

# Conference Services



## OPERATIONS GUIDE

## TABLE OF CONTENTS

About .....	3
Building and Event Services .....	4
In-House Services .....	6
Cleaning Services	
Audio-Visual Services	
Event Management Services	
In-House Vendors.....	7
Food Vendors	
Preferred External Vendors .....	8, 9
Caterers	
Audio-Visual Company	
Rental Company	
Décor – flowers, staging	
Rooms & Floorplans .....	10
Room Rental Rates.....	15
Policies & Regulations .....	16,17
Security Guidelines.....	18
Fire and Safety Regulations .....	19

# ABOUT WOMEN'S COLLEGE HOSPITAL CONFERENCE CENTRE

**In the fall of 2015, Women's College Hospital (WCH) opened their brand new Conference Centre.**

The Centre includes a 154 seat auditorium, 7 break-out rooms, business centre, catering kitchen, a spacious and bright atrium space that is available for after hours and weekend rentals, and full AV services.

One of the Conference Centre's unique features is the iconic pink cube at its centre: a bright, open space that serves as a hub of collaboration in research, clinical care and education. This bold architectural feature is the physical and philosophical heart of WCH. It is a symbol of our dedication to advancing the health and well-being of women – a place for them to be inspired, empowered and healed.

The WCH Conference Centre is a unique state-of-the-art conference facility with competitive rates and comprehensive services. The Conference Centre provides flexible, environmentally-friendly facilities for corporate meetings and events, conferences, symposiums, receptions and other special events, perfect for groups from 10 to 170 guests. It also has a wide variety of Toronto accommodations and attractions in close proximity.



# THE BUILDING AND AVAILABLE EVENT SERVICES

**Women's College Hospital is located in the heart of Toronto's Discovery District. The Conference Centre is located on the second floor of the hospital and other meeting rooms are available throughout the building. It is easily accessible by transit and underground parking is available on-site.**

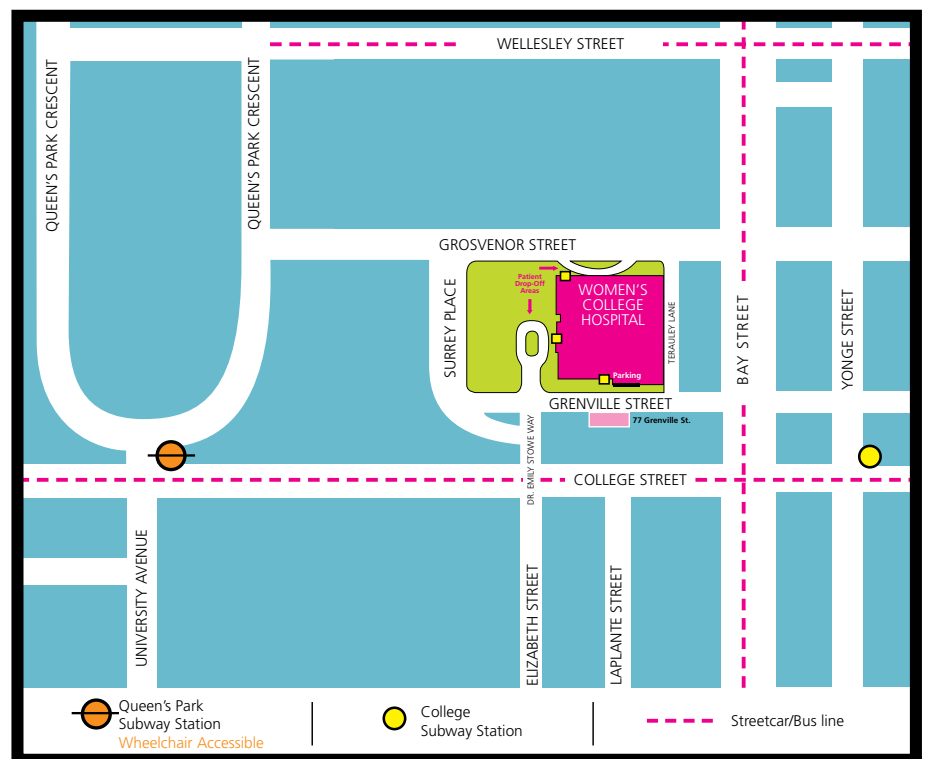
## OUR ADDRESS:

76 Grenville Street,  
Toronto ON M5S 1B2  
Tel: 416-323-3156

The nearest subway station is Queen's Park (on the University line), on the corner of College Street and University Avenue, only a 5-minute walk to the hospital. Alternatively, the College Street subway stop (on the Yonge line), which is only a 10-minute walk from the hospital, can be used.

