



Our Health and Safety Commitment

For more than 25 years, **BMO IFL** has been a preferred destination for groups to meet, learn, innovate and collaborate in a unique and safe space.

In response to the COVID-19 pandemic, protecting the health and safety of our customers and employees, while ensuring a memorable experience for all guests is our **#1 priority**. In consultation with Wyndham Hotels and Resorts and local area hospital personnel, BMO IFL takes great pride in maintaining the highest standards of cleanliness, exceeding industry standards.

Our unique venue design lends itself extremely well to physical distancing in all meeting rooms and common spaces.

BMO IFL's commitment and focus on the wellbeing of our guests has never been more heightened.

We welcome you to learn more about the measures we are taking to help protect the safety of our customers and staff.



Scott Johnston
General Manager, Dolce Hotels & Resorts



Health & Safety at BMO IFL

Here's what we're doing to **help protect your health** while you're our guest.

Health Screening

All guests and employees entering BMO IFL are required to check in and participate in a health screening questionnaire.

Face Coverings

Masks are mandatory for guests and employees while on BMO IFL premises. Masks may only be removed while eating or drinking.

Physical Distancing

All rooms are configured to facilitate physical distancing of 2 metres per person. The design of BMO IFL lends itself well to supporting this effort.

Sanitization Stations

Readily available hand sanitizer, PPE disposal and cleaning supply stations are available throughout the premises.

Signage

Signage promoting face coverings, physical distancing and sanitation are prominently posted. Room capacity is posted both inside and outside of each meeting room.

Air Circulation

Air exchange rates throughout BMO IFL meet or exceed recommended industry standards.

Touchless Entry

BMO IFL offers touchless access to our building and most of our meeting rooms.

Plexiglass Shields

Shields have been installed in areas such as our reception desk for extra protection while customers and employees interact.

Easy Access Between Floors

Guests have the ability to move between floors using the stairs or elevators while maintaining physical distancing. Much of our space is located on the first floor.

Outdoor Spaces

Our property boasts large outdoor areas, allowing for physically distanced socialization. Additionally, our spacious parking lot is located outdoors, directly in front of the main building entrance.



Cleaning and Sanitization at BMO IFL

BMO IFL takes great pride in maintaining the highest standards of cleanliness.

Employee Expertise

Our Associates are thoroughly trained in upgraded cleaning protocols. They also follow specific guidelines to continuously monitor their health, ensuring that they are able to serve guests safely.

Enhanced Cleaning Protocols

BMO IFL's already exceptional cleaning protocols have tightened, including ongoing cleaning throughout the day within all public spaces, frequent cleaning of high touch items (such as railings, doorknobs, washroom fixtures and elevators) and food service areas.

We have invested in Electrostatic sprayers which are used on various surfaces throughout the facility with approved disinfecting chemicals.





Staying Overnight

BMO IFL has 150 guestrooms, each with a queen sized bed and a private washroom. We're committed to running at a reduced occupancy in order to space out guests throughout our three floors.

Guestroom Cleaning

Rooms are fully cleaned after each guest checkout with special attention to handles/knobs, telephones, light switches, bathrooms and desks. The TV remote has been placed in a plastic bag to avoid direct contact with the buttons. The bag will be replaced with each room cleaning. Linens and towels are laundered using commercially rigorous processes.

Housekeeping

Housekeeping staff members will not enter your room during your stay unless requested. Stations with extra towels, linens, guest amenities and cleaning supplies are available on each floor; all towels and linens are individually packaged. Laundry carts for soiled linens, towels and guest room litter/recycling are also located on the guest residence floors. Alternatively, guests can simply text *IFL at your Service* for any supplies needed and they will be delivered outside your room.

Check-In/Out

Guests check in and out through the front desk by sending a text to *IFL at your Service*: (647) 528-0435 or calling (416) 490-4300 to advise the front desk when planning to check in, and when ready to check out.





Food & Beverage

BMO IFL arranges catered meals during this time, as our kitchen must remain closed. We are committed to ensuring that all guests have a high quality food and beverage experience, from reputable local caterers with exceptional health and safety standards.

Nourishment Hubs

Groups will be designated their own exclusive Nourishment Hub™ which will include individually wrapped food items, whole fruits, premium coffee, tea, juices and soft drinks.

Food Selection

Our menus are designed by BMO IFL culinarians and prepared by reputable local caterers. Meals are individually assembled and packaged under the supervision of our Executive Chef. Our menus are created to accommodate dietary needs/restrictions of guests. Packaging is selected with environmental considerations in mind.

Food Service Areas

All food service areas are configured to meet a minimum two metre physical distance between attendees. Our staff are trained on new protocols and wear a mask and gloves at all times. Attendees may remove masks while eating and drinking but a mask must be worn when interacting with staff.

Alcoholic Beverage Service

Alcoholic beverages are available on a pre-arranged basis. Beverages are served in original containers or disposable plastic cups.

