



International Program for Development Evaluation
Training
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Dear Participant,

We are very pleased to extend a warm welcome to the 2016 International Program for Development Evaluation Training (IPDET). We are looking forward to an innovative and exciting program, with participants from every region of the world.

To help you prepare for your visit, we are providing this package of additional information about the program, Carleton University and the City of Ottawa. Please read through this information carefully before your arrival. To assist you in finding the information you need, please refer to the table of contents.

You can enter your travel information by logging on to www.ipdet.org and filling in the [form under My IPDET](#). Alternatively, at the end of this document you will find a form to complete with your travel arrangements. We require that you provide us with this information no later than **May 24, 2016** to enable us to complete our preparations for your arrival.

We look forward to welcoming you to IPDET personally and to your participation in the course.

Best Regards,

A handwritten signature in black ink that reads "Julia Thompson".

Julia Thompson
IPDET Manager
Telephone: +613 520 2600



Carleton
UNIVERSITY



THE WORLD BANK

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BEFORE YOU LEAVE HOME

Packing appropriate clothing

June and July are summer months in Ottawa. You can expect temperatures between 15 and 35 degrees Celsius (59 – 95 degrees Fahrenheit) and should pack accordingly. It is likely to be humid and may rain, but participants should also be prepared for some cooler days as well. An umbrella is highly recommended when packing to help you remain comfortable in the event of rain. Buildings on campus are air-conditioned, as are most buildings in Ottawa, and some are especially cool. We recommend that you pack a light cardigan or shawl to bring with you to the air-conditioned classrooms. For the days that we are in class, women may find long pants more comfortable than a skirt.

The dress code for classes and workshops is casual attire. A few special events will be given for which formal business attire is appropriate, or your national dress, which would be most welcome. We are also planning excursions and sports events for which athletic shoes will be appropriate, as well as optional exercise classes.

Baggage allowance

Based on past experience, you can expect to receive about 25 pounds (11 kilograms) of IPDET books and materials. Please **check the baggage restrictions** on your airline ticket and allow yourself sufficient weight and room to take your materials home with you. Many airlines impose hefty fees for overweight luggage! **Please note that IPDET will not mail or ship documents or overweight baggage.**

Prescriptions and other medication

Please remember to bring enough of any prescription or other medications you require for the duration of your visit. There is a pharmacy on campus, but *occasionally a drug sold over the counter in another country will require a doctor's prescription in Canada.* Although there is a medical clinic on campus, scheduling a doctor's appointment on short notice may be difficult.

Prohibited items

A number of items are prohibited in residence, due to the danger they pose to residents. They include but are not restricted to: flammable liquids, candles, incense, firearms and other weapons, fireworks and illegal drugs or unauthorized controlled substances.

Contact Telephone Numbers

We are not equipped to take non-emergency messages.

For emergencies in transit, such as problems with Immigration at a border, with which we may assist you by verifying your enrolment, you may call the following cell phone numbers: **(613) 314-3196** for Mary Dixon or **(613) 793-2554** for Julia Thompson. Should you need to inform us of a delay in your arrival, please contact us at (613) 520-3525. This is the main IPDET Secretariat number, which is equipped with voice mail that will be checked frequently.

For emergency contacts only while you are in residence, your family may use one of the following:

- the IPDET Secretariat telephone number: **+1 613 520-3525** between 08:00 and 18:00 EST, or
- the Residence Reception desk number: **+1 613 520-5609**.

Luggage

IPDET is unable to offer lost luggage insurance due to different airline policies. We advise travelers to inquire about coverage locally.

Transit Visa

Depending on the routing booked for your travel, you may need to obtain a transit visa for your connections en route to Ottawa. The travel agency will advise you of these requirements, but we suggest that you also check with the embassies locally. Having the proper documentation will avoid delays.

ARRIVAL IN OTTAWA

By air: Flights directly to Ottawa arrive at Ottawa International Airport (YOW). Taxis are located immediately outside the doors of the arrivals terminal.

By train or bus: Some airline carriers (such as KLM) land in Montreal and provide train or bus connections for their passengers to Ottawa. Taxis from the terminal or station are easily accessible.

Taxis to Carleton University

- The airport is about a 15-minute drive from Carleton University, and you can expect to pay about \$25 - \$30 Canadian for a taxi;
- The train station is about 15 minutes from Carleton University and a taxi will cost about \$20 - \$25 Canadian; and

- A taxi from the bus station will cost \$15 - \$20 Canadian and take about 10 minutes.
- Times and fares may vary with traffic.
- An alternative method of transportation is Uber. Uber is a mobile app, which allows consumers with smartphones to submit a trip request. This method, though more cost effective than a taxi, may be challenging to use for the first time at an airport or train station.

