



Frequently Asked Questions

New Parking

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

The first 30 minutes of parking is FREE.

After the first half hour, the following Standard Parking Rates apply:

- \$12 for a single entry
- \$65 for 10 entries
- \$120 for 20 entries
- \$165 for 30 entries
- \$97 for monthly parking

Note: The above rates are adjusted annually.

Special rates have also been established for Designated Caregivers 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"?

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 single vehicle 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 employed 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.

How does the new parking system work?

The new 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.

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 monthly.

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, 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 then 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 from December 12, 2022 to January 8, 2023, during office hours (available on the website). You can also download a registration form online at PerleyHealth.ca/parking-news to save your time waiting in line.

If you are unable to visit during office hours, please stop by the Swab Clinic to pick up or drop off your applications to be processed by the Support Services office.

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.

FOB's issued to residents, tenants, staff, volunteers, contractors and Designated Caregivers, may also permit access to certain parts of campus buildings.

Note: FOB's 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
- Picked up/dropped off at the Swab Clinic

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 do I get my Complimentary Parking Passes?

There is no change for existing apartment tenants (as of May 31, 2022). Visit the Senior Living office for details and assistance.

New tenants who signed leases on or after June 1, 2022 are eligible for 5 complimentary passes per week.

Please visit the Senior Living office to confirm eligibility and instructions.

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

Note: Other 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 Senior Living office, second floor, Commissionaires Ottawa Place or the first floor office, 1780 Russell Road, during regular business hours.

If you are at a gate and experiencing issues, you can use the closed-circuit intercom to speak with one of our duty staff.

Where can I get more information?

Visit us online at PerleyHealth.ca/parking-news or contact Support Services, at 613-526-7170, ext. 2520, csantoro@perleyhealth.ca.