

Parking Information for New Associates



Sacred Heart Hospital
Pensacola

Parking Guidelines: Pensacola Campus (Revised 3 October 2014)

- ♦ Rationale: Convenient parking for visitors, patients and physicians is an essential element in our ministry of care.
- ♦ While there is plenty of parking available, those spaces closest to the entrances of our facility should be reserved for the customers whom we serve.
- ♦ Our goal is to continue to provide all associates with safe, convenient and free parking options as we pursue improved access for our customers.
- ♦ The purpose behind the enforcement of this policy is very simple: Our collective responsibility is to put our patients first. Adhering to the parking guidelines will demonstrate this commitment and is a direct reflection of our Core Values and Mission.
- ♦ **Decals are available 24 hours a day from the Security Officer located in the Emergency Department.**

Designated Parking for Day Shift Associates (7a – 7p)	Unauthorized Parking Areas Off Limits to Staff 24 Hours a day
<p>1.) Lots B, C, & D - Royal Arms Parking Area »Beginning & Ending route for shuttle – drop off at W/C entrance and Bayou Tower Entrance):</p> <ul style="list-style-type: none"> ▪ Continuous from 5:00 a.m. to 10:00p.m. ▪ After 10:00 p.m. – Use Security Van <p>2.) Additional parking - first come, first serve:</p> <ul style="list-style-type: none"> → Carmel Heights (gravel) → Lot between Carmel Heights and the Peds Clinic → South Parking Lot (adjacent to La-Z-Boy (gravel)) → Old Haven Parking Area → Motorcycle parking is allowed on the 1st, 2nd & 3rd floors of t → Brent Lane Parking Garage in designated areas. → Lot A - The Oaks Parking Area(undesignated area). 	<ul style="list-style-type: none"> • Physician spaces • Visitor & Valet spaces • Vendor & Courier spaces • Tenant spaces • Clergy spaces • Cordova Mall /Publix • 1st and 2nd Levels of 9th Avenue Garage • Brent Lane Garage – except for motorcycles or as otherwise authorized • Bayou Tower/ED Surface Lot • DePaul / Payne / MOB Surface Lot • Seton Park & Ronald McDonald House • Cordova Medical and Dental Building • Main Entrance • All grass areas • West Lot- (Finance, POB, Senior Spirit (Old HR Bldg)) <i>Unless assigned to work in these Departments or conducting business related to these areas. Must have specific decal to park.</i> • Oaks Parking Area (Airport Medical Park and Cancer Center) <i>Must have specific decal to park in designated areas.</i>
Designated Parking for 2 nd & 3 rd Shifts Only (Associates reporting to work after 12:00 p.m. – Cars must be moved by 9:00 a.m.)	Policy Violations The Parking/Decal Resolution Committee will determine if the citation warrants a discipline based on policy guidelines, the circumstances surrounding the violation, and a written response from associate. If a discipline is issued, it will result in the progressive steps identified below:
<p>All areas listed above for Day Shift associates, plus:</p> <ul style="list-style-type: none"> • 3rd /4th Level of 9th Avenue Garage • 4th Level of Brent Lane Garage <p>If you need van service to your car after the shuttle service stops, call Security at 416-7567 or Dial “0” and an operator will radio Security.</p>	<ul style="list-style-type: none"> ♦ Without a decal but parked in the designated parking area, corrective action will begin with a <i>Counseling/Coaching</i> ♦ Failure to obtain decal within seven (7) days will result <i>Corrective Action Level 1.</i> ♦ Parked in an unauthorized parking area, with or without a decal, corrective action will begin with <i>Corrective Action Level 1.</i> <p>Associates, who are currently in Corrective Action unrelated to parking, will proceed to the next level in the corrective action process as outlined under policy HR 6.07.</p>
Weekend Shift – Days and Nights	Colors of Decals/Hanging Tags
<ul style="list-style-type: none"> • 3rd and 4th Levels of 9th Avenue Garage • 4th Level of Brent Lane Garage 	<ul style="list-style-type: none"> • Associate – Purple Sticker • Physician – Red Hanging Tag • Tenant – Green Sticker • Clergy – Yellow Hanging Tag
Designated Parking for Swing Shift (Associates reporting to work between 9:00am and 12:00pm and who work a shift 10 hours or longer) (special decal required)	Designated Parking for Tenured Associates (20-29 years of Service) (special decal required)
<ul style="list-style-type: none"> ♦ 4th Level of the 9th Avenue Garage 	<ul style="list-style-type: none"> ♦ 4th Level of the Brent Lane Garage
Holiday Parking: Authorized in the parking garages (Brent Lane and 9 th Ave (Levels 2, 3, and 4) by all associates on these holidays:	
<p>New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day (No Shuttle Service provided on these days; no parking in physician reserved parking spaces)</p>	

Frequently Asked Questions-Parking

Why is Parking such a focus right now and why is a visitor's right to convenient parking more important than the associate's rights?