In Canada, it is customary to tip taxi drivers. Standard tipping is approximately 15% of the fare. Taxi drivers will normally accept major credit cards or Canadian dollars. They are not likely to give a good exchange rate for US cash and they do not accept other currencies.

Ask the driver to take you to the **Residence Commons at Carleton University**. Taxi drivers are quite familiar with the university campus, but you may view a map at <http://www.carleton.ca/campus/>. On arrival at the Residence Commons Building, proceed to the **Residence Commons Desk** to register for your room and receive your key for the Leeds House Residence.

The Residence Reception Desk and personnel

During your stay at the university, we encourage you to consider the Residence Reception Desk as you would the concierge in a hotel. The personnel at the desk will be pleased to provide you with information about the residence, the University, the city of Ottawa and local area, in addition to making arrangements for services, such as excursions.

Residential check-in and check-out times

Unless you have made prior arrangements with us for an earlier arrival, you will be able to access your room as early as 15:00, two days before your first class. Checkout time is 11:00 on the day after your course ends.

PLEASE NOTE:

- Participants leaving after Weeks 1 and 2 (the “Core”) will have a check-out time of 11:00 on Saturday, June 18*
- Participants leaving after Week 3 will have a check-out time of 11:00 on Saturday, June 25*
- Participants leaving after Week 4 will have a check-out time of 11:00 on Saturday, July 2

IT IS IMPORTANT THAT INDIVIDUALS CHECK-OUT DURING THEIR SCHEDULED DATE AND TIME AS ROOMS ARE RESERVED FOR INCOMING PARTICIPANTS. *We will provide a room for you to store baggage if required.

Early arrival or late departure

The fees for your room and board cover up to two nights prior to the start of the course period for which you have registered, and one night after the end of that period. If you require accommodation and meals beyond these limits, please let us know well in advance by completing the appropriate section of the form at the end of this letter. There will be an additional daily charge for extended accommodation.

If you are arriving late on Saturday, June 4 or Sunday, June 5, all food services may be closed.

REGISTRATION FOR IPDET

Location: For your convenience, registration for IPDET will be located in the second floor foyer of Residence Commons, unless otherwise specified.

Dates and times: We will provide three registration periods:

- **Sunday, June 5, from 9:00 to 19:00** for participants attending the first two weeks only (the “Core”) or the Core plus workshops in weeks 3 or 4. We urge you to register as early in the day as possible. For those participants who are unable to register during this time, there will be a short registration period on Monday, June 6, from 07:30 - 09:30 in the Residence Commons foyer;
- **Sunday, June 19, from 16:00 to 19:00** for participants attending workshops in Week 3 or Weeks 3 & 4. For those participants who are unable to register during this time, there will be a short registration period on Monday, June 20, from 07:30 - 09:30 in the Galleria, 4th floor University Centre; and
- **Monday, June 27, from 07:15 to 09:30** for participants attending workshops in Week 4 only in the Galleria, 4th floor University Centre.

Multiple session registration: You need only register once if you are attending multiple sessions.

Course materials, information and maps: At registration, you will receive your course materials, including: your updated course schedule, classroom locations and textbooks, as well as visitor information and maps of the university campus and Ottawa.

Your identification badge will be processed. This may involve taking your picture. Your ID badge will grant you access to breakfast and other programmed meals and events. Emergency numbers will be listed on the back of this badge.

Swipe card: For residence participants, your ID badge will also serve as your room key and can be used for purchasing unprogrammed meals, services such as laundry, and incidentals on campus. This card will have a credit allowance of \$100 Canadian per week that you are registered at IPDET. Please login to “myIPDET” through our website to upload your photo before May 27, 2016 to help facilitate the preparation of your swipe card.

Medical insurance information will be verified at registration. For those without their own medical insurance, IPDET can arrange for policy coverage of basic emergency medical services. Please be aware that this coverage is available by request and at the participant’s expense and will not be in effect immediately.

SPECIAL EVENTS

Opening dinner receptions will be held at the start of each segment of IPDET: that is, on June 6, June 20 and June 27. As well, there will be three banquet dinners to mark the graduations from the Core (June 17), Week 3 (June 23) and Week 4 (July 1). Dress for these events is business formal. **Your national dress is most welcome.** The cost of these events is included in your registration fees.