## LOAD IN AND STORAGE

The front entrance to the hospital may be used to load in and out for each event. In the case of large item deliveries and rental drop off, the hospital's loading dock must be used. The loading dock is located next to the parking garage entrance off Grenville Street. On-site storage of event materials is not permitted prior to event date. Deliveries of rentals or event materials the day prior to an event will be approved only on a case-by-case basis at the hospital's discretion. All materials must be removed immediately following the event.



## **BUILDING ACCESS**

Both the Grenville and Grosvenor Street entrances are open from 6 a.m. to 7 p.m., Monday to Friday. For after-hours access (7 p.m. to 6 a.m. between Monday to Friday, weekends and statutory holidays), please use the intercom to speak to security who will give you access to the building.

## **CATERING**

WCH Conference Centre provides 4 in-house and 4 external preferred caterers. You may serve food only from our list of preferred licensed caterers (see pages 4-5.) Kindly inform WCH Conference Centre of the selected caterer and the type of catering you will serve in advance. All catering equipment and food must be removed from the site immediately following an event. Contact [conference\\_services@wchospital.ca](mailto:conference_services@wchospital.ca) for further catering instructions.

## **ALCOHOL EVENTS**

Kindly inform WCH Conference Centre if you plan to serve alcohol at your event. You must provide a copy of your Special Occasion Permit. Additional security may be required and the cost will be added to your rental agreement.

## **COMMUNICATIONS & PUBLICITY**

WCH Conference Centre does not provide publicity for any events. Only WCH programs are listed on the venue's website and printed brochures.

## **TAXIS**

Direct lines to Co-op Taxi, Beck Taxi and Royal Taxi can be found at the information desk in the main lobby.

## **SMOKE-FREE ENVIRONMENT**

WCH is a smoke-free environment. The use of tobacco products is prohibited in all areas of the hospital including the inside of the building and the exterior grounds. This policy applies to anyone who is within the boundaries of WCH.

WCH is in compliance with provincial and federal legislation for our healthcare facility, including: Smoke-Free Act of Ontario, Federal Tobacco Act, Occupational Health and Safety Act and Ministry of Health and Long-Term Care.

## **FIRE SAFETY**

It is WCH's policy to provide a safe environment for all its patients, visitors, clinicians and staff. In the event of an emergency, the hospital has a fire response plan that incorporates fire plan principles, training and monthly drills. When you hear a fire alarm, we will inform you if any action is necessary.

# IN-HOUSE SERVICES

## CLEANING SERVICES

WCH provides cleaning of meeting rooms, the auditorium, corridors, common areas and restrooms and is generally included within the rental cost other than where the need is greater than anticipated.

## PARKING SERVICES

We offer dedicated, easy access to brightly lit and security-patrolled indoor, multi-level parking for guests. The cost for parking is \$3 for 30 minutes. The daily maximum on weekdays is \$24 and on weekends \$10. Other parking facilities are available within walking distance to the hospital. Vehicle Height Restriction: 6'8" or 2.1m. Parking and building facilities are wheelchair accessible.

## SECURITY

Security is present at the hospital 7 days a week, 24 hours a day. For non-emergencies contact 416-323-6090. Depending on need and availability, after hours or weekend events will incur an additional charge for security services.

## LOST & FOUND

If you have lost anything at the hospital, please check at the Security Office located in the main lobby near the information desk. WCH will not be responsible for any lost, damaged or stolen items.

## WIFI & TECHNOLOGY SERVICES

Our team of Audio Visual and IT specialists ensure that you have access to everything from traditional telephone services such as voice and data lines, hands-free and conference units, as well as leading edge data and wireless telecommunications technology. A courtesy telephone is located at the information desk in the main lobby. Our network provides the necessary capacity to meet diverse customer requirements, including internet access, webcasting and videoconferencing applications. Free wireless internet access is available throughout the building. Login information will be provided upon confirmation of your booking.