Convenient parking for visitors, patients and physicians is an essential element in our ministry of care. While there is plenty of parking available, those spaces closest to the entrances of our facility should be reserved for the customers whom we serve. Our goal is to continue to provide all associates with safe, convenient and free parking options as we pursue improved access for our customers. The purpose behind the enforcement of this policy is very simple: Our collective responsibility is to put our patients first. Adhering to the parking guidelines will demonstrate this commitment and is a direct reflection of our Core Values and Mission.

Why can't I park at Cordova Mall? After all, it appears to be a public parking area. I am willing to take the risk!

First, the mall has not authorized Sacred Heart access to have associates park in their parking spaces. In addition, it is for your own protection as crossing 9th Avenue on foot is very unsafe.

Where do I park on the Weekends if I have to work a shift?

See parking guidelines for up to date parking areas.

What if I'm off site & come to the hospital for a meeting- Where do I park?

All associates on campus for work purposes should abide by the guidelines and use associate designated parking areas only. There are no special provisions for meetings.

What happens if I have to wait for the shuttle because it is full and it makes me tardy?

During peak times, there will be three shuttles providing service every 7.5 minutes. The shuttles hold 15 people. Remember: Walking is an option – you do not have to wait for the shuttle. Tardies will not be excused because of shuttle delays. You should plan your arrival time accordingly. During inclement weather, more people tend to ride the shuttle. You should plan your arrival time at work accordingly and provide a little extra time.

Why do associates who work at the Medical Park at Airport, the POB, Finance and HR areas get to park close to their office and others don't?

These sites are not on the route for shuttle drop offs as doing so would significantly increase the cycle time and ultimately impact your wait time. Only Associates who work at these locations may park in the vicinity as there are only enough spaces to accommodate them and their customers/visitors. If you are conducting business in HR, for example, you may park there temporarily.

What do I do if I don't drive?

The policy only applies to associates who drive vehicles onto Sacred Heart Property. If you do not drive, inform your manager and Security so they will know why you do not have a decal on record.

What happens if parking guidelines change? How will I be notified?

Changes to parking guidelines will be communicated via Snips & Snaps, Departmental Bulletin Boards, Staff Meetings, Flyers, Town Hall Meetings and via e-mail.

I work an unusual shift (3 a.m. – 11:30 a.m., for example). Where should I park?

The guidelines as established apply to all associates. However, we are committed to providing associates who work an unusual shift safe and convenient parking. Please consult with your manager if you have any concerns regarding parking during your scheduled shift. Security is available to escort you in from the parking area. Please call 416-7567 to arrange for an escort from/to your vehicle.

I work day shift but occasionally work late into the evening and the shuttle service has stopped-How do I get to my car?

Please contact Security and the van will pick you up and take you to your vehicle. You can also call the security dispatcher at 416-7567.

What are the Shuttle Times/Routes?

Shuttles run Monday-Friday 5:30am-10:00pm. An Express Shuttle runs from the North Parking Lot (B,C,D) to the Bayou Tower entrance and from the North Parking Lot (B,C,D) to the Women's and Children's entrance daily from 6:30-8:30am and 4:00-6:00pm. A third shuttle will make drop off at both locations.

Where do the shuttles pickup/drop off at?

Shuttles pickup and drop off at the kiosks located in each parking area (B&C). Shuttles will not pickup/drop off between kiosks as this slows down the shuttle and causes backups and delays.

Do I have to take the shuttle if I park in the North Lot?

No. There is a walking trail identified.

I come to work at 4:30a.m. before shuttle begins- Where do I park?

The day shift parking guidelines will apply to you. You can park in some of the convenient "first come first serve" spaces available (in the gravel lot next to LaZ Boy, the Carmel Heights Building, or The Oaks).

What about shelter when it rains? What about lighting and security & crosswalks? Will there be "panic" buttons?