CAMPUS TOURS

To help familiarize participants with the campus, several guided tours will leave from the Residence Commons foyer during each registration period.

GENERAL COURSE INFORMATION

Class times, breaks, lunch period: Classes are held between 09:00 and 17:30, with two fifteen-minute breaks and an hour and a half for lunch.

Class location for weeks 1 & 2 will be the **Azrieli Theatre, Room 101.**

Workshop location for weeks 3 & 4 will be provided at the time of registration.

- ***We would like to remind all participants in Weeks 3 and 4 that changes are only permitted in the most extraordinary circumstances to your workshop selections and participants are not permitted to “hop” between the sessions. Textbooks and other materials have been pre-ordered specifically for the participants registered in each workshop.***

Working materials: For those enrolled in the Core program, please remember to bring materials associated with your current work that can be used to develop a case study in

evaluation. These materials may include brief reports, files and/or other documents describing the policy/program/project you wish to evaluate/are evaluating, program logic models and other tools used by your organization to plan, implement and evaluate development interventions. **Providing materials in the form of an executive summary is ideal.**

Dress for classroom and workshop sessions, as well as weekend events, is casual.

ACCOMMODATION IN RESIDENCE

Location on campus: At registration, you will be assigned a single private room within a suite of four rooms in the Leeds graduate student residence. Please note that each of the participants assigned to a suite are of the same gender. Suites are reserved for IPDET participants only. Participants planning to bring family members must make their own arrangements for accommodation. In the event that both you and a family member are participating in the program, please notify the IPDET secretariat and we'll do our best to make arrangements.

Room description, furnishings, equipment & supplies: Each room is furnished with a double bed, a desk, adequate storage space, a telephone and an outlet for a high-speed internet connection (Ethernet – please see information on page 8). Your room will also be supplied with bed linen (including blankets), towels and soap.

Security & valuables: Rooms are equipped with a lock to ensure privacy. They are not provided with a room safe, however, nor can IPDET provide storage for valuables.

Participants are therefore encouraged to limit the number of valuables they bring.

Housekeeping service: Daily housekeeping service includes bed-making, changing towels and removing trash. Floors will be vacuumed and linens will be changed every fourth day.

Bathrooms, common areas, kitchenette, lounges, & television: Each suite has two bathrooms, a common living space, a kitchenette equipped to prepare light refreshments and a refrigerator. In addition, and on each floor of the residence, there are lounges furnished with comfortable chairs and a television for the exclusive use of IPDET participants.

Laundry, detergent, irons & ironing boards: There are excellent laundry facilities located in the residence, and use of these facilities can be paid for using the “swipe card”, issued at registration. IPDET supplies ironing boards and irons to all suites.

Telephone use, long distance calls & phone cards: There is no charge for local telephone calls. If you plan to make long distance calls, a calling card is needed and can be purchased at campus shops. To dial an external telephone number from your room phone, you must first dial 9.

Dial 411 for an operator to aid with locating a number. Dialing 0 will also get you an operator for general assistance. Pay phones cost 50 cents per call. Phones do not give change, but will return coin(s) if a call is not completed.

Ottawa's area code is 613, which must be dialed before a seven-digit local number (e.g. 613 ### ####).

Code of Conduct

In support of Carleton University's commitment to achieve and maintain an environment conducive to personal and intellectual growth and a hospitable campus climate for all, IPDET participants are required to abide by the guidelines set down in the Code of Conduct, a copy of which will be provided at check-in.

COMPUTERS AND ELECTRONICS

Voltage

Please note that the voltage used in Canada is of 110V. Thus, in order for electronic appliances to work, power supplies must correspond to this voltage. Please also note that plug prongs must conform to the North American configuration (see "Laptops & Adaptors" below).

For other appliances that do not have variable voltages (e.g. hair dryers), you will need a voltage converter. Unfortunately, IPDET cannot provide these converters, thus you will have to purchase your own converter. These cost around \$60 Canadian and can be found at the electronic store called "THE SOURCE", which has many branches around Ottawa. One of the IPDET Secretariat members will direct you to one.

Laptops & Adaptors

Laptops and cell phone adaptors usually have a variable voltage, and as such, they are suitable for use in Canada. The only thing that you will need is a plug adapter that will

make your computer compatible with the plugs in your room. The grounded plug adapter WA-5 is usually suitable (see <http://www.international-electrical-supplies.com/canada-plug-adapters.html> for further details). For ease of access to your laptop and email on arrival, we recommend you bring your own adapter.

