



St. Boniface General Hospital Auxiliary Inc.

## Kiosk Rental Vendor Application

### Introduction

Thank you for your interest in renting a Kiosk at St. Boniface Hospital. St. Boniface General Hospital Auxiliary Inc. (“Auxiliary”) offers two kiosks and three tables for sales events at St. Boniface Hospital (“Hospital”). The kiosks and tables are ideal for crafters, artisans, home-based businesses and information providers. They are located in a high traffic area in the main Hospital foyer, in the Everett Atrium and main visitor elevators, providing excellent exposure to some of St. Boniface Hospital’s 4,000 employees as well as Hospital patients and visitors.

Net profits from Kiosk rentals are directed to the Auxiliary which supports patient care programs, employee projects and equipment purchases at St. Boniface Hospital.

### Instructions

Please read the following:

- \* Vendor Application
- \* Frequently Asked Questions
- \* Kiosk Rental Terms & Conditions
- \* Personal Health Information Act (PHIA) pledge
- \* Fire Order

Please return your completed **Vendor Application Form** and signed **PHIA pledge** by mail, fax or scan and email (in pdf format) to:

#### **La Boutique - Gift Shop**

St. Boniface Hospital  
409 Taché Ave.  
Winnipeg, MB R2H 2A6

**Phone:** (204) 258-1082

**Fax:** (204) 231-0647

**Email:** [kioskrentals@sbgh.mb.ca](mailto:kioskrentals@sbgh.mb.ca)

**Please note: only fully completed and signed applications will be considered.**

# Application Form

## Vendor Contact Information

Business name:		Contact name:	
Mailing address:			
City:	Province:	Postal code:	
Telephone: (    )	Cell: (    )	Fax: (    )	
Email:		Website:	
Vendor GST number <i>(if applicable)</i>			
Credit card number:		Expiry date <i>(MM/YY)</i> :	
Cardholder name:			

## Description of Product(s) and Service(s)

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**I have read, understood and will comply with the terms set out in the following documents now in my possession:**

1. Kiosk Rental Terms & Conditions
2. Personal Health Information Act (PHIA)
3. Protection Services Department – Fire Orders

\_\_\_\_\_  
Date

\_\_\_\_\_  
Vendor signature

## Additional Information

Please provide a list of preferred rental dates, and indicate if there are any months that you do not wish to rent the Kiosk?

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Please indicate the number of times per month or per year that you expect to rent the Kiosk?

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Do you require space for additional racks or tables? If yes, please describe:

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## Frequently Asked Questions

### 1) Is there a selection process for vendors?

You are welcome to submit an application for consideration at any time. All applications are reviewed by the Gift Shop Manager. Kiosks are assigned according to the best interests of the Auxiliary and the Hospital.

### 2) How will I know if my application has been approved?

Once your application has been received and reviewed, we will attempt to contact you by telephone or email within five business days. Application approval does not confirm requested booking dates.

### 3) How will I know what dates are available for kiosk rentals, and if my requested booking dates are confirmed?

You will be contacted by telephone or email by the Gift Shop office to discuss kiosk rental date availability, and to confirm requested booking dates.

Kiosk A	\$85
Kiosk B	\$75
Table C	\$125
Table D	\$100
Annual Administration Fee*	\$10
Extra Rack	\$25
Late Departure Penalty	\$25
Short Notice Cancellation Fee – to be charged based on the rental fee of the kiosk/table booked.	

*\*Charged upon the first occupancy to cover processing costs associated with maintaining Vendor file.*

*\*\*NSF cheques and declined credit cards are subject to a \$45 processing charge. Fees are subject to change without notice.*

### 5) Where can I pay my rental fee?

Rental payment is made through the Gift Shop and payments can be made by cash, debit, Visa or MasterCard in advance. You will receive a receipt as proof of payment.

### 6) How often can I book the Kiosk?

You may book the Kiosk a maximum of once per week if approved by the Gift Shop Manager.