Trinity Drive has a cross walk for your convenience & safety. Permanent shelters are provided for inclement weather. Security stations provide alarm buttons and telephones which will ring the SHH Call Center immediately. In addition bright lighting has been installed.

What if I need a temporary accommodation (for a broken leg, for example)?

The associate will need to bring medical documentation to Associate Health. The documentation will be reviewed and if approved, a temporary parking permit will be issued.

Why do I need a decal?

First, decals help identify you if anything were to happen to your vehicle while on campus or if it is reported that you left your lights on. Second, it is the only way to verify that associates are parking in designated areas.

What happens if I drive my spouse's car and it does not have a SHHS parking decal?

If it is a one time event, just park in the associate designated parking area. If you will be frequently be driving a spouses vehicle, you would need to get a decal.

What if I buy a new car?

Associates should bring any new vehicles that will be driven and parked on SHHS property to the ED and see the Security Officer for a parking decal.

What if I don't want to put a sticker on my window? After all, it is my property.

A condition of working at our facility and driving your car on Sacred Heart's property is adhering to the established guidelines. If you drive and park on campus while you work, you must affix a decal to your car.

I drive a motorcycle. Should I get a decal and where do I park?

Yes – you must affix a decal to your motorcycle. The same parking guidelines apply for motorcycles as for cars. There are designated MC parking areas in the Brent Garage

I work as a SHHS associate part time and for one of our tenants. Which decal should I use?

Wherever you work primarily – so if you work for a tenant during the week and for SHHS on the weekend, you would use a tenant decal. If you are uncertain, check with your manager.

Is everyone held to the same policy?

Yes. This is why it is very important for everyone to take personal accountability for this policy.

What time period is used to track citations?

A rolling 12-month period.

What if I know, in advance, that I have to come to the hospital for an appointment when I am not scheduled to work? What do I do? How do I prevent getting a ticket?

Receiving a citation is not an automatic discipline. You will have an opportunity to provide a written response on why you parked in a visitor spot (see the next question for valid reasons why a citation might be dismissed). You can verify your valid justification through your work schedule, your doctor's appointment slip, ED discharge paperwork, etc. Your written response and documentation will be reviewed by the Parking Citation Resolution Committee who will determine if the citation is deemed appropriate and whether or not a discipline will be issued.

What is considered a valid reason for an associate to park in visitor or other unauthorized area?

There are a few exceptions – for example taking self or family to the ED or if you or a family member is sick or injured and you come here for medical services (while off duty). When practical, associates who visit the hospital when they are off duty as a patient or visitor are encouraged to use designated associate parking areas. However, non-work related visits while off duty maybe considered valid reasons to park in a visitor spot. When in doubt, the associate should adhere to parking guidelines as the burden of proof will be theirs to bear in the event a citation is given.

So what would cause a citation?

Parking in an unauthorized area (based on your scheduled shift), not having a decal, drive by clocking, speeding on campus or other safety violations as outlined in Policy ENV03.

How do I get a citation reversed?

All associates will be asked to give a written response to the citation to their manager. The manager will forward all responses to the HR department. The Parking Citation Resolution Committee will determine if the citation is valid and if a discipline will be issued.

What happens if I see other staff violating the policy?

A parking hotline has been established for any associates to report violators -- 416-2277 (416-CARS). Reports to this hotline will be investigated by HR/Security and will remain anonymous. Associates can also report any violations to their manager.

I've called the Parking Hotline but I still see the associate parking illegally- What do I do?

We assure you that all reported violations will be investigated. There may be circumstances you don't know about that would warrant approval for the associate in question to park there temporarily (off duty and receiving medical care, for example). Or, Security might not have been able to verify what you saw. We recommend that you call again if this occurs, but please know we are committed to consistent enforcement of this policy and will investigate your concerns.

Would you terminate a good associate for violating this policy multiple times?

All associates will be held to the same standard and policy and there will be consequences to any violations of this policy. HR will monitor compliance to ensure consistent application and enforcement.

Why are the guidelines so strict? It is just parking – after all, no one gets hurt if I use a visitor spot!

We will not be successful in providing adequate and convenient parking for our guests unless we hold our associates accountable for having decals and parking in designated areas. The consequences have to be strong to support the program.

My spouse has a handicap placard for my car. Will that save me from a citation?

