

# PROCEDURES MANUAL FOR INTERNAL & EXTERNAL CLIENTELE

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## Emergency & Fire Procedures

**EMERGENCY CODES & DETAILS:** As a **USER** we ask that you familiarize yourself with the codes listed below. The BMO Education & Conference Centre is located on the Toronto Western Hospital Campus the Emergency response procedures are based on the system used at hospitals in Ontario and across North America. Based on the code procedures we have provided action items from the BMO Centre Staff along with action items for the delegate/group if required. As the **USER** booking the space, it is your responsibility to ensure the delegates know the procedures and policies associated with the space. If any of the below codes happen in the BMO Education & Conference Centre please dial 5555 from a UHN phone or 416-603-5800 ext. 5555 from a cell phone and state the issue/code to Switchboard. For ANY Code; please notify the BMO Centre staff immediately.

As the BMO Education & Conference Centre is located within a hospital facility, **ALL** hospital codes will be heard within the facility. We do apologize for any inconvenience this may cause during your event, but, our patients come first.

CODE NAME / DETAILS	BMO CENTRE STAFF ACTIONS	DELEGATE / GROUP ACTIONS
<b>CODE RED: FIRE</b>	<p>If a CODE RED is called within KDT / TWH; BMO Centre staff will keep the group aware of the situation and any relevant information.</p> <p>If there is a CODE RED within the BMO Centre; Centre staff will meet with the USER(S) in the Centre, if it is safe to do so; and advise them of the situation and what, if any, action items are required.</p> <p>BMO Staff will convene in the AV/IT room when the code is issued, in order to begin Code Red procedures.</p>	<p>If a CODE RED is called, listen to the announcements and follow the direction of the BMO Centre Staff.</p> <p>NOTE: 1<sup>st</sup> Alarm will sound in a slow fashion; you listen to announcements as required. 2<sup>nd</sup> Alarm will sound rapid, an evacuation is mandatory at this point. Announcements will be made within the first 5 minutes of the alarm sounding.</p> <p>If you detect a fire in the BMO Centre, sound the alarm and notify a staff member of the Centre ASAP.</p>
<b>CODE GREEN: EVACUATION</b>	<p>BMO Centre Staff will be assisting USER(S) with the evacuation procedure; staff will be wearing orange vests and directing you in the corridor to the applicable emergency exit. BMO Centre Staff will also do a sweep of the space to ensure everyone is out.</p>	<p>Listen to the announcements; vacate the meeting room in a calm, orderly fashion and follow the BMO Centre staff who will be wearing orange vests to the designated mustering point.</p>

	BMO Staff will convene in the AV/IT room when the code is issued, in order to begin Code Green procedures.	
<b>CODE BLACK: BOMB THREAT</b>	<p>BMO Centre Staff wearing an orange vest will enter each room to do a sweep of the space to see if there are any unaccounted for bags or packages. A check of all spaces in the BMO Education &amp; Conference Centre will be completed. If an unaccounted for item is discovered; the staff will advise the group to leave the meeting room and escort them to the mustering point while notifying the proper authorities while ensuring no further access to the space.</p> <p>BMO Staff will convene in the AV/IT room when the code is issued, in order to begin Code Black procedures.</p>	<p>Remain calm, have the group look around to see if there are any unaccounted for bags or packages. Flag these items to the BMO Centre staff who will be entering the space to complete a sweep. Please move away from these items and do not touch them.</p> <p>Follow the direction and guidance of the BMO Centre staff.</p>
<b>CODE YELLOW: MISSING PERSON</b>	<p>BMO Centre Staff will enter the meeting rooms if sweeps are not successful via the in room cameras.</p> <p>If a USER notifies the BMO Centre Staff that they have initiated a CODE YELLOW; BMO Centre Staff will assist as required in searching all areas of the BMO Centre on the main floor.</p> <p>BMO Staff will convene in the AV/IT room when the code is issued, in order to begin Code Yellow procedures.</p>	<p>The BMO Centre staff will do a sweep of the room; first via the cameras in the space and if required a team member will enter the space.</p> <p>If the USER of the space has patients attending their session and a patient appears to be missing it is the responsibility of the USER to start the CODE YELLOW. This will not be done by BMO Centre staff. They will assist as required and perform sweeps of the space. To initiate a CODE YELLOW, call 5555 on a UHN phone or 416-603-5800 ext. 5555 from a cell phone, Switchboard will ask you for identifying details of the missing patient, along with the location where they last were seen (BMO Education &amp; Conference Centre, main floor, Krembil Discovery Tower). This only applies to UHN patients attending an event.</p>
<b>CODE BROWN:HAZARDOUS SPILL</b>	BMO Centre Staff will keep the USER(S) aware of any updates pertaining to the CODE BROWN.	If CODE BROWN is called, listen to the announcements.

