Purpose

To provide badged employees, volunteers, and non-employees procedures, protocols, and expectations for parking personal vehicles on property. First priority for parking is for patients and visitors.

It is necessary for all employees and non-employees to adhere to this directive in order to provide adequate parking for patients in close proximity to medical entrances and to maintain safe and secure parking.

Eligibility for a parking assignment is subject to the following terms and conditions. Noncompliance of the Parking Directive is subject to disciplinary action.

Directive

Hillcrest Hospital regulates use of parking areas and roadways to ensure appropriate parking to accommodate the current numbers of employees, patients and visitors while complying with building codes and zoning ordinances, and providing unrestricted access for emergency vehicles.

1. Parking Assignments:
   a. All Hillcrest Hospital employees and non-employees must register for an assignment regardless of shift.
   b. Cleveland Clinic badges must be current to register for parking assignment.
   c. Parking assignments are based on criteria established and periodically reviewed by the Hillcrest Parking Advisory Council consisting of Hillcrest Hospital Leadership. Assignments are made based on evaluation of the following:
      i. Availability – Assessment of current inventory, usage, and projections.
      ii. Organizational Priority – Weighted scale for job type, title, and or grade level.
      iii. Seniority – Tenure determined by Human Resources continuous service date.
      iv. Employee Preference – Requested assignment location.
d. Registered parkers are required to park in their assigned area during scheduled (and on-call) work hours and are not permitted to park in patient parking areas unless on campus for personal appointments.
   i. Employees on campus for personal appointments must notify Security upon arrival if parking in a Patient/Visitor designated area.

e. All registered parkers must park in employee-designated areas between 6:00am and 6:00pm, Monday through Friday. For all other days and hours please use the following schedule:
   i. Weekdays after 6:00pm and before 6:00am the following day, employees may park in general areas of the garage and surface lots designated for patients and visitors.
   ii. Weekends after 6:00pm on Friday and before 6:00am on Monday may park in general areas of the garage and surface lots designated for patients and visitors.
   iii. Cleveland Clinic recognized holidays as published by Human Resources (New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day). Entry after 6:00pm the day before the holiday and before 6:00am the day following the holiday, employees may park in general areas of the garage and surface lots designated for patients and visitors.
   iv. At no time are employees permitted to park in spaces designated for Emergency or maternity patients, physicians, on-call spaces, or specially assigned spaces.

f. Parking location names:
      • Lot I parking is the area behind the MOB that surrounds Garage H.
      • Parking in front of the MOB is for patient/visitor only.

2. Parker and Vehicle Registration:
   a. New registration is completed online:
      [http://survey.clevelandclinic.org/parkingregistration](http://survey.clevelandclinic.org/parkingregistration)
   b. Registration must include current vehicle information; make, model, color, and license plate (number and state).
   c. Proof of vehicle information required by:
      i. Hardcopy or visual of license plate or registration on portable device (phone, tablet, et.) when completing process at CCAC or Hillcrest Hospital.
      ii. Please see Parking Services at CCAC or Security at Hillcrest Hospital to provide proof, receive parking assignment, and parking decal.
   d. Temporary Vehicle Notification is required for all registered parkers. Contact Security at 440-312-3390 and include badge number, temporary vehicle information, and timeline of use. A temporary tag may be issued depending on assignment location and length of time.
   e. Vehicle replacements must be reported within five (5) working days online at [http://survey.clevelandclinic.org/hillcrestupdateform](http://survey.clevelandclinic.org/hillcrestupdateform)
      i. Requires the same validation of registration as primary vehicle.
      ii. Must show proof to Security to complete registration and receive new parking sticker.
   f. Employee transfers to Hillcrest Hospital are required to contact Security for vehicle registration and parking assignment.
g. Any employee who drives a vehicle to work, other than their registered vehicle, must notify Security.

3. Canceling Parking
   a. Employees are required to notify Hillcrest Security at 440-312-3390 or visit the Security office to cancel parking.

4. Registered Parker Types:
   a. Cleveland Clinic Employee: Badged full-time, part-time, PRN, third shift or weekend status employees as determined by Human Resources. This group is badged with a white background.
   b. Cleveland Clinic Staff: Badged physician or executive leader as defined by the Office of Professional Staff Affairs or Executive Administration.
   c. Non-employee: These groups are badged with blue, light green, and pink backgrounds.

5. Registered Parker Identification:
   a. Registered parkers in all areas must display the lot-specific colored shape decals affixed to the lower left of windshield.
   b. Registered Staff (e.g. Physicians and executive leadership) must display the red “M-Sticker” decal affixed to the lower left of windshield.
      i. Registered Staff are to park in the Physician Parking areas.
   c. Registered parkers may not sell or transfer parking decals to any other individuals. Such transactions are prohibited and will result in enforcement actions.

6. Involuntary Reassignments:
   a. Hillcrest Hospital reserves the right to reassign registered parkers to adjust inventories.
   b. Permanent Reassignment: Inventory adjustment generally associated with long-term construction projects.
   c. Temporary Reassignment: Inventory adjustment generally associated with short-term construction projects or special events.
   d. All efforts will be made to consider preferences of the monthly parker during any reassignment.