# IN-HOUSE CATERING SERVICES



## LA PREP

La Prep is an upscale bistro-style quick-service restaurant specializing in freshly prepared innovative sandwiches, salads, baked goods and specialty coffees. Perfect for business breakfasts, luncheons and general office receptions, La Prep is capable of providing catering services for any amount of people. They offer continental breakfast platters, breakfast sandwich platters, lunch sandwich platters, group salads, dessert platters for buffet style events. For individual group orders, they have their signature La Prep lunch box, individual sized meal salads and/or hot meals. Please contact conference services for catering contact information.



## EXTREME PITA/JUGO JUICE

Offering a wide selection of sandwiches, wraps and fresh fruit juices and smoothies, Extreme Pita and Jugo Juice have been delighting guests with healthier great tasting pita sandwiches and fresh made juice since 1997. Extreme Pita was the first restaurant to marry old world authentic pita bread with healthier, fresh, and unique flavours. Come experience pita perfection whether you love the classics or crave the adventures of something new. Jugo Juice is a company passionately committed to healthy living. They are pioneers in alternatives to mainstream fast food, built firmly around their signature product, the smoothie, to fuel your active lifestyle. Please contact conference services for catering contact information.



## THAI EXPRESS

Thai Express is a new take on traditional Thai Cuisine. Tailored to your taste and prepared fresh when you order Thai Express provides fun, flavourful and healthy meals. Thai Express believes in providing variety, quality and authenticity at their modern food boutiques.



## SUSHI SHOP

Sushi Shop has specialized in the creation of sushi, sashimi and other Japanese specialties. Prepared fresh with care in their boutiques by their own staff of sushi chefs, their products offer great flavour, superior freshness and positive health benefits. Please contact conference services for catering contact information.

# PREFERRED EXTERNAL VENDORS

## EXTERNAL CATERING SERVICES

Your selected caterer will quote you for the following items:

- Menu
- Staffing
- Rentals/Décor
- Additional needs as required and/or requested



### Daniel et Daniel

Daniel et Daniel was, as the name suggests, founded in 1981 by two Daniels, both originally from Paris, France. They have proven that word of mouth and strong relationships, as well as a quality, consistent product is what builds loyal clientele. They pride themselves on providing services, products and relationships that reflect their high standards from the first inquiry to the final payment and event follow-up.



### Toben Food by Design

A catering company that specializes in providing fresh, local, artisan cuisine, custom menus, and event management services to both corporate and private clientele. Inspired by global cuisine Toben Foods puts a twist on classic fine dining by bringing the best from the reaches of world; Thailand, Korea, Vietnam, South America, India, Japan, and Europe.



### Whole Foods

At Whole Foods Market®, “healthy” means a whole lot more. It goes beyond good for you, to also encompass the greater good. Whether you’re hungry for better, or simply food-curious, we offer a place for you to shop where value is inseparable from values. Whole Foods offers a variety of menu options suitable for a variety of events.



### Sobey's

Urban Fresh Catering provides Toronto with a top-quality catering option for both social and corporate lunches and events. Our premium prepared meals can be enjoyed at your next office function, corporate dinner, or even a catered breakfast. Catering platters are made especially for you so they're as fresh as can be. Hosting just got a whole lot easier!



## AUDIO VISUAL SERVICES

### VVC Inc.

Each year, VVC provides audio/visual, video, web and staging production management for hundreds of events around the province.

**Services include:** • Audience Response Systems • Audio/Video/Projection/Lighting • Computer Services • Digital Services • Event Staging • Presentation Management • Press Conferences • System Design and Integration • Technical Coordination • Webcasting

## RENTAL SERVICES



### Chair-man Mills

Chair-man Mills Corporation is a true leader in the Toronto event rental business and has earned this reputation through decades of being first-to-market with innovative designs and rental items and by maintaining a commitment to customer relationships that is second-to-none. Chair-man Mills is widely respected in the special events industry as THE provider of high quality tableware, linens, flooring, stages, lounge furniture, and specialty event equipment.

