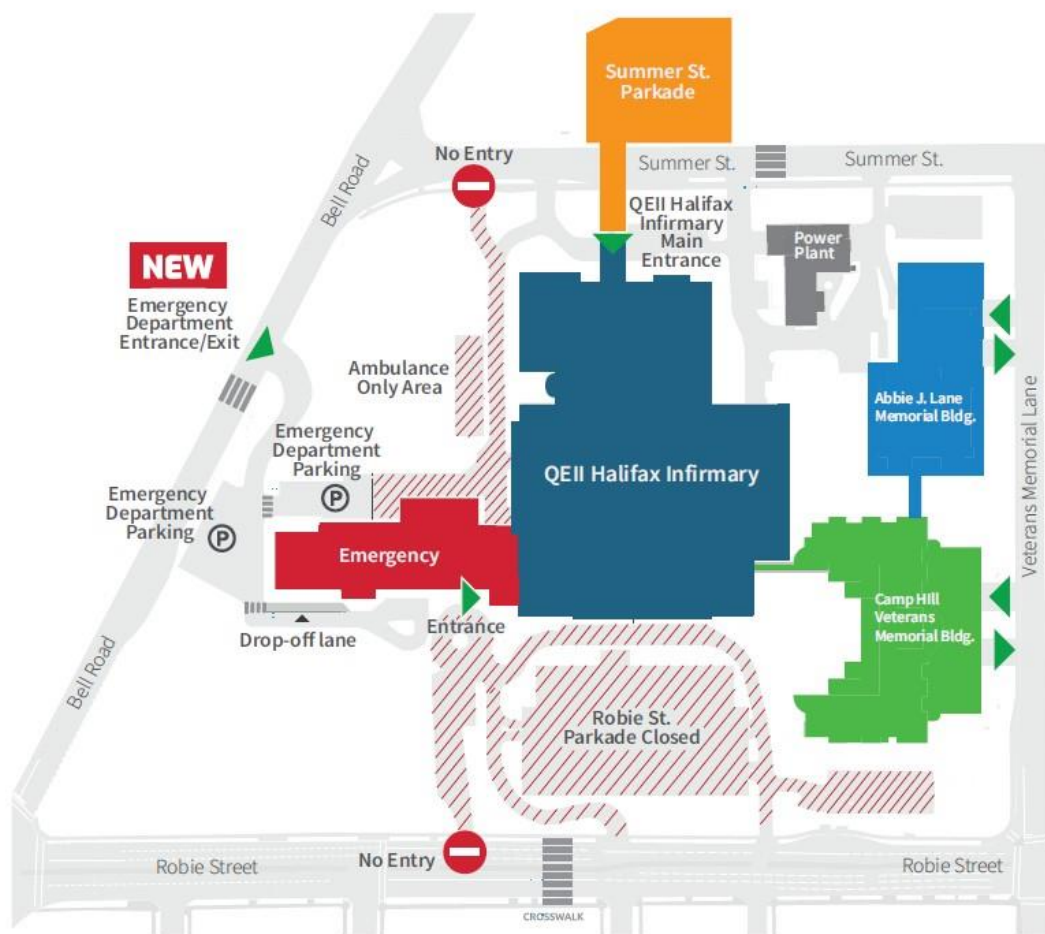




QEII Halifax Infirmary Bell Road Emergency Department Entrance Changes Questions and Answers

- Q1. What changes are happening to access the ED at the QEII Halifax Infirmary?**
- Starting December 14, vehicle and pedestrian access to the QEII Halifax Infirmary's Emergency Department will be at 1840 Bell Road, including a patient drop-off area, ED parking, and complimentary curbside parking assistance when all the ED parking spaces are full.
 - The current temporary driveway to access the QEII Halifax Infirmary's Emergency Department from Robie Street will close on December 14, for the duration of the acute tower construction project.
 - The building entrance to the Emergency Department will not change.





Q2. How many ED parking spaces are available in the new space off Bell Road?

The Emergency Department parking off Bell Road provides 31 parking spaces, including two accessible parking spaces.

Q3. What do you have in the way of accessible parking?

