

New Parking System Launches January 9

January 6, 2023 – Ottawa, ON

On Monday, January 9, 2023, the new parking system at Perley Health will launch and the new gates will be activated for all vehicles entering and exiting the site.

Are you ready?

Vehicles parked onsite on January 8th will be permitted to exit without fee, all vehicles arriving on Monday January 9th must either:

1. Scan your monthly or multi-use parking FOB when entering and again when exiting;
OR
2. Take a paper ticket when arriving at the gate and pay at the gate or pay at the parking kiosk just inside our Main Entrance (Visa, MasterCard or Interac card accepted at both locations).

For information on parking options, please visit our website (<https://www.PerleyHealth.ca/parking-news>) or pick up one of our parking brochures to learn more about our cashless, new Tap & Go™ payment system and ensure you choose the parking plan and rates that are best suited to you and your guests' needs.

Parking plans:

1. Pay at the gate with your Visa, MasterCard or Interac card;
2. Pay at the parking kiosk just inside our Main Entrance;
3. Sign up for a monthly or multi-use parking FOB;
4. Speed your entrance/exit using one of our new, pre-paid, reloadable electronic FOBs.

FREE parking for the first 30 minutes at Perley Health means picking up and dropping off passengers won't cost a penny. After the first 30 minutes, the daily parking rate is \$12.

The revenues generated are required to provide parking and other critical services for our residents, Veterans, tenants and staff.

The new parking system includes special discounts for eligible "Designated Caregivers" and frequent visitors but require advance registration.

The Support Services office will be open extended hours this weekend to assist with enrollment and complete the necessary registration forms required for all staff, designate caregivers and monthly or multi-use parking applicants.

Please note that if there is a shortage of FOBs, staff will temporarily issue paper cards that will serve the same purpose but must be inserted into the card reader at the gate.

Many thanks to the members of the Parking Panel and other residents, tenants, visitors and staff who helped guide the development of the new parking system!

Parking Registration and Customer Support:

Registration

To register, please visit Support Services (see office hours below).

The Swab Clinic will also have registration documents available for pickup and receive completed registrations.

Support Services Hours (includes extended hours)

- Friday, January 6: 7 A.M. to 4 P.M.
- Saturday, January 7: CLOSED
- Sunday, January 8: 10 A.M. to 6 P.M.
 - **Note:** Gates come down at 12:01 A.M., Monday, January 9, 2023

As of January 9, the Support Services office will resume normal hours, Monday to Friday (business days) from 8 A.M. to 4 P.M. (closed daily between 12 P.M. to 1 P.M. and on statutory holidays).

If you have any questions, concerns or comments, please contact:

- 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.

Parking Plan Options and Details

Long-Term Care Residents

- New residents who own a personal vehicle are required to pay for parking at the full monthly rate.

Long-Term Care Caregivers/Family/Friends

Long-term care Designated Caregivers are identified by residents or Power of Attorney (POA)/Substitute Decision Makers (SDMs) at the time of admission.

- 1 free monthly pass (FOB) **OR**
- 2 monthly vouchers (FOBs) at 50% of the full cost (\$48.50 as of January 9, 2023).
- Designated Caregivers may also choose to purchase a multi-use pass or pay each time they park (Please see the “All Users” section for applicable rates).
- New admissions: the POA/SDM will complete the process above during admission.
- Upon discharge, FOBs will be automatically disabled after 7 days.
- Registrations cannot be changed to another recipient within a 6-month time frame.
- The FOB is not transferrable and there is a non-refundable fee for new and replacement FOBs.

Paid Caregivers to Residents

- Paid caregivers who are eligible for reimbursement of parking fees from their employer are NOT eligible to be Designated Caregivers for the purpose of qualifying for free or reduced rate parking.

Senior Living Apartment Tenants

- The team from Senior Living hosted group information sessions on January 5, 2023.
- For details, please contact Senior Living staff.

Perley Health Staff

Staff may choose:

- to register for monthly parking (FOB); or
- purchase a multi-use pass (FOB); or
- pay at the kiosk or the gate (debit or credit only, no cash accepted) each time they park.

Volunteers

- Volunteers will receive free parking.
- This applies only to individuals who are part of the Perley Health Volunteer Program.
- This applies to individuals only while at Perley Health specifically to perform volunteer duties.
- For more information, please contact:
volunteer@perleyhealth.ca

Fees

Flat Rate/Day Fees

- First 30 minutes: Free
- After 30 minutes: \$12

Multi-Use Pass (FOB) Options

- 10 for \$65 (\$6.50 per use)
- 20 for \$120 (\$6.00 per use)
- 30 for \$165 (\$5.50 per use)
- New Replacement FOBs: \$10 (non-refundable)

Details:

- When the FOB is scanned at the exit terminals and at the kiosk pay-station, the screen will inform the customer of the number of uses remaining on the FOB.
- No dollar values are communicated since the passes are tracked by number of uses.

Notes:

- The entrance ticket is not required when exiting, just scan the FOB.
- Multi-use pass FOBs can only be renewed at their original value, so a 30-use pass can only be topped up for 30 uses and not for a different value, such as 10 or 20 visits.

Monthly Parking FOB

- \$97 (includes in and out privileges)

Notes

- Parking fees will be reviewed and adjusted annually to the cost of living.
- Monthly parking requires mandatory use of an electronic FOB purchased through Support Services during business hours. (One-time, non-refundable cost of \$10).
- FOBs can be replenished at the kiosk at the Main Entrance.
- Please note that each person may receive only one FOB, regardless of whether they qualify for a FOB in more than one category.