**Contact:** Email: [rentals@chairmanmills.com](mailto:rentals@chairmanmills.com) | Website: [www.chairmanmills.com](http://www.chairmanmills.com)

## FLOWERS/DECOR

### Simply Flowers

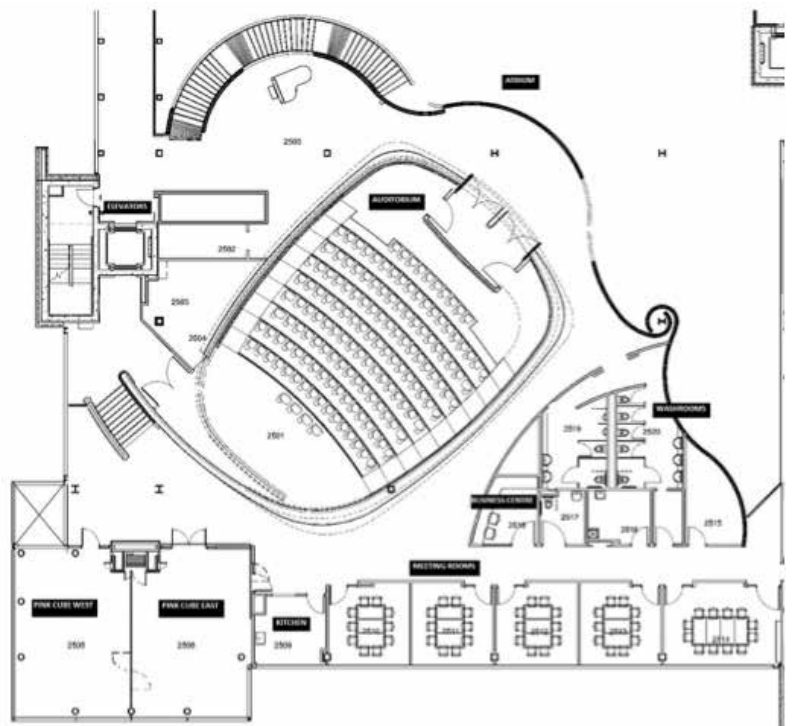
Simply Flowers is a full service florist centrally located in Downtown Toronto. They are committed to offering only the finest floral arrangements and gifts, backed by service that is friendly and prompt. As a Toronto florist, Simply Flowers is making every effort to become environmentally friendly and to lessen their ecological footprint. About 80% of all their flowers are locally grown in Ontario.

**Contact:** Email: [simply\\_flowers@bellnet.ca](mailto:simply_flowers@bellnet.ca) | Website: [www.simplyflowerstoronto.com](http://www.simplyflowerstoronto.com)

# MEETING ROOMS AND EVENT SPACES (FLOOR PLANS & CAPACITIES)

The Conference Centre at WCH consists of a large auditorium, the Pink Cube (that can be used as a multipurpose room), as well as several breakout and meeting rooms. In addition, the hospital's airy and bright Atrium can be booked after hours and on weekends for larger receptions and events. Please contact conference services for pricing.

For any inquiries or to book any of our spaces, please contact [conference\\_services@wchospital.ca](mailto:conference_services@wchospital.ca)



## CONFERENCE CENTRE - THE ATRIUM



## CONFERENCE CENTRE - THE AUDITORIUM

This 154-seat theatre space can be used to host a multitude of conferences, meetings and seminars. An additional 16 seats may be added or space can accommodate wheelchairs and mobility devices. The auditorium is fully wheelchair accessible and can be accessed from the atrium or via the elevators in the parking garage.

The auditorium is fully equipped with the latest state-of-the-art audio visual equipment including a built-in screen, projector, podium, microphones and sound system.

### Cost:

Full Day - 9 AM to 5 PM (8 hours) ..... \$2000

½ Day – 4 hours ..... \$1250



# CONFERENCE CENTRE MEETING ROOMS

## THE PINK CUBE – ROOMS 2505/2508

The iconic pink cube is a bright, open space forming part of a conference centre that will serve as both a meeting and social gathering space. This bold architectural feature is the physical and philosophical heart of Women’s College Hospital. It is a symbol of WCH’s dedication to advancing the health and well-being of women – a place for them to be inspired, empowered and healed. The pink cube can be divided into two separate rooms that can be booked individually.