### 7) Where are Kiosks located?

The Kiosks and tables are located in a high traffic area of the main Hospital near the Everett Atrium, home to La Boutique – Gift Shop, Robin's, Marché, and Shoppers Drug Mart. Public washrooms are also located near the Kiosks. Kiosk A is located nearest to the main elevators; Kiosk B nearest to the payphones. Table C is located in front of the gift shop by Robin's and Table D is in front of the Gift Shop, opposite Table C, by the staircase glass railings.

### 8) How are Kiosks assigned?

Kiosks are pre-assigned at the Gift Shop Manager's discretion. Kiosks cannot be traded or sublet, and must be used by the Vendor that has booked the space. You may not move to another location without receiving permission from the Gift Shop Manager, and may not solicit individuals outside of the Kiosk area.

### **9) What are the Kiosk dimensions?**

The top portion of the Kiosk is 4' wide by 7' long by 4' tall. One side has three shelves ideal for display (9" tall) and the other has two shelves ideal for storage (9" and 18" tall). There is no hidden storage space. The table is L72xW30"xD29-1/4 (6"). Supplies and stocks have to be kept under the table which is covered.

### **10) I need more space for my display. Can I rent an additional table?**

The Auxiliary does not provide additional tables – you must provide your own table and coverings, if approved by the Manager. Vendors requiring additional display racks, fixtures or tables will be charged depending on space usage. Additional fees may apply if Vendor storage is used and assessed as a display.

- Additional racks, tables and devices are not accepted at tables in front of the Gift Shop (Tables C & D).
- Double rolling rack for clothing is not allowed, single rack can be used at Kiosk A and B only and is to be placed against the wall so that the display does not hinder traffic.
- Table C & D measures approximately 28" tall, you may put an additional 12" of your crate, stand, or display so as not to block the Gift Shop windows.
- Storage materials, containers, luggage, supplies, and extra stock are to be placed underneath the table provided (Tables C & D).
- Use of one (1) banner is subject to approval. If approved, it may be placed against the wall so that it will not block other vendors, the gift shop windows and showcases (applies to all locations).
- The Kiosk and display cannot extend past the air vents. The measurement from the wall to the air vents is approximately 10 meters (Kiosk A and B).
- Storage materials, containers, luggage, supplies, and extra stock are to be arranged neatly against the wall with coverings (Kiosk A and B).

### **11) Can I borrow a table from the Everett Atrium to display my products?**

You may not use Hospital furnishings as displays. You may however use a chair from the Atrium to sit on and it must be returned at the end of each day.

### **12) When can I set up my Kiosk display?**

You may begin to set up your Kiosk display at 7:30 a.m. (no earlier). Sales can be conducted between 8 a.m. and 4 p.m. only. All displays must be removed by 4:30 p.m. to avoid being charged a late penalty.

### 13) Where can I park my vehicle while I unload my products?

- Loading and unloading is permitted in front entrance loop at 409 Taché Avenue.
- You cannot load and unload in front of the main entrance door.
- There are “no parking/stopping” signs as seen on the photo below. This is reserved for patients and hospital vehicles.
- You may access the parking meters adjacent to the drop off zone for a nominal fee (less than 15 minutes). After 15 minutes, your vehicles need to be moved in one of the parking areas for long hours parking.
- Should you require clarification, please feel free to contact us.



### 14) Where can I park?

Paid parking is available around the Hospital. Rates vary per location and are subject to change. Please see the website at [www.saintboniface.ca/parking](http://www.saintboniface.ca/parking) for locations.

### 15) Is there a space where I can lock up my personal belongings during the day?

Each Kiosk has a small locked drawer. The key is to be left in the drawer at the end of the day. If the key is not in the drawer, please contact the Gift Shop Manager for a replacement.

### **17) Are there certain items that I cannot sell?**

As a health care facility, St. Boniface Hospital does not support the sale of non-established wellness cures & treatments, used items, and items that are deemed in conflict with the Hospital's Gift Shop, as determined by the Gift Shop Manager.