No. Associates who have a record on file in Associate Health for their bona fide disability and have a valid placard can park in handicap spaces. Using a family member's placard is not authorized.

Parking Policy is ENV 03 and is located on the SHH intranet under either the Parking Plan tab or in PolicyStat.

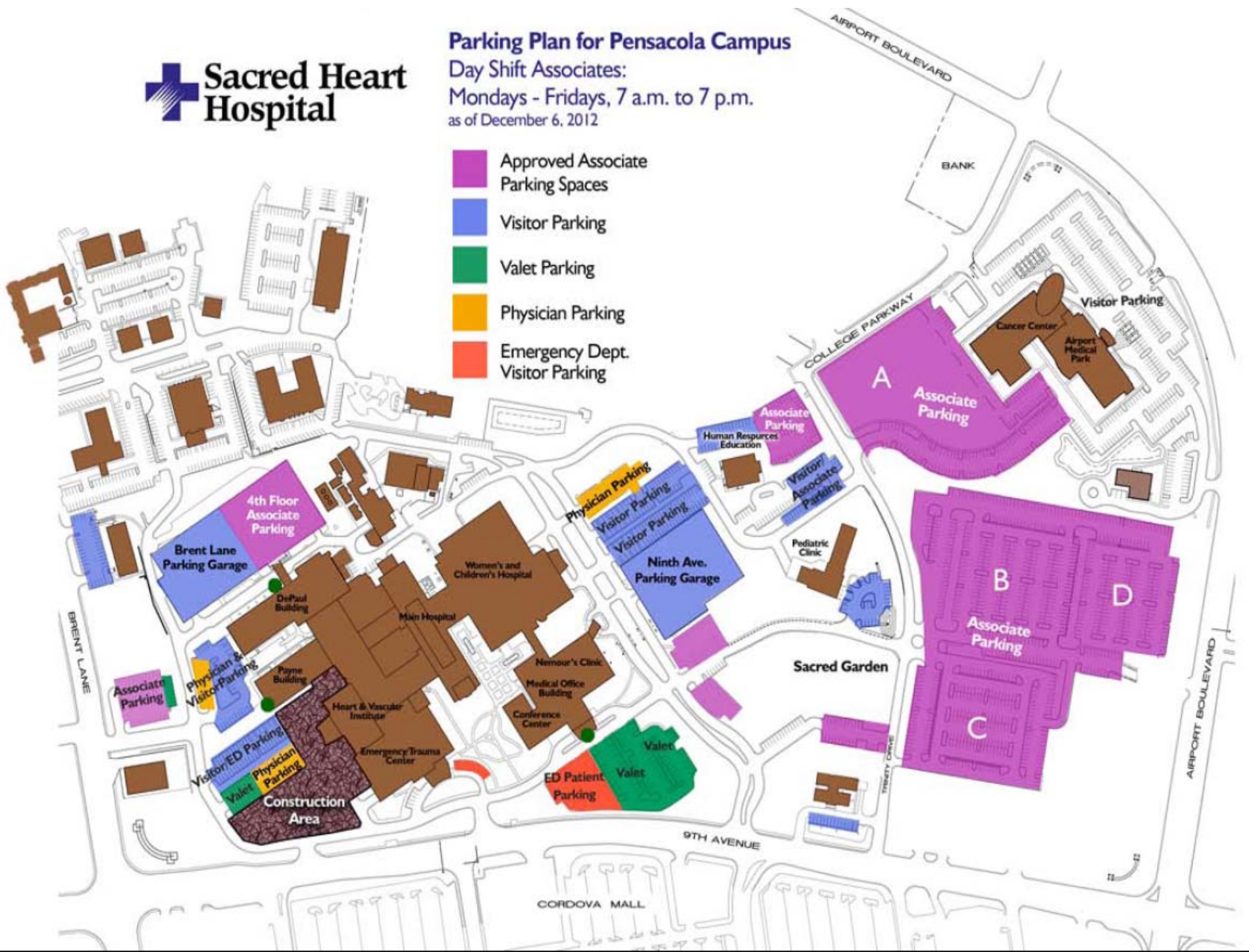
Parking Guidelines and Parking Maps are located on the intranet under the Parking Plan tab. Please refer to the intranet for the most up to date documents.