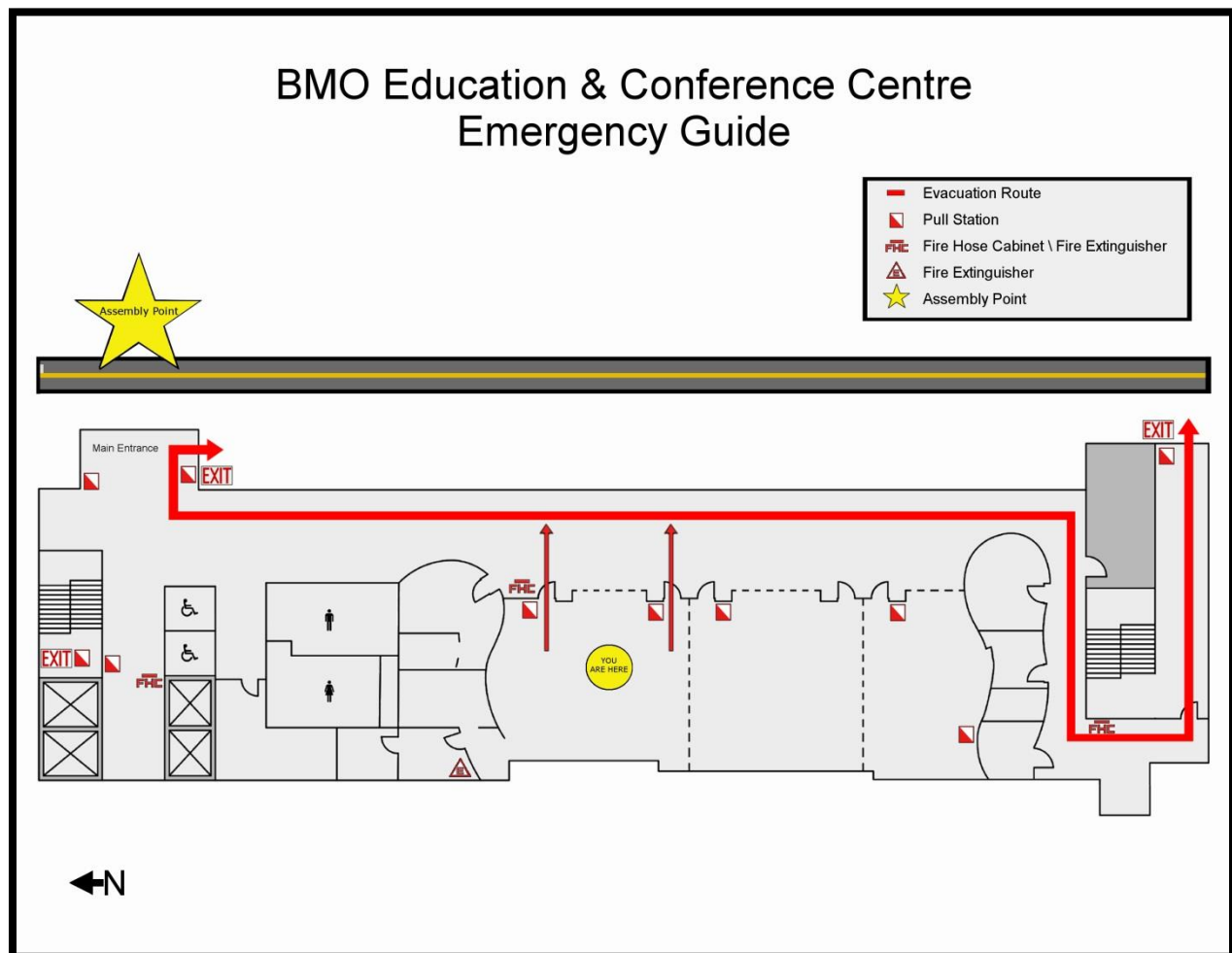
	BMO Staff will convene in the AV/IT room when the code is issued, in order to begin Code Brown procedures.	
<b>CODE WHITE: VIOLENT PERSON</b>	<p>BMO Centre Staff will call KDT Building Security along with calling Switchboard to report the issue.</p> <p>BMO Centre Staff will assist as required to prevent further access to the space/area where the individual is.</p> <p>BMO Staff will convene in the AV/IT room when the code is issued, in order to begin Code White procedures.</p>	<p>If the CODE WHITE is in the corridor of the BMO Centre, BMO Centre staff will advise you to stay inside the meeting space until it is clear – otherwise no action is required from group.</p> <p>If there is a violent person within the BMO Centre; for Security assistance please call 5555 on any UHN phone or 416-603-5800 ext. 5555 from a cell phone and state CODE WHITE in the BMO Education &amp; Conference Centre in Krembil Discovery Tower.</p> <p>Notify a BMO Centre staff as soon as possible.</p>
<b>CODE PURPLE: HOSTAGE</b>	All BMO Centre Staff will report to the AV/IT Room for the duration of the code. The BMO Centre Staff will make announcements to the USER(S) as information is provided to them.	Please advise your Group to remain calm, remain where you are and do not vacate the room.
<b>CODE SILVER: ACTIVE SHOOTER</b>	<p><b>** Code Silver is called in response to any situation in which an individual is brandishing or claiming to possess a firearm or is actively shooting within a University Health Network (UHN) facility. **</b></p>	
	<p>If Code Silver is in BMO; BMO staff will call 9-911 and when it is safe to do so; will then call 5555 to activate the Code Silver announcement.</p> <p>If a Code Silver is announced overhead while you're in the Centre; please listen for instructions via the Code. Once the Code announcement is complete, determine if additional Centre announcements need to be provided to the USER(S).</p> <p>Depending on the location of the Code Silver; please report to the AV/IT Room (provided it is safe to do so).</p>	<p>If Code Silver is in BMO; USER(S) are instructed to call 911 or 9-911 (on a UHN phone) ASAP.</p> <p>When it is safe to do so, please call Security in order to activate the Code Silver announcement. This is done by calling 5555 on any UHN phone or 416-603-5800 ext. 5555 from a cell phone and state CODE SILVER in the BMO Centre; Krembil Discovery Tower.</p> <p>Notify a BMO Centre staff as soon as possible (if it is safe to do so).</p>