### Pink Cube East or West (Capacities)

**Room Size:** ..... 20' x 30'

Theatre .....	40
Classroom.....	15
Boardroom .....	22

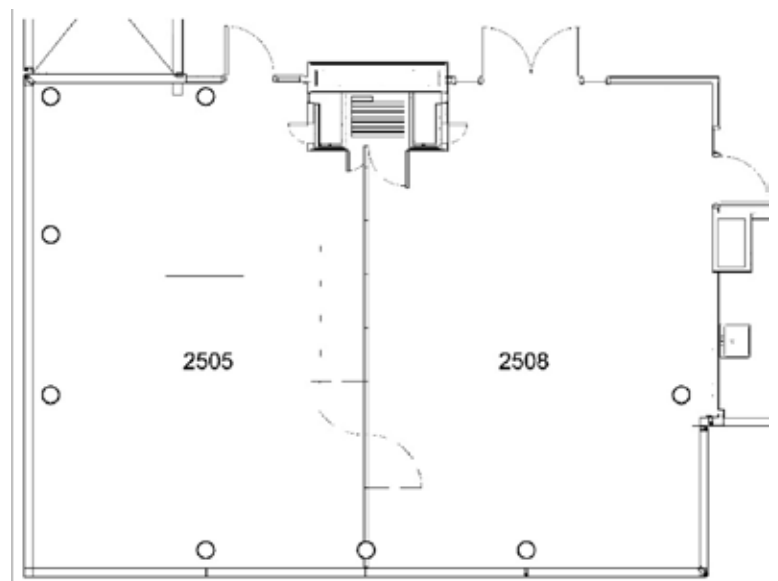
### Pink Cube East and West (Capacities)

**Room Size:**..... 40' x 30'

Theatre .....	80
Classroom.....	30
Boardroom .....	40

### Cost:

Full Day - 9 AM to 5 PM.....	\$2000
½ Day – 4 hours .....	\$1250



# CONFERENCE CENTRE GENERAL MEETING ROOMS

## CONFERENCE CENTRE SMALL MEETING ROOMS (2510, 2511, 2512, 2513 AND 2514)

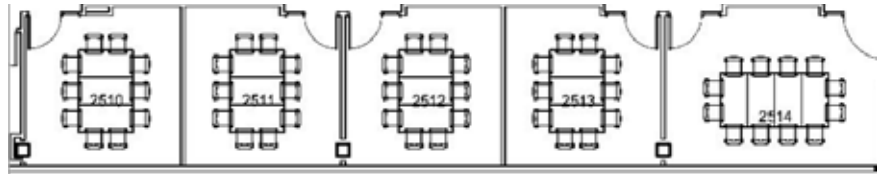
Boardroom only set up with capacity of 10-12 in each room. 14' x 14'



**Cost:**

Full Day - 9 AM to 5 PM (8 hours).....\$500

½ Day – 4 hours.....\$300



## LABYRINTH – MEETING ROOM 1415



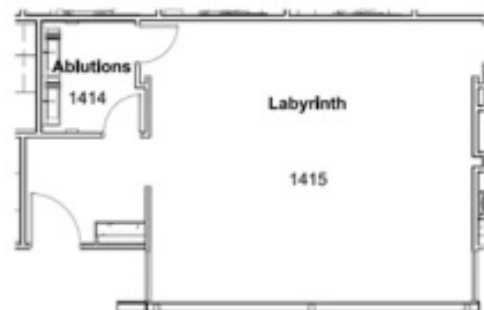
**Room Size: 26' x 22.8'**

**Cost:**

Full Day - 9 AM to 5 PM .....\$1000

½ Day – 4 hours .....\$650

Please note, there is no furniture and AV in this room.



**LARGE CONFERENCE ROOM 1441**



This room can only be used in its current format of a boardroom set up with capacity for 16.

**Room Size: 24' x 19.11'**

**Cost:**

Full Day - 9 AM to 5 PM ..... \$1000

½ Day – 4 hour..... \$650



**LARGE BOARDROOM 6209 (and Conference Room 6221)**



This room can only be used in its current format of a boardroom set up with capacity for 34 round-table. The room can accommodate up to 60 with the use of additional chairs around the perimeter of the room.