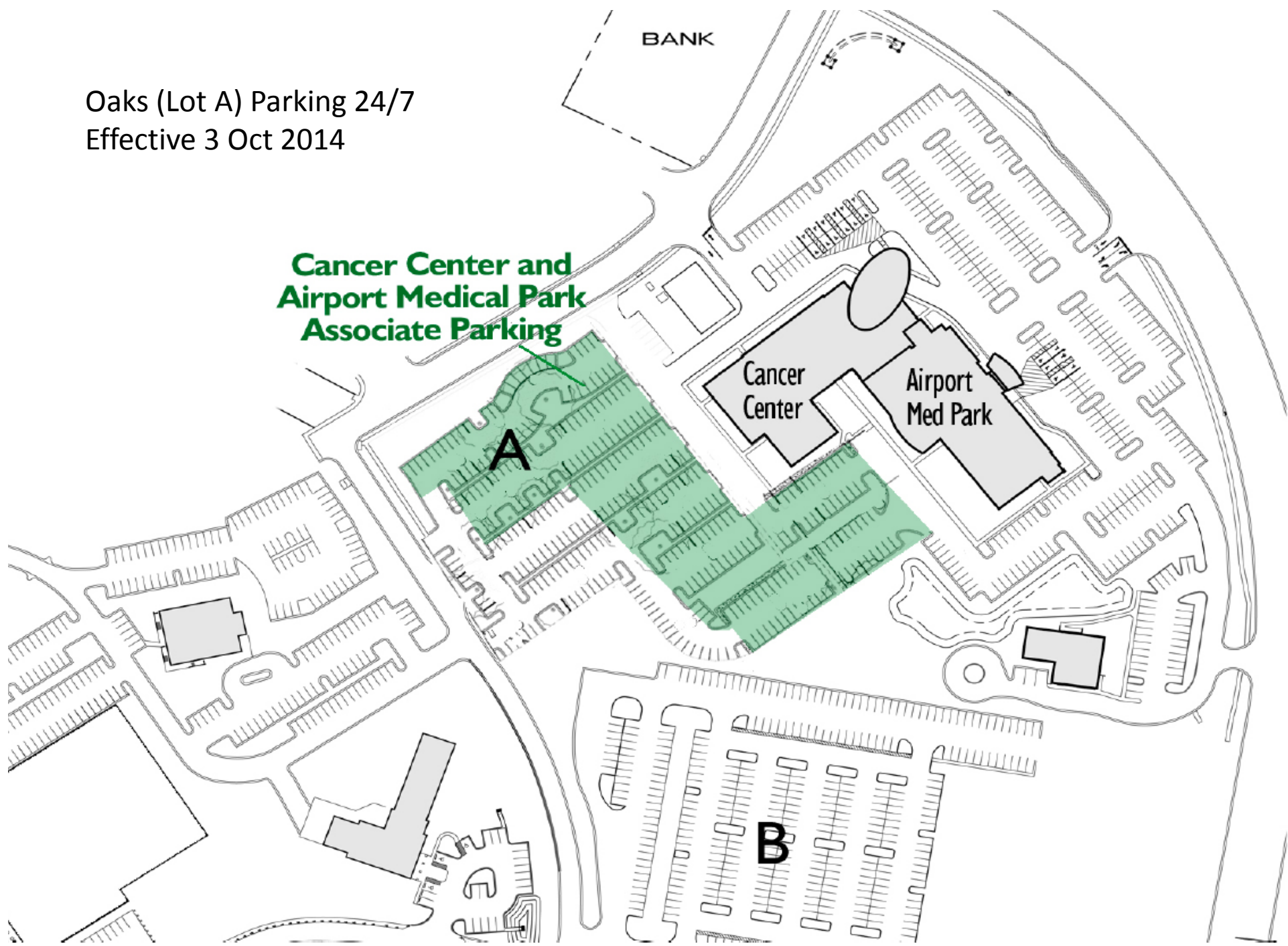
Parking Plan for Pensacola Campus

Day Shift Associates:
Mondays - Fridays, 7 a.m. to 7 p.m.
as of December 6, 2012

- Approved Associate Parking Spaces
- Visitor Parking
- Valet Parking
- Physician Parking
- Emergency Dept. Visitor Parking