	<p>If BMO Staff witnesses a Code Silver – if gunshots are heard and/or if you witness a shooting or possession of a firearm <b>you must quickly determine the most reasonable way to protect yourself.</b></p> <p><b>RUN – GET OUT:</b> Remain calm; try to escape or evacuate if you can and it is safe to do so; help others leave with you if possible, while evacuating keep hands visible at all times; leave any belongings behind</p> <p><b>HIDE – BE QUIET:</b> Find a place to hide and lock/barricade the door; keep away from windows/doors; turn off lights if possible; silence all electronic devices and remain quiet; hide behind large objects; disregard fire alarms unless you smell smoke or see fire; <b>DO NOT</b> respond to, or open doors; remain out of public view until an “<b>ALL CLEAR</b>” announcement is heard overhead</p> <p><b>FIGHT – THIS IS YOUR LIFE:</b> As a last resort, an only if your life is in imminent danger, improvise weapons and try to distract and incapacitate the attacker; act as aggressively as possible; yell; throw items and improvising weapons such as a fire extinguisher; commit to your actions; if others are around, work together to distract and attack the assailant as fiercely as possible.</p>	<p>If a Code Silver is announced overhead while you’re in the Centre; please listen for instructions via the Code. Once the Code announcement is complete, BMO staff may provide additional details depending on the location of the Code Silver.</p> <p>USER(S) Expectations; if you witness a Code Silver – if gunshots are heard and/or if you witness a shooting or possession of a firearm <b>you must quickly determine the most reasonable way to protect yourself.</b></p> <p><b>RUN – GET OUT:</b> Remain calm; try to escape or evacuate if you can and it is safe to do so; help others leave with you if possible, while evacuating keep hands visible at all times; leave any belongings behind</p> <p><b>HIDE – BE QUIET:</b> Find a place to hide and lock/barricade the door; keep away from windows/doors; turn off lights if possible; silence all electronic devices and remain quiet; hide behind large objects; disregard fire alarms unless you smell smoke or see fire; <b>DO NOT</b> respond to, or open doors; remain out of public view until an “<b>ALL CLEAR</b>” announcement is heard overhead</p> <p><b>FIGHT – THIS IS YOUR LIFE:</b> As a last resort, an only if your life is in imminent danger, improvise weapons and try to distract and incapacitate the attacker; act as aggressively as possible; yell; throw items and improvising weapons such as a fire extinguisher; commit to your actions; if others are around, work together to distract and attack the assailant as fiercely as possible.</p>
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<b>CODE ORANGE: MASS CASUALTY INCIDENT</b>	<p>The BMO Centre Staff will make announcements to the USER(S) as information is provided to them to ensure the USER(S) are up to date on what is transpiring.</p> <p>BMO Staff will convene in the AV/IT room when the code is issued, in order to begin Code Orange procedures.</p>	<p>Listen to the announcements and the BMO Centre staff will update you as required.</p>
<b>CODE BLUE: CARDIAC ARREST/MEDICAL EMERGENCY</b>	<p>The BMO Centre Staff will provide assistance to the USER(S) as required if the CODE is happening in the BMO Centre. The Staff will notify KDT Building Security.</p>	<p>If you discover a person requiring CODE BLUE response in the BMO Education &amp; Conference Centre, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Dial 5555 on any of the phones located in the Centre or 416-603-5800 ext. 5555 from a cell phone <ol style="list-style-type: none"> <li>a. <b>State “Code Blue”</b></li> <li>b. State building location: <b>“Krembil Discovery Tower”</b></li> <li>c. State location / area: <b>floor, room number/area</b></li> </ol> </li> <li>2. Inform BMO Staff of the situation</li> <li>3. BMO Staff will notify KDT Building Operations</li> <li>4. Wait for Code Blue Medical Team and KDT Security</li> </ol> <p>No action is required from the group if the code is not in the area.</p>
<b>CODE GREY: INFRASTRUCTURE LOSS</b>	<p>The BMO Centre Staff will either notify the USER(S) via overhead announcements (if functioning) or in person, of the current infrastructure loss and what is happening. The staff will provide frequent announcements if the loss is impacting the USER(S) in any way.</p> <p>BMO Staff will convene in the AV/IT room when the code is issued, in order to begin Code Grey procedures.</p>	<p>Listen to announcements if available. BMO Centre Staff will advise of situation and updates that are received.</p> <p><i>*NOTE: depending on the type of infrastructure loss this could be minimal disruption or major.</i></p>



**FIRE PLAN MAP:** Fire Plan Maps (as seen on Page 6) are located in each room of the BMO Education & Conference Centre. Please ensure the delegates/group is familiarized with all fire plan maps upon arrival at the BMO Education & Conference Centre. Based on your location, the “You are here” yellow circle will change and will direct you to the closest exit/fire plan route. Our main mustering (meeting) point is the parking lot located on the South East corner of Nassau St. and Leonard Ave. BMO Education & Conference Centre staff (wearing orange vests) will guide delegates/groups as required to this point if an evacuation (Code Green) or fire (Code Red) is called on the Main Floor of the Krembil Discovery Tower. It is imperative that the delegates/groups follow the BMO Centre Staff direction in order to ensure their safety.