Application for scented products is accepted, however, it is the responsibility of the vendor to ensure that products are properly sealed so that it would not release strong scent that will compromise patients, staff, and visitor's health or well-being. Complaint from any individual will result to cancellation of current and future bookings. Application for sale of consumable products (food, confectionary & beverage) will also be determined by the Gift Shop Manager. All items must be pre-approved.

#### **Items that vendors cannot sell:**

- Adult apparel such as capes & coats, blouses & tops, jackets, pashminas, ponchos, tunics, scarves & shawls, sweaters, pashminas, and ponchos.
- Books, journals, puzzles and toys.
- Electronics such as phone chargers, headphones, wireless devices, & phone accessories
- Handbags, purses, knapsacks and wallets.
- Housewares
- Reading glasses

Should you have queries about what kind of apparel is applicable, please feel free to contact us. You may only sell items listed in the application form and approved by the Gift Shop Manager. *Please note: Vendors must be principle company representatives – 3<sup>rd</sup> party sales are prohibited.*

### **18) Can I play music or promotional videos at the Kiosks or Tables?**

Kiosk A & B has a 2 plug 110v outlet, however no music or appliances are permitted. Tables have no power outlet.

Table C vendors can use the Gift Shop 110v plug for \$5 fee from 8 a.m. to 4 p.m.

### **19) Can I use my wireless device in the Hospital? Will I have access to the Internet?**

You may use your wireless device throughout the Hospital in non-patient care areas. Pay-per-use wireless internet is available through MTS in the Everett Atrium only.

### **20) Am I responsible for cleaning up the Kiosk at the end of the day?**

You are responsible for removing any garbage, boxes and packaging. You may be charged for any housekeeping services and repairs required to restore the Kiosk to its original condition, and damages may result in denial of future bookings.

### **21) Do I need liability insurance?**

Vendors are asked to carry their own liability insurance. The Auxiliary and the Hospital are not responsible for any lost, missing or damaged property belonging to the Vendor.

### **22) Who do I contact to cancel my booking?**

The Gift Shop Manager requires notice of cancellation 16 days prior to the booking date by e-mail [kioskrentals@sbgh.mb.ca](mailto:kioskrentals@sbgh.mb.ca) (Example: when you are cancelling Nov. 16, 2017 booking, notification of cancellation must be emailed by 16:00 hrs. of Nov. 1<sup>st</sup>. Bookings cancelled without 16 day notice will be charged the rental fee of the kiosk/table booked.

## Kiosk Rental Terms & Conditions

1. The Auxiliary reserves the right to refuse Vendor Applications that is inconsistent with the mission, goals and philosophy of St. Boniface Hospital, or conflict with Gift Shop or existing Hospital businesses. The Auxiliary does not provide exclusivity to any Vendors. Items sold by Vendors are not endorsed by the Auxiliary or the Hospital.
2. Vendors may be required to provide the Auxiliary with full payment for the Kiosk in advance of booking. Rates are subject to change without notice. Vendors are required to provide a credit card at the time of booking that will be kept on file, and charged without notice for bookings, short notice cancellations, NSF cheques, late departure penalties, housekeeping services and repairs. Vendors are responsible for supplying current contact information and alerting the Gift Shop Manager of any changes.
3. The Gift Shop Manager reserves the right to approve form and content of signage and advertising, and remove any misleading information. Promotional material may not be taped, tacked, or pinned to any surface and there has no handmade signs. All displays and storage must be visually appealing and acceptable to the Hospital.
4. Vendors are required to be aware of the Fire Safety Policies and Procedures as stipulated by the Hospital. All displays of products must conform to the guidelines set out in the Manitoba Fire Code. Displays and storage must not impede, infringe upon obstruct or hinder sight lines, traffic flow or other displays as determined by the Hospital. Vendors must abide by all Hospital rules and regulations, and any requests made by Hospital Security or Emergency personnel, even if this requires them to vacate the premises. In the event of a Hospital emergency or other situation, the Gift Shop Manager reserves the right to cancel or reschedule Vendors.
5. Vendors must adhere to the Personal Health Information Act (PHIA), which stipulates that patients have a right to privacy. Vendors are required by law not to disclose any information about patients, including the fact that they were at St. Boniface Hospital, as per the PHIA.
6. The Vendor agrees to indemnify and hold harmless St. Boniface General Hospital and St. Boniface General Hospital Auxiliary Inc. from and against all liability, claims actions, damages, expenses or losses due to or arising from either the Vendor's use of the area or acts of neglect of the Vendor's employees or those for whom it is, by law, responsible.
7. Violation of these terms and conditions will result in fees charged without notice. Vendors who do not comply with the terms and conditions may have their rental Privileges suspended or revoked.