Please note that IPDET does not provide laptops to participants.

Internet Cards and Cables

Wireless internet (wifi) will be accessible to all participants—including those staying in Residence Accommodations. Please note, that wireless internet connection and strength is not guaranteed, so **we strongly encourage you to bring your own Ethernet cables**. Please ensure you have an Ethernet port on your laptop. If you want to access your organization's e-mail you will need to change the settings of your computer in order to allow you to access this e-mail from your personal computer. We encourage you to make these changes before you leave for Canada. If you run into difficulties, a technical resource person will be available on site during the first two days of each program segment to make necessary configurations to your computer. However, they will not be able to give you access to your organization's e-mail.

Computer Accounts

Each participant is issued a guest computer account, which provides access to all public computer laboratories on campus. This includes Internet access and many commonly used application packages. Please note that Carleton's campus is currently using Microsoft Office 2013.

Cell Phones

If you intend to bring a cell phone, make sure that the frequencies of your cell phone are compatible with North American frequencies (you can find this out by contacting your service provider). Moreover, in the event that you will need a SIM card to operate your phone in Canada, make sure that the phone is unlocked and that it will be able to recognize SIM cards from Canadian cellular networks. You will be able to obtain this information from your cell phone operator in your home country.

MEALS FOR RESIDENTS AND NON-RESIDENTS

If you have registered for room and board on campus, your meals during days of scheduled programming, are as follows:

- Breakfasts are served buffet-style in the Residence Commons' Fresh Food Company;
- Dinners, for the most part, are served to IPDET participants on the 2nd floor of the Residence Commons Building. However, check your schedule upon arrival as some venues will change.
- Lunches can be purchased using your "swipe card" in several university venues including the University Centre Food Court, the Residence Commons' Fresh Food Company and Baker's Grill. There is a wide selection of food available to suit all tastes and dietary needs.
- On Weekends for resident participants, all meals will be served in the Fresh Food Company on the 3rd floor of Residence Commons.

If you have not registered for the residential option, you can purchase lunches using cash on campus at any venue.

For more information on dining options, please visit <http://www1.carleton.ca/dining/locations/>.

IPDET will try to accommodate guests at meals, but we do ask that you notify the Manager prior to the meal time.

HEALTH CARE WHILE AT CARLETON

Visitors to Canada are not covered by Canada's health system. It's important to ensure you have adequate coverage for medical emergencies while attending the program by checking with your insurance provider or by purchasing travel insurance before you depart for Canada. Participants who arrive without health coverage will be able to purchase minimal coverage for emergencies only while enrolled in IPDET; however, during the several days it takes for this coverage to come into effect, participants will be uninsured. Please note that IPDET does not cover any personal health costs.

In Case of Emergency

Off campus, the number in case of emergency or for an ambulance is **9-1-1**. On campus, call the Campus Safety Office directly by dialing "4444" from any campus telephone or (613) 520-4444 from a cell phone or pay phone (free call from any campus pay phone) to co-ordinate 9-1-1 Emergency Response.

Health Services on Campus

Carleton University Health and Counselling Services is a fully accredited healthcare facility that provides medical, counselling and health education services. The facility is located on the Carleton University Campus in Room 2600 of the Carleton Technology & Training Centre (CTTC). Hours are Monday to Friday from 08:30 to 16:30. Call **(613) 520-6674** to make an appointment or walk-in between 09:30 and 15:45.

When visiting the clinic, please bring your proof of health insurance. You will need to present this at the Health and Counselling Services desk.

Contact the Secretariat or the Residence Reception Desk (open 24 hours) during off-hours or on the weekend. They will provide you with alternative clinic information.

If you have an urgent medical problem that cannot wait until the Health and Counselling Services (HCS) clinic is open:

- Go to a local Urgent Care Clinic with extended hours. Please call to verify hours before visiting any of the urgent care/walk-in medical clinics. Some nearby clinics include:

Bank Medical Centre – 1935 Bank Street

(613) 521-2391

Walk-in services:

Mon-Fri 8:00 to 17:00

*Hours may vary, call first to confirm.