**USE OF PREMISES:** To protect the safety and security of the BMO Education & Conference Centre guests, employees and property, anything that could create noxious odors or hazardous effects (e.g., smoke or fog machines, dry ice, confetti canons, candles or incense) are strictly prohibited. If **USER** will be providing music and/or DJ, noise parameters will be agreed upon with advance written approval. **USER** will also obtain any required fire department or other safety approvals and will pay any expenses or liabilities in full incurred by UHN as a result of any unauthorized activity, such as resetting smoke or fire alarms or cleanup costs. For the safety of persons and property, no fireworks or incendiary devices may be used at the BMO Education & Conference Centre and/or UHN.

**DAMAGES & FALSE FIRE ALARMS:** If **USER** and/or any vendor contracted by the **USER** sets off a false fire alarm within the BMO Education & Conference Centre, a fee of \$2,000.00 (plus tax) will be billed to the **USER** and included in the final payment invoice post event. It is the responsibility of the **USER** and their contracted vendors to be diligent about fire policies and procedures and ensure that all staff, delegates/group is compliant with these measures. **USER** shall not cause or permit the Function Space to be defaced injured, marred or damaged in any manner. **USER** shall not make any alternations of any kind to the BMO Education & Conference Centre or equipment therein. **USER** shall be responsible for any and all damage caused by **USER's** use of the Function Space and shall return the same to BMO Education & Conference Centre in the same condition as when possession was received, reasonable wear and tear are expected. **USER** shall pay to BMO Education & Conference Centre, on receipt of an invoice, the reasonable cost of any and all repairs required to be made to the Function Space or equipment located therein as a result of the use thereof by the **USER**, its agents, employees, contractors, invitees, attendees, patrons and guests.

### **Internal (UHN USER) versus External (NON-UHN USER)**

In order to be classified as an internal **UHN USER**, you must book the event via the online portal, accessible only on the UHN corporate intranet. At the time of booking you must provide a UHN Functional Centre/Foundation Account that the event will be paid through. If you are **NOT** paying with a UHN Functional Centre/Foundation Account, the booking is considered an external **NON-UHN USER** event. For external bookings, email BMO Centre Sales. Contact information is located on the UHN external website under Education -> Event Services -> BMO Education & Conference Centre. Applicable taxes will be charged on any external bookings.



### Procedures for Holds and Tentative Bookings

The USER may request to tentatively hold the Premises on a first option basis. However, should another USER request the dates and be in a position to confirm immediately, User will be advised and given forty-eight (48) hours to confirm the hold and execute the Agreement on a definite basis or have the first right of refusal. If written confirmation is not received within forty-eight (48) hours, User's hold shall be automatically released.

### Insurance Procedures for External Clients (NON-UHN USER)

**INSURANCE: Non-UHN USER(S)** shall provide and maintain during the Term of the Booking, at its own expense, the following insurance coverage, which shall be provided to UHN upon request and/or thirty (30) days post signature of contract: General Commercial Liability in the amount of FIVE MILLION (\$5,000,000.00) DOLLARS. Such insurance shall include, without limitation, bodily injury and property damage including loss of use; personal injury; contractual liability; premises; and cross liability. Coverage is to be written on a per occurrence basis. A certificate of insurance issued by the issuer shall be acceptable to UHN as proof of coverage. **Non-UHN USER(S)** shall provide UHN with at least thirty (30) calendar days advance notice of any policy cancellation or any change in the amount of coverage or type of insurance stipulated. In no case shall **Non-UHN USER(S)** materially alter, cancel or allow a lapse in any insurance for the Term of this Booking. The foregoing insurance provisions shall not limit the amount or type of insurance otherwise required by law. It shall be the sole responsibility of the **Non-UHN USER** to determine the nature and extent of additional insurance coverage, if any, is necessary and advisable for its own protection or to fulfill its obligations under the booking.

**NOTE:** University Health Network must be named, do not name the site / location where the event is occurring. The address to be utilized on the document(s), if required is 399 Bathurst Street, Toronto, Ontario, M5T 0S8.

### Security Procedures

**SECURITY:** In order to maintain adequate security measures as mandated by the Krembil Discovery Tower, the **USER** will provide at **USER'S** expense, security personnel supplied via the Krembil Discovery Tower building operations. If the agreement start time is after 7:00pm, if the event will end after 7:00pm, or if the event takes place on a Saturday or Sunday, Security is mandatory and the charges will be applied to the **PERMIT**. The BMO Education & Conference Centre is not responsible for any lost or stolen articles belonging to event delegates while onsite for the duration of the event.

