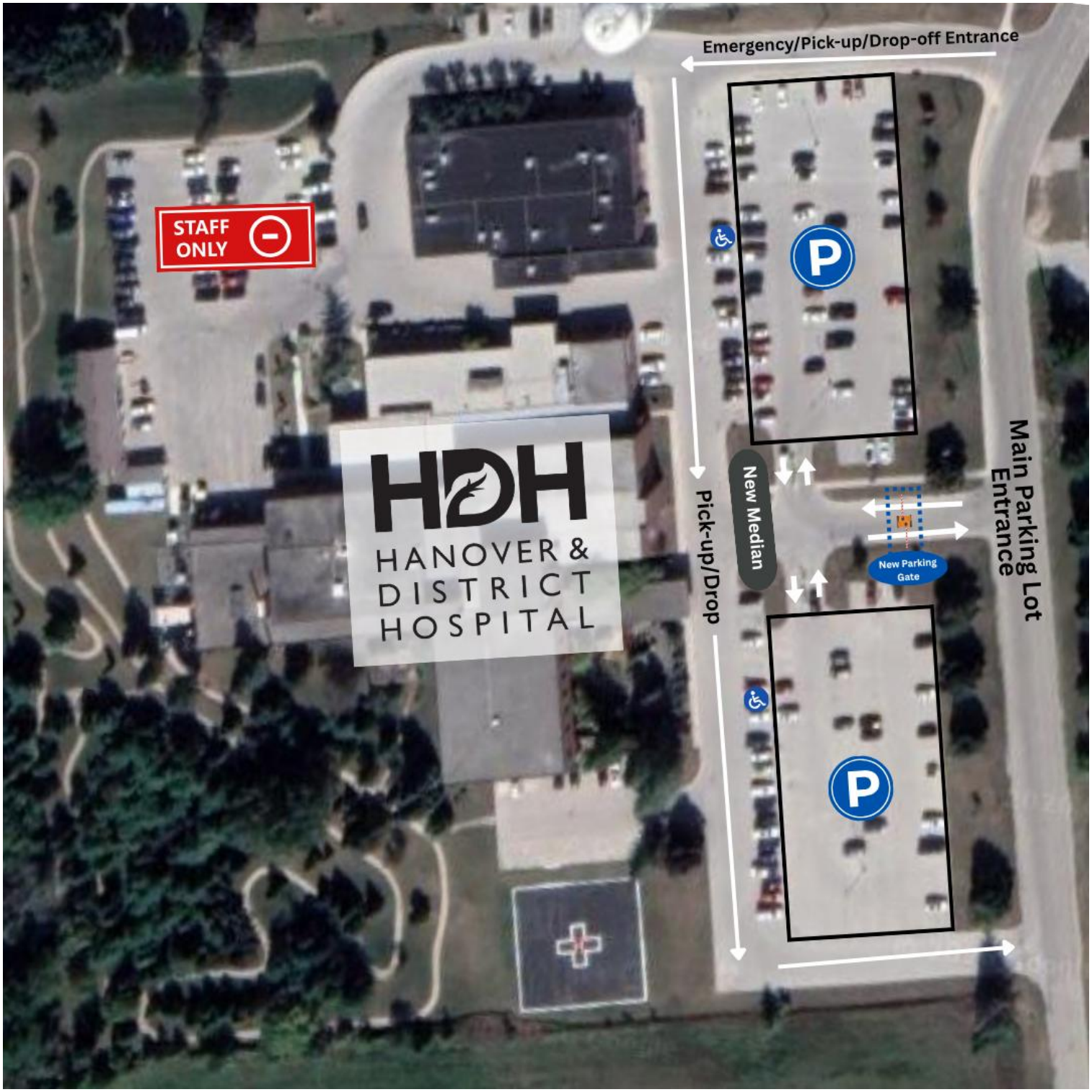
Parking Lot Enhancement Project

FAQ

OVERVIEW	
Q: What is the Parking Lot Enhancement Project?	A: The project improves the hospital's front entrance parking area to enhance safety, traffic flow, and overall access for patients and visitors.
Q: Why are changes being made to the parking lot?	A: The current parking gate system was end-of-life and frequently experienced costly breakdowns.
PARKING FEES	
Q: Where does parking revenue go?	A: All parking revenue is reinvested directly into patient care and equipment. This helps support high-quality care for our community.
Q: Will the parking rate change?	A: No – parking rates will remain the same at $3.00 as regulated by the Ministry of Health.
Q: Will short-term parking options change?	A: There will no longer be 30-minute parking. Instead, there will be clearly designated 15-minute parking spaces outside of the gates.
Q: How can I pay for parking?	A: Payment can be made: • At the exit gate by debit/credit card (tap available) • At a Pay Machine in the Main Lobby by debit/credit card Please note that cash is not accepted at the gate or pay machines.
Q: Can I pay with cash?	A: Yes. Cash payments can be made at Registration or Switchboard only.
Q: Where can I get a parking receipt?	A: Receipts are available at the Pay Machine located in the Main Lobby or at Registration or Switchboard. Receipts are NOT available at the exit gate.
Q: Will monthly parking passes still be available?	A: We're moving to a more flexible option instead of monthly passes. You can purchase a multi-exit passes.

	• 5 exits - $7.50 • 12 exits - $18 • 20 exits - $30 • 30 exits - $45
PARKING ACCESS & TRAFFIC FLOW	
Q: What is changing with the parking entrance?	A: We are moving to one main entry point with a single, modern gate system. This will improve reliability and create a smoother entry experience.
Q: How will the new parking entry system work?	A: The new entry gate will open automatically when you arrive. No ticket is required upon entry, making access quicker and more convenient.
Q: Will parking spaces change?	A: No, the number of parking spaces will remain the same after entering the lot.
Q: Will there still be a patient drop-off area?	A: Yes. A patient drop-off area will remain directly in front of the main entrance.
Q: Where should I go for patient drop-off and pick-up?	A: For patient drop-off and pick-up, please use the north or south driveways to enter. The centre driveway will be designated for paid parking access only.
Q: Will accessible parking still be available?	A: Yes. Accessible parking spaces will remain close to entrances and clearly marked.
Q: What happens at night?	A: Parking gates are raised overnight when Switchboard is not in the building (10:00 PM – 7:00 AM). Please be aware that when exiting after 7:00AM, parking payment will apply.
CONSTRUCTION & DISRUPTIONS	
Q: Will parking be available during construction?	A: Yes. Parking will remain available, although access routes may change temporarily.
Q: When will the construction be complete?	A: The project is expected to be completed in July with the gates to go live in August.


Emergency/Pick-up/Drop-off Entrance
STAFF ONLY
HDH
HANOVER & DISTRICT HOSPITAL
New Median
Pick-up/Drop
New Parking Gate
Main Parking Lot Entrance
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