

Our Health and Safety Commitment



Scott Johnston
General Manager, Dolce Hotels & Resorts

We're committed to caring for our guests and employees, so together we can live our purpose with employees, customers and the community. This commitment means implementing the highest standards of safety and cleaning protocols in our learning and conference centre, BMO IFL.

In response to the COVID-19 pandemic, protecting the health and safety of our employees and customers, while ensuring a memorable experience for all guests is our #1 priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. Our commitment and focus have never been more heightened.

In consultation with Wyndham Hotels and Resorts and local area hospital personnel, we have developed and implemented cleaning and hygiene protocols that exceed industry standards. Our hospitality teams have daily briefings and are continually enhancing our operating protocols.

We welcome you to learn more about the measures we are taking to ensure the safety of our clients and staff.

Health and Hygiene Standards

- Meticulously cleaning and disinfecting all visible and high touch surfaces in common areas and meeting spaces throughout the day. Staff wear PPE as part of our cleaning protocol.
- Cleaning with enhanced protocols within our public areas (including lobbies, elevators, door handles, washrooms, etc.).
- Hand sanitizer stations are located throughout the building.

Physical Distancing

We follow all recommended physical distancing practices in our facility. The design of the IFL lends itself well to supporting this effort including:

- Ability to move between the first and second floor and use elevators and stairs while maintaining physical distancing.
- Touchless access to our building and to most meeting rooms.
- Free outdoor parking lot with 450+ spaces, located directly in front of the main entrance.
- Large outdoor areas that allow for many groups to social distance while enjoying the tranquility of our unique private outdoor space.

Masks and Other Protective Equipment

Following City of Toronto legislation, individuals are required to wear a mask in public spaces throughout the building and when physical distancing is not possible.