### UHN Confidential Information

**UHN CONFIDENTIAL INFORMATION: USER** shall not, either during the Term of the Booking or any time before or after the booking, disclose to any person, firm or corporation any information concerning the business or affairs of UHN, or any personal information or personal health information which **USER** may have acquired in the course of, or incidental to, its relationship with UHN other than as required by law.



Confidential information does not include information that was in the public domain other than by reason of acts or omissions by the **USER** or that **USER** lawfully received in good faith from a third party lawfully in possession of same and entitled to disclose same, or where otherwise required by law. Immediately upon the expiration or termination of this Booking for any reason, **USER** shall deliver to UHN all copies of confidential information in its possession or under its control.

### Patient Privacy

**PATIENT PRIVACY:** As the Premises are housed within the University Health Network, **USER** shall strictly observe patients' rights to privacy and confidentiality of their personal health information at all times. In addition, **USER** shall comply with the requirements of all relevant legislation, including without limitation Ontario's Personal Health Information and Protection of Privacy Act, 2004 (<http://www.ontario.ca/laws/statute/04p03>) and any and all amendments made from time to time.

### Photography & Videotaping

**PHOTOGRAPHY & VIDEOTAPING:** All photography, audio and video recording must only be conducted within the confines of the BMO Education & Conference Centre (Rooms A, B, and C) and will be the sole responsibility of the **USER**. Such recordings are strictly prohibited from any other area within UHN. UHN **USER(S)** are responsible for obtaining all required consent forms from filmed individuals. If Media will be present during an event, UHN Public Affairs must be notified ten (10) days prior to the event date.

### Signage Procedures

**SIGNAGE:** The BMO Education & Conference Centre has the right to review and approve any advertisements or promotional materials in connection with the event with specific reference to the UHN name or logo or the name of a UHN site, building, wing or property. In an effort to maintain a quality appearance in the public areas of UHN, all display signage must be professionally prepared and be pre-approved by the BMO Education & Conference Centre prior to being displayed, no hand written signs are permitted in the BMO Education & Conference Centre. Signs and posters cannot be affixed on any walls, panels, pillars and/or doors within UHN or the BMO Education & Conference Centre. Signage must not interfere with walkways. All display materials, including banners, must be flame-retardant and are subject to inspection by the Toronto Fire Department.

### Miscellaneous Charges

**ADDITIONAL CHARGES:** If a **USER** requires a room to be reset a minimum of 48 hours' notice must be provided to the BMO Education & Conference Centre. The BMO Education & Conference Centre has the right to refusal if the request cannot be accommodated within the timeframe given. When the request can be accommodated, a fee will be applied to the **USER's** final invoice for the following scenarios: room reset 48 hours or less before the function date; changes on the day of the function or during the

function. A charge of \$175.00/room will be applied if the reset is minimal (i.e. remove 4 tables from the room). A charge of \$200.00/room will be applied if it is a full flip of the space.

Coat check services can be arranged through the BMO Education & Conference Centre, but must be done 5 business days in advance of the booking, if 4 business days or less prior to the booking, we cannot guarantee the service. If a USER's own staff chooses to manage the coat check process the Centre will issue disposable tags for a cost of \$0.50 per tag.

Table numbered cards and holders are provided as a complimentary offering if requested by the user. If either the number or stand go missing and / or is damaged a \$5.00 charge per missing and / or damaged item will be applied to the final bill.

### Catering & Alcohol Procedures

**CATERING:** CORE Catering or any external catering company of your choice is permitted to provide food services on BMO Education & Conference Centre premises. Set up and clean-up of the catering prep kitchen; meeting room(s) and/or bar is the responsibility of the **USER**. The BMO Centre will be responsible for emptying garbage's and recycling units throughout the day/evening in order assist with cleanliness of space. The **USER** must ensure all food, food related products and garbage are disposed of in the proper garbage and recycling receptacles at the end of their event.

**ADDITIONAL:** The BMO Conference & Education Centre does not provide flatware, linens or any kitchen equipment/tools aside from warming oven (no trays), fridge, freezer, coffee machines (coffee not provided, filters are included in the cost of the machines), glass washer, bussing carts and sink. If Bar area is part of your function space, it is equipped with two fridges and an ice chest (ice must be provided by the **USER** and is not produced or supplied by the BMO Education & Conference Centre).

**USE OF CHAFING DISHES/STERNO(S):** The use of chafing dishes/sternos are permitted on premises inside of the meeting rooms and outside in the corridor provided the following rules are followed and abided by at all times:

1. Sternos must be lit in the location where they will remain for the duration of the food being served. Once lit it CANNOT be moved. If you must move the sternos you must extinguish it first.
2. Sternos must be attended to at all times once they are lit. They can never be left unattended.
3. The BMO Education & Conference Centre will provide the **USER** with one fire extinguisher. It must be located underneath or beside the table(s) that have the sternos on them. If a sterno were to tip over or catch on fire, immediate action must be taken by the **USER** if it is safe to do so in order to put the fire out. The BMO Education & Conference Centre staff must be notified IMMEDIATELY if there is a fire. The **USER** must also follow the CODE RED procedures as listed on page 2.
4. If an evacuation is necessary either due to the sternos or other; all lit sternos must be extinguished prior to evacuating the premises. This is the responsibility of the **USER** to facilitate. The BMO Education & Conference Centre staff will also ensure they are lit prior to vacating.