There are two accessible parking spaces available in the ED parking lot. If you use a mobility device, we recommend that you bring it with you. There is also a drop-off area and a curbside parking service available for patients and visitors.

Q4. What if all of the ED parking spots are full. Where should patients park?

Overflow parking is available for patients at the Summer Street parkade. A curbside parking service is also available at no charge for patients and visitors who are unable to find a parking spot in the ED parking lot, daily from 7 am to 11:45 pm.

After hours, patients can park in the Summer Street Parkade if the ED parking lot is full. Two security guards are available at the Summer St. entrance to escort patients to the Emergency Department.

Q5. How does the curbside attendant parking service work?

To make parking easier for patients and visitors of the Halifax Infirmity emergency department (ED), a curbside parking service in partnership with Indigo is available at no cost when the ED parking lot is full.

How It Works:

Hours of Operation: Every day from 7 a.m. to 11:45 p.m.

Arrival: An Indigo parking attendant will greet you at the ED entrance, provide a claim stub, and park your vehicle at the Summer Street parkade.

Departure:

- Before 11:45 p.m.: Call the number provided on your claim stub, and the attendant will return your car to the ED entrance.
- After 11:45 p.m.: Vehicles will be returned to the ED lot. Keys will be securely stored in a locked safe at the ED entrance. You'll be contacted with a digital code to access your keys with information on how to access.
- For more information, please speak to an Indigo parking attendant on-site located at the blue 'Parking Attendant' booth in front of the ED entrance doors. This service is free for all ED patients and visitors.



- Q6. How do I get my car if I am leaving the Emergency Department after 11:45 p.m.?**
After 11:45 p.m., vehicles will be returned to the Emergency Department parking lot. Keys will be securely stored in a locked safe at the ED entrance. When you drop off your car, you will receive information on how to locate your car, along with a digital code to access your keys.
- Q7. What are the hours that curbside parking is available to patients & visitors?**
Curbside parking is available from 7 a.m. to 11:45 pm, seven days a week.
- Q8. Can the attendants drive a manual transmission vehicle?**
The majority of shifts have an attendant available who is trained in the operation of a manual transmission. In rare circumstances an attendant is not immediately available to operate a manual transmission vehicle, the vehicle will be directed to park in one of our designated staging spaces and will remain there until an attendant is available to transport it.
- Q9. What do I do if my car is damaged?**
If your car is damaged, please direct your concerns to the Indigo attendants in the curbside parking area, who will escalate any damage claims to their Supervisor.
- Q10. Can anyone going to the QEII Halifax Infirmary use the ED curbside parking service?**
The curbside parking service is only for patients and visitors who require access to the Emergency Department and are unable to find parking in the ED parking lot. The ED cannot be used as a thoroughfare to other parts of the hospital. Patients and visitors who do not require access to the ED can park at the Summer Street parkade and enter the HI through the Summer St Lobby at 1796 Summer St.
- Q11. What is the cost of the curbside parking service?**
There is no cost to patients and visitors who use the curbside parking service at the QEII Halifax Infirmary's Emergency Department.
- Q12. How does this impact ambulances?**
There is no impact to EHS. EHS will continue to access the Emergency Department via the Ambulance Driveway, accessed on Summer St. near Bell Rd.
- Q13. Why are the changes necessary?**
As part of [More, Faster: The Action for Health Build](#), the QEII Halifax Infirmary Expansion Project is putting in place a modern facility that will improve access to care for Nova Scotians for generations to come.
- The Robie St. parkade, entrance and lobby are in the process of being demolished. While disruptive, the demolition work that will be completed in the coming months is essential to



preparing the site for the construction of the new acute care tower, which will feature 216 beds, 16 operating rooms, an intensive care unit and a new, larger Emergency Department.

Q14. How can people stay informed about the expansion project?

- Updates on construction will be posted on Build Nova Scotia's website: **BuildNS.ca/healthcare/hiep**
- Updates on services for patients, families and visitors will be posted on Nova Scotia Health's website: **QE2Renew.ca and NSHealth.ca/QE2Redevelopment.**