**Room Size: 39' x 29'**

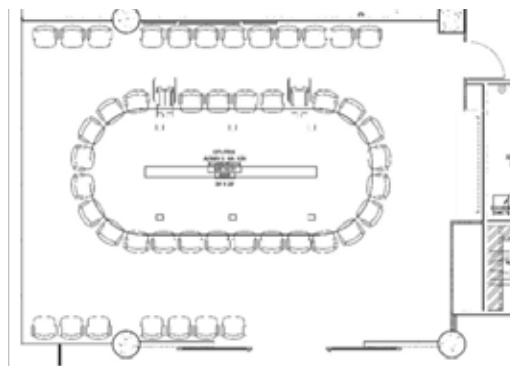
Room 6221 will be automatically booked with Room 6209. The room will be set up in Boardroom style only with capacity for 12. This room can be used at the discretion of the client.

**Room Size: 20.5' x 11.5'**

**Cost:**

Full Day - 9 AM to 5 PM..... \$1500

½ Day – 4 hours ..... \$850



## LARGE MEETING ROOM 6214



**Room Size: 30' x 29'**

### Capacity

Theatre .....	80
Classroom.....	62
Boardroom.....	30

### Cost:

Full Day - 9 AM to 5 PM.....	\$1000
½ Day – 4 hours .....	\$650

## COMPLETE CONFERENCE CENTRE & MEETING ROOM PRICING

### Auditorium

Full Day - 9 AM to 5 PM .....	\$2000
½ Day – 4 hours .....	\$1250

### Pink Cube

Full Day - 9 AM to 5 PM.....	\$2000
½ Day – 4 hours .....	\$1250

### Labyrinth 1415

Full Day - 9 AM to 5 PM.....	\$1000
½ Day – 4 hours .....	\$650

### Large Conference Room 1441

Full Day - 9 AM to 5 PM.....	\$1000
½ Day – 4 hours .....	\$650

### Boardroom 6209

Full Day - 9 AM to 5 PM.....	\$1500
½ Day – 4 hours .....	\$850

### Meeting Room 6214

Full Day - 9 AM to 5 PM.....	\$1000
½ Day – 4 hours .....	\$650

### Meeting Rooms 2510, 2511, 2512, 2513, 2514

Full Day - 9 AM to 5 PM.....	\$500
½ Day – 4 hours .....	\$300

**Note:** Prices include housekeeping, security and select furniture.

# POLICIES AND REGULATIONS

**All renters must be familiar with the following Policy and Regulations that govern the use of the meeting spaces at Women's College Hospital's Conference Centre. Failure to comply with the Regulations may result in the cancellation of your booking.**

## **POLICIES:**

1. All activities and programs conducted in Hospital buildings and all persons using the meeting rooms are subject to the general rules and regulations of WCH.
2. Groups and organizations using the meeting rooms must not interfere with the regular on-going function of WCH patient care and service.
3. WCH reserves the right to refuse or cancel bookings at the discretion of the organization.
4. The renter and/or the program presenter will agree not to contravene the Criminal Code of Canada and the Human Rights Act of Ontario during the course of their rental/program, and this statement will be included in any rental contract.
5. No smoking is allowed within the hospital or on hospital grounds.
6. A damage deposit will be required as determined by the organization.
7. Conference Centre rental rates are set by WCH