**ALCOHOL:** CORE Catering has a liquor license with a catering endorsement from the Alcohol and Gaming Commission of Ontario (AGCO) for the BMO Education & Conference Centre. All alcohol served at events in the BMO Education & Conference Centre must be provided by CORE Catering whose liquor license is valid for the exclusive use of CORE Catering throughout the BMO Education & Conference Centre. Please refer to the full UHN Alcohol policy below.

**The regulation under the AGCO requires that:**

- Designated rooms where alcohol can be served are identified on the license;
- CORE Catering have staff with Smart Serve certification at all events held on UHN premises where alcohol is served; and
- A light meal (see description below) is provided for patrons to satiate hunger.

A **light meal** may include:

- A main entrée and a side dish, as well as non-alcoholic beverages, or
- A variety of hot and cold hors d'oeuvres (minimum 6 pieces per person), and a cheese and crackers platter, as well as non-alcoholic beverages.

**Alcohol Served at Catered Events**

- CORE Catering is permitted to serve alcohol in designated rooms under the license. To confirm the current list of rooms, call 416-340-4800 ext. 8778 (14-8778).
- Alcohol may only be served by CORE Catering staff member with Smart Serve certification.
- CORE Catering will supply alcohol for events calculated on the basis of one drink per person per hour of the event.
  - **Note:** One bottle of beer or five ounces of wine is considered one drink.
- Wine and beer are permitted spirits to be served at UHN, Foundation and BMO Education and Conference Center events. Hard liquor is also permitted for BMO Education and Conference Center events **only**.
- A cash bar can be arranged by CORE Catering. Contact the supervisor for details at 416-340-4800 ext. 8778 (14-8778).
- Under the UHN license, staff organizing the event are prohibited from purchasing or bringing their own alcohol to the event.
- Payment for alcohol cannot be charged to a UHN functional cost center funded by the Ministry of Health and Long-Term Care.
- External caterers can provide food but are not permitted to provide alcohol on UHN premises. For events where CORE Catering is serving the alcohol where external caterers provide the food, the event organizer must:
- Provide CORE Catering with a copy of the food order that meets the light meal (see description above) requirement **two weeks** prior to the event for approval by CORE Catering.

The Foundations must obtain a Special Occasion Permit (SOP) from the LCBO (Liquor Control Board of Ontario) for events in which donated alcohol will be served and provide a copy of the SOP to CORE Catering 2 weeks prior to the event.

**Note - AGCO regulations state that:**

- Donated alcohol must come from a manufacturer that has a retail store to register the donation as a sale of liquor, and obtain a receipt under the AGCO regulations.
- Any donated alcohol that is not consumed at the event must be returned or discarded; it cannot be carried over to another event.
- UHN CORE Catering must serve the alcohol at these events to satisfy Smart Serve requirements.
- A light meal (see description above) must be provided for patrons to satiate hunger under the AGCO legislation.

## Vendor Procedures

All **USER(S)** shall ensure that any staff or outside contractors or subcontractors conduct themselves in a careful and professional manner; are suitable, trained and experienced in providing the Services; and, where applicable, are properly licensed under relevant legislation to perform the Services. Should **USER** elect to utilize outside contractors or subcontractors on the BMO Education & Conference Centre Premises, the **USER** must notify the BMO Education & Conference Centre of such intention to use such providers at least thirty (30) days in advance of the event. **USER** must accept all responsibility for all insurance coverage and WSIB provision for all contractors and subcontractors as further described below for **UHN USER** versus **NON-UHN USER**.

**NOTE:** University Health Network must be named, do not name the site / location where the event is occurring. The address to be utilized on the document(s), if required is 399 Bathurst Street, Toronto, Ontario, M5T 0S8.

**UHN USER(S):** **UHN USER(S)** booking the space and hiring any external contractors/vendors/service providers, including, but not limited to caterers, event management companies, DJ's, décor companies etc., providing an external service **must** provide a WSIB Insurance Clearance Certificate and a Liability Insurance Certificate in the amount of TWO TO FIVE MILLION (\$2 - \$5,000,000.00) DOLLARS and naming UHN as additionally insured for **each** vendor associated with the **USER(S)** booking(s). It is the responsibility of the **USER** to collect these documents and provide it to the BMO Education & Conference Centre Sales Coordinator thirty (30) days prior to your scheduled event. This is a mandatory requirement if the vendor will be onsite for set up / tear down, for the duration of the event or if their equipment is being used in any capacity. If a service provider does not have both WSIB and Insurance documentation they cannot proceed with services and/or work onsite.

**NON-UHN USER(S):** Any external **NON-UHN USER** will assume all liability for their contractors/vendors/services providers, including but not limited to caterers, event management companies, DJ's, décor companies etc., while they are onsite at the BMO Education & Conference





Centre. **USER** warrants that current workplace safety and insurance board (WSIB) coverage compensation and adequate insurance coverage for all **USER** staff and Outside Contractors providing Externally Supplied Services on the Premises. Proof of WSIB and appropriate insurance coverage in the amount of TWO TO FIVE MILLION (\$2 - \$5,000,000.00) DOLLARS will be required by UHN for all vendors hired by the **USER** that will be onsite for set up / tear down, for the duration of the event or if their equipment is being used in any capacity.