Oaks (Lot A) Parking 24/7
Effective 3 Oct 2014



**Cancer Center and
Airport Medical Park
Associate Parking**

A

Cancer
Center

Airport
Med Park

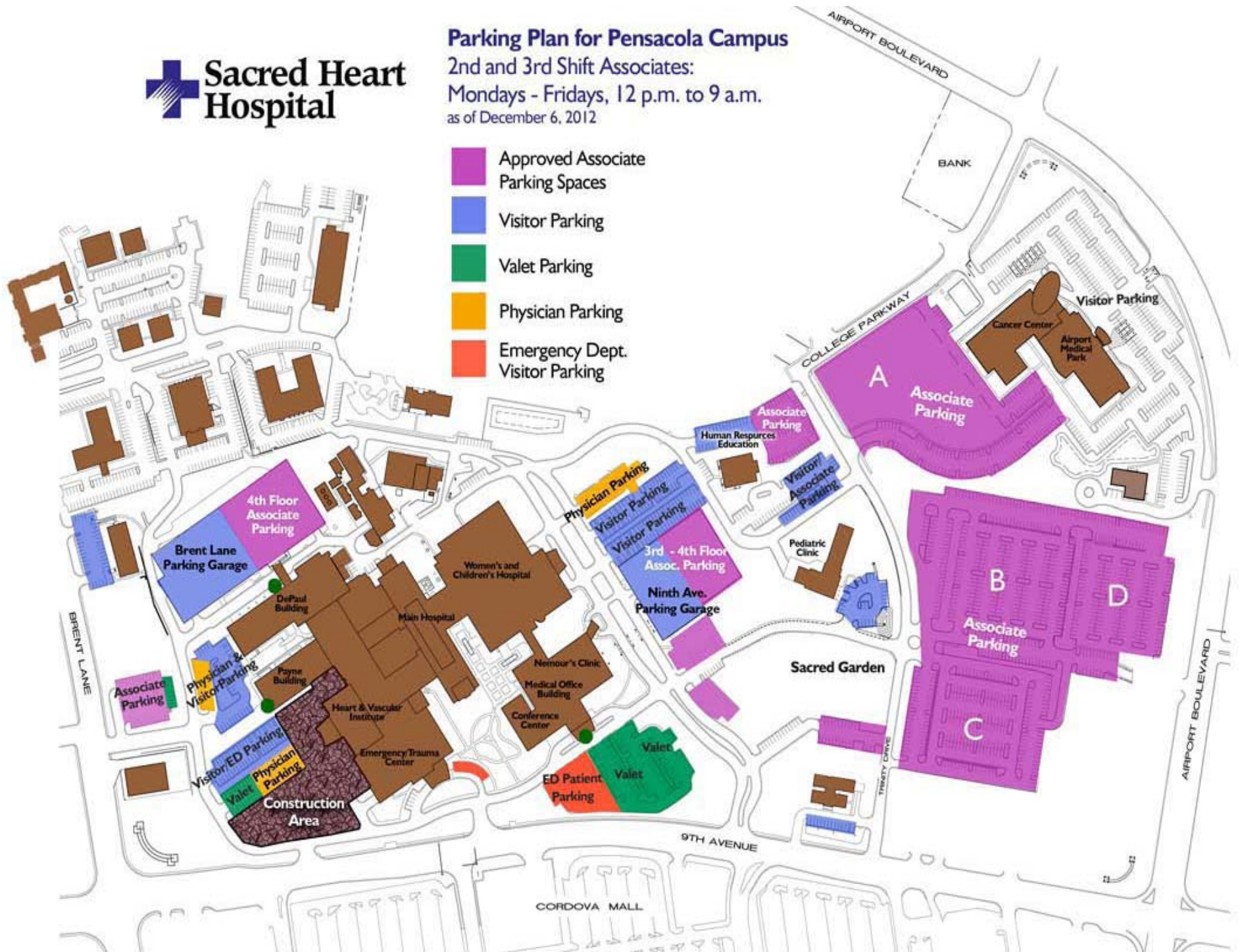
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Parking Plan for Pensacola Campus

2nd and 3rd Shift Associates:
Mondays - Fridays, 12 p.m. to 9 a.m.
as of December 6, 2012

- Approved Associate Parking Spaces
- Visitor Parking
- Valet Parking
- Physician Parking
- Emergency Dept. Visitor Parking





Parking Plan for Pensacola Campus

Weekend Shift Associates:
7 p.m. Friday – 7 a.m. Monday
as of December 6, 2012

- Approved Associate Parking Spaces
- Visitor Parking
- Valet Parking
- Physician Parking
- Emergency Dept. Visitor Parking

