 pm.
- You can also download a registration form online at PerleyHealth.ca/parking-news to save time.



What is a Parking FOB?

A parking FOB is a programmable, electronic device issued to an individual.

The FOB permits you to use our new Tap & Go® technology, speeding your entrance and exit at the gate.

A FOB is required for all multi-use and monthly parking services.

FOBs issued to residents, tenants, staff, volunteers, contractors and designated caregivers, may also permit access to certain parts of campus buildings.

Note: FOBs do not contain customer credit card information.

How do I get a FOB?

You must register your vehicle to obtain a Parking FOB. If you have an existing FOB for building access, that will also be your Parking FOB.

Registration forms may be:

- Downloaded online anytime at PerleyHealth.ca/parking-news
- Obtained during regular business hours from the Support Services Office

In addition to the applicable parking fee (see “standard parking rates”), there is a non-refundable \$10 fee per FOB.

Note: You will require the vehicle plate number to register.

What happens if I lose my FOB?

Please report the loss to the Support Services office as soon as possible.

There is a non-refundable \$10 fee per FOB for replacements.

Where can I park?

Consult our parking map online at PerleyHealth.ca/parking-news or one of our parking brochures.

Parking space is limited and reserved for use by Perley Health residents, tenants, their caregivers and visitors, our employees, volunteers, students, clinic staff and other service personnel.

Please note that visitors are permitted to park in staff parking zones, if there are no available visitor parking spots.

All parking areas are monitored by video and by staff during regular rounds of the property.

Parking on the Perley Health property is limited to members of the Perley Health community.

Parking while accessing nearby facilities is strictly prohibited.

Please pay attention to all posted signs. Certain areas are posted as No Parking (e.g., fire lanes) while others are designated for use by tenants, residents, visitors and staff. Visitor parking is reserved for visitors only.

Non-compliant vehicles may be ticketed, towed and/or impounded.

Where can I get help?

During regular business hours, call 613-526-7170, ext. 2520, to speak with our Support Services staff or email csantoro@perleyhealth.ca.

If you are a Senior Living apartment tenant, please visit the Support Services office, during regular business hours.

If you are at a gate and experiencing issues, you can use the closed-circuit intercom to speak with staff at the Main Entrance.

Where can I get more information?

Visit our information webpage at PerleyHealth.ca/parking-news or contact Support Services, at 613.526.7170 x 2520, csantoro@perleyhealth.ca.