**SIGN IN / OUT:** Upon entry in the BMO Education & Conference Centre, all contractors/vendors/services providers associated with an event must sign in with the Conference Centre staff. When departing, these vendors must then sign out. It is the responsibility of the contractor/vendor/service provider to be accountable for all members in their party. The contractor/vendor/service provider must be aware of all staff onsite and be able to account for them in an emergency situation.

### **Loading Dock / Shipping & Delivery Procedures**

**SHIPMENTS:** All shipments must be coordinated ten (10) days in advance with notification of the arrival time and vendor details to the Sales Coordinator. This ensures access to the UHN loading dock; if notification/prior arrangements are not made with the Sales Coordinator we cannot guarantee the receiving of shipments to the Centre. Accommodations can be made if the shipment is required for pre or post operating hours. These rules and regulations apply to all loading docks in the UHN bay. The Sales Coordinator will provide the **USER** with a permit to send to the individual(s) who will be making deliveries to the Centre for their event. This permit **MUST** be displayed on their dashboard upon entry into the UHN shipping/receiving bay. Shipments will **only** be accepted **48 hours** prior to your event date as storage is limited in the BMO Education & Conference Centre.

**LOADING DOCK BAY 1 & 2:** Bays 1 and 2 are Krembil Discovery Tower loading dock bays. Hours of operation are 07:30 – 19:00 Monday – Sunday. If entry is prior to 15:30 during Monday - Friday, the driver must notify the receiving dock crew that the delivery is for the BMO Education & Conference Centre. The driver must remain with the delivery until a BMO Education & Conference Centre staff member arrives to escort them into the Centre. Bay 1 / 2 height = 11 feet x 6 inches (11'6").

The UHN Loading Dock is located on the south side of Nassau Street; just East of Bathurst Street. The doors will automatically open as the vehicle approaches the entrance.

There is no Business Centre onsite at the BMO Education & Conference Centre. All return shipments must be coordinated by the **USER** prior to the end of the event. The BMO Centre will hold return shipments for 24 hours post event.

Please refer to the shipping label format below:

Name of Shipping Contact
Company Name



Street Address

Postal or Zip Code

BMO Education & Conference Centre  
Main Floor - Krembil Discovery Tower  
60 Leonard Avenue  
Toronto, Ontario  
M5T 0S8  
C/O Sales Coordinator

Box #\_\_ of \_\_

Meeting Room Name:

Event Date:

Event Name:

## Parking

**PARKING:** Parking is available at the BMO Education & Conference Centre via two lots off of Nassau Street. The first is located at the corner of Bathurst and Nassau and the second lot entrance is located on Nassau Street just east of Leonard Avenue. The parking lots remain open, provided they are not at capacity. All standard payment methods are accepted. For current rates, please call the parking office at 416-214-1339. Wheelchair-accessible parking is available at all UHN parking lots.

### Green P Parking / Toronto Western Hospital

- 35 Bellevue Avenue – 240 meters from BMO Conference & Education Centre
- 20 St. Andrew Street (Kensington Garage) – 700 meters from BMO Conference & Education Centre
- 201 Claremont Street – 950 meters from BMO Conference & Education Centre

For further information on Green P Parking, please visit <http://parking.greenp.com/>; and enter in this address:

**60 Leonard Avenue  
Toronto, Ontario  
M5T 0S8**

## UHN Shuttle

**SHUTTLE:** There is a free UHN shuttle service that runs Monday through Friday, between Toronto Western Hospital and Toronto General Hospital. No shuttle service is available on weekends and statutory holidays. The shuttle leaves Toronto General Hospital (University Avenue entrance) 6:15am this is the first shuttle in the morning, it runs until 8:15pm. The shuttle leaving Toronto Western Hospital (Leonard Street entrance) leaves at 6:00am this is the first shuttle in the morning, it runs until 8:00pm. When you arrive at Toronto Western Hospital on the shuttle, you walk north on Leonard Avenue to access the main entrance to the Krembil Discovery Tower where the BMO Education & Conference Centre is located. The shuttle is very convenient and easy to use. As Toronto General Hospital is on the



Subway line (Queen's Park Station on Yonge-University-Spadina line 1), it makes it very easy to access the shuttle and arrive at Toronto Western Hospital. The shuttle is NOT wheelchair accessible.

### **Toronto General Hospital**

Getting to the BMO Education & Conference Centre can be as easy as parking near Toronto General Hospital and then taking the shuttle over to the Centre (please refer to above SHUTTLE information and below Green P Parking details near Toronto General Hospital).