## REGULATIONS:

1. No chalk or marking devices may be used on the walls or any other surfaces unless specified in advance.
2. No signage may be posted on the painted walls or doors. A poster (8.5" x 11" only) may be posted in the two parking lot elevator lobbies to indicate the room in which the event is being held. Any cleaning of, or repairs to, the walls as a result of renter's actions will be the responsibility of the renter.
3. All publicity for the event is the responsibility of the renter. WCH's logo is copyrighted and may not be used without the express written consent from the Department of Strategic Communications.
4. There is a cleanup charge for all catered events if the needs exceed those anticipated.
5. If you wish food to be served, renters are required to choose a caterer from our in-house vendors or the list of preferred external caterers. A list will be provided by the Conference Services & Events Coordinator.
6. All garbage generated by the event and all recyclables will be removed following the event by WCH staff and a fee charged to the renter only if cleaning needs exceed those anticipated.
7. All catering and rental equipment must be removed immediately following the event.
8. WCH can provide a limited number of tables, chairs, and certain other conference supplies. Audiovisual and conference equipment is available in some of the rooms. Please advise the Conference Services & Events Coordinator of your needs at time of booking.
9. Conference Centre space is available both during and after hours. Additional security may be required at the renter's expense and at the discretion of WCH.
10. If liquor is to be served at the event, a special occasion permit must be obtained and a copy provided to WCH in advance of the event. Security Guards may be required, at renter's expense at all events where alcohol is served.
11. WCH accepts no responsibility or liability for equipment brought to or left on premises.
12. The renter will be required to provide proof of insurance.
13. The renter is responsible for any Rental Agreements and fees required, by third parties. This includes (but not limited to), special events permit and liquor license.

# SECURITY GUIDELINES

## SECURITY CONTACT INFORMATION

The Security Services Office is located in the atrium of the hospital. We welcome walk up customers and take phone calls at extension 6090 (416-323-6090 from an outside phone line).

If a guard is not present in the Security Office to speak with you in person or answer your phone call, please contact the Black and McDonald FM Call Center at extension 3900 (416-323-6400 x 3900). A Call Center Operator will dispatch a Security Guard to meet with you.

## GENERAL SECURITY TIPS

### PARKING LOT SECURITY

- Ensure all belongings inside your vehicle are out of sight (lock in glove box, under your seat or in the trunk) and your vehicle is locked.
- Be aware of your surrounding area and what is happening around you.
- Maintain familiarity with exit locations and panic alarm stations
- Report all suspicious circumstances or persons to Security immediately. Regardless of how small the matter may seem.

### SERVICES PROVIDED

- Protection of People (Staff, Patients, Visitors, Volunteers)
- Monitoring and Providing Access Control
- Emergency Code Response
- Lost and Found
- ID is required to access all rooms in the hospital, any and all secure spaces.

# FIRE AND SAFETY REGULATIONS

## POLICY STATEMENT

It is WCH's policy to provide a safe environment for all its patients, visitors, clinicians and staff. In the event of a fire, the Hospital has a Fire Safety Plan that incorporates knowledge of Fire Safety Plan principles, training and monthly drills.

## PROCEDURE

In the case of fire, people at the scene will Remove any persons from immediate danger if possible, Ensure door(s) is/are closed to confine fire and smoke, Activate the fire alarm system by using the nearest pull station, Call Switchboard by dialing 5555 and Try to extinguish the fire or concentrating on further evacuation. (R.E.A.C.T.)

## CRITERIA FOR INVOKING

- Smoke and/or fire anywhere within hospital grounds
- Authority to Invoke: Any person discovering smoke and/or fire anywhere within hospital grounds

## PROCEDURES FOR INVOKING

In the case of fire, everyone at the scene will remain calm and follow the protocol REACT:

**R** – Remove persons from immediate danger if possible

**E** – Ensure door(s) is closed to confine fire and smoke

**A** – Activate the fire alarm system / use the nearest pull station

**C** – Call Switchboard – Dial 5555

**T** – Try to extinguish the fire or concentrate on further evacuation

Carry out the evacuation as necessary starting with – the room of the fire, the room on each side, and the room across the corridor. A horizontal evacuation of the entire fire zone to the nearest safe fire zone would generally follow. The rooms directly above and below the room of the fire should also be evacuated.

- Be alert for overhead announcements giving information as to the area of the emergency, the status of the **Code Red**, and additional directions.
- If you choose to extinguish a fire, and you know you can put it out quickly and safely, then do so. If you are not sure, confine the fire by closing the doors and windows.
- Direct visitors to appropriate waiting areas. Communicate with them, ensure their safety and frequently reassure them.
- Ensure that the exact location of the fire area is communicated to all the people in your area.

# Conference Services

## OPERATIONS GUIDE



WOMEN'S COLLEGE HOSPITAL  
Health care for women | REVOLUTIONIZED