



Institute for Learning

3550 PHARMACY AVENUE
SCARBOROUGH, ONTARIO
M1W 3Z3

INFORMATION PACKAGE

This package has been prepared to offer you helpful information about the services available at the Institute for Learning.

If you require further information, please contact the Institute for Learning's Manager, Conference Scheduling at (416) 490-4389

General Information Line: (416) 490-4300

DESIGN

BMO Financial Group Institute for Learning opened in January of 1994 as a symbol of BMO's commitment to lifelong learning. Designed by Ray Moriyama of Moriyama & Teshima Architects, the Institute for Learning is comprised of four major architectural components: Presentation Hall, Learning Centre, the Residence and the Grand Hall (commonly referred to as the Bow due to its shape). Everything to the south of the Bow is functional (very traditional in shape and symbolises the past), everything to the north of the Bow represents the future.

Presentation Hall

This meeting room is conveniently located to the left of the main entrance. It offers 3 high-resolution rear screens, for both video and data projection, as well as an enhanced sound system integrating the latest in digital technology. Oak paneling and beige fabric panels enhance the acoustics. Lighting, as well as most other equipment, can be controlled through touch screen technology. There are also 4 ceiling mounted remote spotlights for lighting the stage, or for any special lighting effects that may be required.

Learning Centre

The Institute offers a variety of learning opportunities, and provides room for experimentation and growth. The Learning Centre has 13 classrooms, 20 breakout rooms, and 8 role play rooms equipped with video playback equipment to enhance self-awareness. Four coffee break lounges equipped with telephones are available for coffee breaks and conversation. The wide-open spaces, high ceilings, and natural light inspire imagination and enthusiasm.

The Residence

The Institute can accommodate 150 residential participants in single occupancy rooms. Guestrooms are designed to be practical, yet are very comfortable. There are six residence lounges, which provide for study or relaxing. Most guestrooms face the courtyard offering a serene place for contemplation. (Please refer to guestroom section for more details).

The Grand Hall (The Bow)

This is the major artery linking all the components of the Institute. Comprised of dramatic steel and glass, it is shaped like a bow with a symbolic arrow designed in the terrazzo floor pointing to the future. This element of the building provides the most natural light and is beautiful at night. Unassumingly, the BOW supports an infrastructure capable of hosting multi-booth, highly technical tradeshow as well as receptions and dinners if so desired. The BOW also gives access to a garden, which is referred to as the English Garden.

SIGNAGE

Bilingual in French and English, the facility is barrier free. Signs offer bold white lettering and Braille (French and English) raised lettering.

DRESS

Dress at the Institute for Learning is business casual. In the Wellness Centre workout clothes and white-soled running shoes are considered the appropriate dress, as well as a bathing suit while in the pool area.

NAME BADGES

Name badges will be provided for your group and should always be worn. They act as an access card to services available at the Institute.

SMOKING

The Institute for Learning is a smoke-free environment. Smoking is permitted in the Courtyard and The English Garden.

EXPENSES

Tuck Shop purchases, and food and beverages not included in your package will be your personal expense. You can settle your account at the end of your stay with Interact Card, MasterCard, American Express, VISA or cash.

BANKING

For your banking needs a full service Instabank (ATM) machine is located adjacent the Social Centre and the Tuck Shop. Transactions are processed daily. U.S. currency may be exchanged for Canadian at the Front Desk. The exchange rate will be the established Bank Rate at the open of day. Any other foreign currencies may be exchanged at a local branch. The Front Desk can supply you with directions to the closest branch.

VALUABLES PROTECTION

Safe deposit boxes are available at the Front Desk. We are not responsible for valuables left in your guestroom. Inquiries regarding lost and found items should be directed to the Front Desk.

SECURITY

The facility is staffed 24 hrs a day with security personnel to provide a safe and secure environment. Our associates are trained and certified in first aid, CPR and state of the art defibrillator. Security can be contacted at any time by pressing 0 at any phone throughout the facility.

MAIL SERVICE

Outgoing regular mail may be left at the Front Desk. Courier services may be arranged with Front Desk associates. Incoming mail is available for pick-up at the Conference Services Desk before 8:30pm. The Front Desk will deliver the mail to your guestroom if not picked up. Charges will apply for courier services.

GRATUITIES

Our associates are as attentive as they are friendly. Your comfort is their concern, and tipping is not required.

ALCOHOL CONSUMPTION

The Institute for Learning respects the right of all participants to have an environment that promotes health, safety and a positive learning experience.