### **Green P Parking / Toronto General Hospital**

130 Elizabeth Street – 350 meters from Toronto General Hospital Shuttle

205 McCaul Street - 650 meters from Toronto General Hospital Shuttle

121 St. Patrick Street – 900 meters from Toronto General Hospital Shuttle

### **Public Transit Access**

#### **Public Transit – Streetcar**

- 511 Bathurst St & Nassau St Stop
  - Walk east on Nassau to the BMO Centre
- 505 Dundas St West & Bathurst St
  - Walk through the hospital, following the **KREMBIL** signs to the BMO Centre or proceed north on Bathurst St to Nassau St and then east on Nassau St to the BMO Centre
- 506 College St & Bathurst St
  - Get off at Bathurst St and walk south down Bathurst St to Nassau St, proceed east on Nassau St to the BMO Centre

### **Location**

When you arrive at the BMO Education & Conference Centre, you will enter through the main doors of the Krembil Discovery Tower (60 Leonard Avenue). Upon entry through the main doors, the Centre is located to the left.

If you enter through Toronto Western Hospital, please follow the signs that state “KREMBIL” as this will direct you into the Krembil Discovery Tower where the BMO Education & Conference Centre is located.

Please refer to page 16 for a map of Toronto Western Hospital.

## Toronto Western Hospital Map

### ? Toronto Western Hospital Information

#### First Floor



## SOCAN Fees

**SOCAN FEES:** SOCAN (the Society of Composers, Authors and Music Publishers of Canada) is a not-for-profit organization that represents the Canadian performing rights of millions of Canadian and international music creators and publishers. If the **USER** has a public performance (DJ/Band/Artist etc.), playing music during their booking/event, fees will apply. These fees are listed below; please note that the capacity is determined by the overall room capacity and not the number of delegates in attendance for your booking/event. This fee will be added to your invoice.

Room	Capacity*	Without Dancing	With Dancing
Room A	75	\$20.56	\$41.13
Room B	75	\$20.56	\$41.13
Room C	50	\$20.56	\$41.13
Room AB	150	\$29.56	\$59.17
Room BC	125	\$29.56	\$59.17
Room ABC	200	\$29.56	\$59.17

\*For SOCAN fees capacity refers to the overall room capacity not the number of delegates in attendance for the event.

If the **USER** wishes to have background music played or stream music through SIRIUS in **USER(S)** room(s) a charge of \$20.00/day will apply. Background music will be played in the foyer at all times, free of charge.

## Audio Visual & Equipment Procedures

**IN-HOUSE AUDIO VISUAL SUPPLIER:** All events within the BMO Education & Conference Centre are exclusively supported, operated and supplied by the Conference & Educational Technology Services department (CETS). No outside audio visual contractors may work within the BMO Education & Conference Centre.

**ELECTRICAL SERVICES:** If **USER** requires additional electrical services based on the scope of the **EVENT** additional charges will be applied to the **PERMIT** and absorbed by the **USER**. Consultation will be provided by the onsite Audio Visual Technicians to determine the requirements. Rigging of any kind is not permitted within the BMO Education & Conference Centre.

**EQUIPMENT:** Group shall not remove, alter, add, or connect any non-UHN equipment without prior authorization by the BMO Education & Conference Centre. Non-UHN internet access will be provided to the **USER(S)** within the Premises for the duration of the agreement. The **USER(S)** may choose to utilize UHN Guest Wi-Fi or pay a fee for dedicated BMO Centre Wi-Fi.

## Cancellation Details

**NON-UHN USER(S):** If **NON-UHN USER(S)** cancels this Agreement, the **NON-UHN USER** will provide written notice to the BMO Education & Conference Centre, accompanied by payment of the amounts indicated below:

TIME FRAME	PERCENTAGE OF BOOKING
Agreement date to 90 days prior:	25% of rental fee
89 to 60 days prior:	50% of rental fee
50 to 30 days prior:	75% of rental fee
Under 30 days prior:	100% of rental fee

**UHN USER(S):** If **UHN USER(S)** cancels this Agreement within 5 business days of the meeting date, the **UHN USER** will provide written notice to the BMO Education & Conference Centre, accompanied by payment of pay 100% of the rental fee; 50% of this rental fee can be paid as an advanced deposit towards a future program on a one-time basis. Such replacement meeting must held within six (6) months of original meeting date.

## Payment Details

**METHOD OF PAYMENT:** **UHN-USER** bookings must be paid from a UHN issued Functional Centre or equivalent account. If the **USER** is not paying through a UHN Functional Centre than this is considered an external booking and the discounted rates will not apply. The BMO Education & Conference Centre staff will facilitate the journal entries once the permits and contracts have been signed. For all external bookings invoicing will be facilitated through Corporate Billings and Accounts Receivable (CBAR) if the **USER** is paying by cheque. If the **USER** is paying by credit card, this can be processed through the online booking system for the space.

## Deposit Schedule

### NON-UHN USER(S):

- A deposit of 50% of the room rental fee is due at the execution of the Agreement.
- Another 25% of the room rental fee will be due six (6) months prior to the Agreement date.
  - If booking is made within six (6) months of the Agreement date, 75% of the room rental fee will be due at the execution of the Agreement.
- The final invoice will be sent post event. Full remaining payment, including taxes and services charges (if applicable) must be made 30 days post event. Any amounts not paid when due will accrue interest at 1.5% per month (18% annually).

### UHN USER(S):

- No deposits will be taken from UHN USER(S) paying with a UHN issued Functional Centre or equivalent account; cancellation clauses will be enforced.