7. Special Parking Accommodations:
   a. Short-term, long-term, and permanent requests are submitted using the “Parking Services Special Request Form” located on the Parking Services intranet page under the category “Resources.”
      i. Handicap (ADA) Assignment or Reassignment: Registered parkers requiring permanent locations proximate to primary work area. Request includes submission of copy of current ADA state issued certificate and copy of hangtag or picture of ADA license plate.
      ii. Temporary Medical Condition: Registered parkers requiring short-term location proximate to work area. Request includes submission of physician attestation.
      iii. Temporary Work or Schedule Change: Request includes submission of Department Manager/Administrator attestation.
iv. Victim Assistance Program – Individualized, efficient, and effective support, education and resources to cope with the aftermath of a criminal offense, such as domestic violence, sexual assault, workplace violence, harassment, homicide survivors, assault, child or elder abuse, human trafficking, and or robbery is available through the Cleveland Clinic Police Department. Call (216-444-2250) for information.

8. Parking Violations (all violations are subject to corrective action and or fees/fines):
   a. Parking in an area designated for patients and or visitors while on duty.
   b. Parking in an area not designated for parking; i.e. fire lane, loading zone, lawn/landscaped area, walkways, ramps, doorways, drives, aisles, or any other area specified by signage as unauthorized for parking.
   c. Parking in a manner that disrupts the normal flow of traffic.
   d. Parking in a handicapped or reserved parking area without authorization.
   e. Parking on Hillcrest Hospital property without and authorized parking decal.
   f. Failure to park in the assigned area with the corresponding colored decal.
   g. Failure to display the Hillcrest decal on either the primary or secondary vehicle.
   h. Parking an unregistered vehicle on property during duty hours.
   i. Occupying more than one designated parking space.
   j. Disobeying parking instruction (issued in accordance with Hillcrest Hospital directive).

9. Parking Enforcement and Corrective Action:
   a. Failure to comply with the Parking Directive, including but not limited to the mandatory registration requirement, is considered a minor infraction under the Corrective Action Policy and will result in a step of progressive corrective action.
   b. Some parking violations are subject to fines or service fees paid by the employee.
      i. Unauthorized Handicap Parking $75.00
      ii. Parking in a Fire Lane $50.00
      iii. Boot Removal Fee $50.00
   c. Fines shall be paid by check, cash, or money order at the Security office within fourteen (14) calendar days of the date of the violation. Boot removal service fees must be paid at the time the device is removed from the vehicle. All revenue from parking fines and fees are donated to the Hillcrest Hospital Employee Care Fund.
   d. City Citations may be issued by Mayfield Heights Police or Fire in addition to parking enforcement by Security for the following violations:
      i. Parking in fire lanes
      ii. Parking in handicap spaces
   e. Vehicle Immobilization:
      i. Vehicles may be immobilized for the following violations; serious parking violations, bypassing tape, cones, or barricades, parking in unauthorized locations, and suspicion that a vehicle is stolen or abandoned.
      ii. Immobilized vehicles will be released once the owner has been properly identified and an officer is available to remove the device.
      iii. Immobilization device will not be removed until the $50 boot removal service fee has been paid.
      iv. Hillcrest Hospital and the Department of Security assume no liability for damage caused by the placement or removal of an immobilization device or any damage caused by an attempt to operate the vehicle with the device in place.
10. Extended Stay Parking, Abandoned Vehicles, Towing, and Vehicle Maintenance:
   a. Long-term overnight parking in any Hillcrest Hospital parking lot or non-business
      related reasons is not permitted.
   b. Abandoned vehicles will be reported to the Cleveland Clinic Police Department
      and removed at owner’s expense.
   c. Towing of a motor vehicle will be ordered if the vehicle is impeding traffic,
      creating a hazard to public safety, or causing work stoppage. Authorization to tow
      a vehicle rests with the Manager of Security and Administration. All towing
      expenses will be the responsibility of the vehicle owner or operator.
   d. Vehicle maintenance, except for the changing of a flat tire or other repairs
      required to safely operate the vehicle, are not permitted on hospital property.

11. Motorcycles:
   a. Motorcycles are required to comply with the Hillcrest Parking Directive.

12. Liability:
   a. Hillcrest Hospital assumes no responsibility for the loss, theft, or damage of
      vehicles.
   b. Parkers are responsible for the willful or careless destruction of Hillcrest Hospital
      property; including, but not limited to gates, fences, lawns, landscaping, etc.

Definitions
   • For the purposes of this policy, the term “Employee” includes any full-time, part-
     time or PRN personnel working for Hillcrest Hospital. This also applies to employees
     of the Hillcrest Medical Office Building (HMB), Administrators, Physicians, Fellows,
     Residents, Contractors, Volunteers, Physician Assistants, Nurse Practitioners,
     and Nursing Students.
   • Hillcrest Parking Advisory Council (HPAC) – Hillcrest Hospital leadership that
     determines the Parking Directive and assignment criteria.
   • Assignment Criteria – Consistently applied standards for determining parking
     assignments as determined by the HPAC:
     1. Availability – Assessment of current inventory, usage, and projections.
     2. Organization Priority – Weighted scale for job type, title, and or grade level.
     3. Seniority – Tenure determined by Human Resources continuous service date.
     4. Employee Preference – Requested assignment location.

Oversight and Responsibility
The Hillcrest Parking Advisory Council is responsible to review, revise, and update organization
priority criteria and implementation.

Questions
Cleveland Clinic Police Department or Security can be reached at 440-312-3390.