Our objective is to promote responsible use of alcoholic beverages. Non-alcoholic and alcoholic beverages are available at scheduled times in the Social Centre. We ask that you do not bring alcoholic beverages into the Residence, Lounges, Dining Hall or Training Centre.

TELEPHONES

Telephones are located in the student lounges, guestrooms, at the conference services desk, front desk, waiting area and Social Centre. Pay telephones are located in the main lobby just west of the Presentation Hall.

GUESTROOM INFORMATION

Number of Guestrooms

Total number of guestrooms: 150
Barrier Free 3

- 2 Remote Door Openers are available from the Front Desk for anyone using the Barrier Free Rooms

Standard Check-In Times

Monday – Sunday Anytime after 3:00pm (rooms may be available earlier)

Standard Check-Out Times

Monday – Sunday By 1:00pm

Internet Access

All guestrooms are equipped with high speed internet.

Guestroom Contents & Amenities

All guestrooms are equipped with:

- electronic card key system
- double bed with 2 bedside tables and a wall mounted lamp above each
- AM / FM clock radio
- telephone with voicemail messaging
- 2 cup coffee maker
- desk, chair, desk lamp, waste paper basket, push pin board
- high speed internet access
- windows that open (except for first floor non-courtyard rooms for safety reasons)
- armchair with ottoman, coffee table, floor lamp
- 25” colour television with remote control and stand (closed captioning available)
- luggage stand
- closet with full length mirror
- iron, ironing board (*ironing board not standard in barrier free rooms, see note below)
- bathroom with hair dryer, ice bucket and glasses
- self controlled heating and air conditioning unit
- humidifer
- bath amenities
- bath robe

Barrier Free Rooms

*Although barrier free rooms are not equipped with an ironing board, one can be made available through the front office should it be required. All the items listed above are available in the barrier free rooms as well as:

- electronic curtains and a wall mounted fire light indicator

Hearing Impaired Guests

One barrier free room can be equipped with the following: a doorbell that when pressed, will signal a light to come on inside the guestrooms and thus notify you that there is someone at the door; a disk which can be placed

between the mattress and the box spring so that when set, will shake the bed to attempt to wake you up like an alarm clock would; and a telephone TTY device

Refrigerators

A limited number of small refrigerators are available upon request for those guests requiring refrigerated medication.

DINING HALL

Our Dining Hall was modelled after Hart House at University of Toronto and offers complete meals service.

Dining Hall

Breakfast	6:45am to 9:00am
Lunch	11:30 to 2:00pm
Dinner	6:00pm to 8:00pm

SOCIAL CENTRE

This area provides a relaxing lounge with a double fireplace, soft seating and a view of the Courtyard. There is a games area with 2 pool tables, dartboard, 2 shuffleboards, two TV lounges, Tuck Shop and Instabank machine.

Social Centre

Coffee & Tea	7:00am to 11:00pm
Full Service Bar & Snacks	5:00pm to 7:00pm & 9:00pm to 11:00pm

THE WELLNESS CENTRE

A fit body means a fit mind. Our goal is to make a "wellness" difference in the lives of each participant while at the Institute. For your enjoyment, the Wellness facility includes a twenty-meter indoor lap pool and whirlpool, a complete range of workout equipment in the exercise room and gymnasium for team sports such as basketball and volleyball. We have dedicated wellness professionals who oversee all activities in the Centre. Health talks, energy breaks, sports clinics and other group events are available to help you stay in shape and relax; prices available upon request. Locker rooms with towels and hairdryers are provided at no additional charge. Workout clothing and bathing suits are not supplied.

Wellness Centre standard hours:

5:00pm to 9:00pm	Sunday
6:00am to 10:00pm	Monday to Thursday
6:00am to 5:00pm	Friday

(Hours of operation are subject to change. Centre is available Friday evenings and weekends if required)

TUCK SHOP

A selection of sundry items and speciality BMO Financial Group Institute for Learning logo articles may be purchased at the Tuck Shop located in the Social Centre (South of the front desk).

Vending machines, featuring snack items, beverages, toiletries and ice are conveniently located on each floor of the residence.

LAUNDRY SERVICE

Valet Laundry/Dry Cleaning slips are located in your room. Laundry brought to the Front Desk by 8:00 am will be returned the same day. Charges will be added to your room account and are settled at time of check-out.

A clothes washer and a dryer are available for your personal use in the Laundry area at no cost should you prefer to do your own laundry. Detergent and fabric softener are available.

TRANSPORTATION

Arrangement for transportation to the airport can be made by registering at the Front Desk 24 hours prior to departure. Local travel arrangements can be booked, on your behalf, at the Front Desk.