Care Medics – 2446 Bank Street, Suite 201

(613) 739-0998

Walk-in services:

Mon. - Wed. 09:00 to 21:00

Thu: 09:00 to 5:00, Fri: 09:00 to 16:00

Sat: 09:00 to 12:00, closed Sunday

Medical Care Clinic (within Kilbourn Medical Centre) – 1385 Bank Street, Suite 100

(613) 523-7440

Walk-in services:

Monday, Thursday: 09:00 to 20:00

Tuesday, Wednesday, Friday: 09:00 to 16:00

Sat 09:00 to 14:00, closed Sunday

- Go to a local emergency room. The closest hospital emergency room to the University is the **Ottawa Hospital - Civic Campus, 1053 Carling Ave, Ottawa.**

General Tips

Ottawa can get hot during the summer. You will be provided with a water bottle. Make sure you bring it with you for all outings during the day in order to keep hydrated. Tap water in Ottawa is perfectly safe to drink.

All food vendors are required to pass food health inspections on a regular basis. The food is generally very safe.

Bring any over-the-counter medication you use frequently. While Canada carries a wide variety of North American brands at reasonable costs it may be more difficult to track down brands you may be used to from overseas.

Supermarkets are readily available and have long operating hours. Fresh produce, additional snacks, drinks and basic pharmaceuticals can be purchased if you forget something or require something extra.

ATHLETIC FACILITIES

On-campus facilities, exercise class, towel supply: During your visit, you will have free access to the on-campus athletic facilities: a 50-metre indoor pool, saunas, fitness centre, weight room, squash courts, outdoor tennis courts and gymnasiums. Please bring your own workout clothes and shoes. Towels may be rented for small charge. In addition, an optional “stretch and tone” exercise class will be available to IPDET participants several days a week from 06:45 to 07:30 in the Leeds residence and/or along nearby jogging paths. IPDET will also organize weekly soccer games and yoga classes.

Bicycle paths, rentals & helmets: A network of recreational pathways next to the campus connects to jogging and cycling pathways throughout the city. At their own

expense, participants can rent bicycles and helmets at various locations around Ottawa (Three bike rental locations can be found at <http://www.ottawa.worldweb.com/Rentals/Bicycles/>).

PARKING

Parking on campus is expensive and is strictly enforced. If you plan to drive to campus and require parking passes, please contact Carleton University Parking Services through email at parking@carleton.ca or call 613-520-3623 to arrange for a temporary parking pass at your own expense.

VISITING OTTAWA

Ottawa is a beautiful and safe city. However, the same caution should be exercised here as in any major urban centre. Limit the valuables and cash that you bring and carry with you. While you are on campus, you will need very little cash. If you plan to explore the city, \$40 Canadian a day should cover a light meal and public transport. Ottawa has a comprehensive and easy to use transit system – please visit the website www.octranspo.com for information.

Carleton University is located in the south of the city, approximately 20 minutes by bus or 10 minutes by taxi from the downtown core. We host a number of special events on weekends to allow you to get a glimpse of Canada's capital and its environment. We encourage you to explore the city and the many sights and events that are held throughout the summer. For more information on the city, please visit these websites: www.ottawatourism.ca, www.canadacapital.gc.ca or www.ottawakiosk.com. Excursions to other cities and areas can be arranged by participants at their own expense. Montreal is approximately two hours away by bus or train. Toronto can be reached in four to five hours (or a half-hour flight), Quebec City is about five hours away and Niagara Falls is a six to seven hour drive from Ottawa.

Banking on- and off-campus

The unit of currency in Canada is the Canadian dollar (CAD), although US dollars (USD) are accepted in most of the larger stores. You may want to arrive in Ottawa with Canadian dollars or exchange funds at the airport.

There is a Bank of Nova Scotia on campus open Monday to Friday from 09:30 to 16:00, but it will not handle large currency transactions. Travellers' cheques can be cashed at the bank with two pieces of photo identification, such as a passport and driver's license.

Banks in the city are generally open from 09:00 to 17:00 on weekdays, and are closed on Sunday. Many branches stay open later on Thursday and Friday evenings, and close early on Saturday (usually by 15:00). Transactions will require two pieces of photo ID.

Automatic banking machines (ABMs) can be found in several locations on campus and accept a range of international banking cards. Numerous ATMs are scattered throughout the city and their locations are well marked.

Postal Service

Canadian postage must be used on all mail posted from any point in Canada. Postal outlets are often located in pharmacies, retail stores, or shopping malls. Check with the post office for current postal rates and classes of mail. Post office hours are typically 08:00 to 18:00, Monday to Friday.

Religious Services

Most faiths are represented in Ottawa. A list of places of worship in nearby areas or on campus will be included in your registration materials.

Music

Feel free to bring some fun music along to share with fellow participants during evening events.