## PERSONAL HEALTH INFORMATION ACT (PHIA)

### INFORMATION SHEET FOR CORPORATIONS/VENDORS/INDIVIDUALS ON BUSINESS AT ST. BONIFACE GENERAL HOSPITAL

St. Boniface General Hospital is bound by Manitoba's Personal Health Information Act (PHIA). PHIA obliges all those associated with the Hospital to protect patients' confidentiality and privacy.

While you are at St. Boniface General Hospital, we **require** that you adhere to the following:

1. Keep all patient personal health information confidential and private. Do not discuss any patient information you may hear or see with anyone who does not need to know this information to do their job.
2. Do not share any patient personal health information:
  - In the presence of someone who does NOT need to know this information
  - In public places such as elevators, lobbies, cafeterias or outside the hospital in public places or in your home
3. If you are not sure what is the right thing to do in a specific situation, discuss it with staff at the hospital or call the Privacy Officer, Will Daley at 237-2654.
4. The Confidentiality Policy and PHIA-related policies are available in the Administrative Policy binders.

#### IMPORTANT FACTS ABOUT PHIA ARE:

1. PHIA is about "Personal Health Information" (PHI), which includes all information that could **identify** an individual and includes:
  - the patient's name and address
  - health or health history
  - behavior from illness or treatment
  - type of care or treatment provided
  - numbers or symbols, i.e.; the Personal Health Identification Number (PHIN)
  - financial situation, home conditions or difficulties
  - other private matters such as age, sexual orientation
2. Patients have the right to confidentiality about their PHI.
3. Information that could identify someone and link it to their PHI is not to be shared with the exception of the following:
  - the person needs the information to do their job;
  - the patient gives permission to disclose the information.



- 4. PHI is not discussed in public places within St. Boniface General Hospital and PHI **is not to be discussed by you outside St. Boniface General Hospital.**
- 5. Everyone associated with St. Boniface General Hospital is **governed by PHIA.**

**I understand that I am required to keep all “Personal Health Information” confidential.**

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_.

\_\_\_\_\_  
Witness' name (print)

\_\_\_\_\_  
Vendor's name (print)

\_\_\_\_\_  
Witness' signature

\_\_\_\_\_  
Vendor's signature

\_\_\_\_\_  
Department / Area

\_\_\_\_\_  
Name of Company / Organization



## St. Boniface General Hospital Protection Services Department – Fire Orders

An active Fire Safety Program is in place at St. Boniface General Hospital. All persons conducting activities within the Hospital are required to be aware of, and follow Fire Safety Policies and Procedures. The following regulations apply to all Vendors and others using rental space in the Atrium.

1. Tables, racks, chairs or any other items **must not obstruct** corridors, exits or fire safety equipment (fire alarm pull stations and portable fire extinguishers).
2. The use of candles and sparklers is prohibited.
3. If the fire alarm sounds:
  - a) Listen to the building overhead paging system to determine the location of the alarm. The Hospital paging code for fire is “CODE RED” followed by the location of the alarm. Do not use the building elevators.
  - b) Discontinue all non-emergency use of telephones.
  - c) Remain where you are and request all persons in your area to remain until further instructions are received, or the ALL CLEAR is paged.
  - d) When you are given the ALL CLEAR, return to your normal activities. The ALL CLEAR may be given over the paging system, verbally by the most senior Winnipeg Fire Department person on the scene, verbally by the Hospital Fire Marshall, or verbally by an authorized delegate.