Dear Participant,

We are very pleased to extend a warm welcome to the 2012 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 MyIPDET. 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 30th 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,

Julia Thompson
Program Manager

Mary Dixon
Program Registrar

Telephone: +1 613 520-3525
Fax: +1 613 520-7815
# Table of Contents

BEFORE YOU LEAVE HOME ........................................................................................................ 1
- Packing appropriate clothing .......................................................................................... 1
- Baggage allowance ........................................................................................................ 1
- Prescriptions and other medication ............................................................................ 1
- Prohibited items ........................................................................................................... 1
- Contact Telephone Numbers ..................................................................................... 2
  - Emergencies in transit
  - Emergency number for family to use

• UNIGLOBE ............................................................................................................. 2
  - Lost luggage insurance
  - Transit visas

ARRIVAL IN OTTAWA .............................................................................................................. 2
- By air ......................................................................................................................... 2
- By train or bus ........................................................................................................... 2
- Taxis to Carleton University ...................................................................................... 3
- The Residence Commons Desk and personnel ......................................................... 3
- Residential check-in and check-out times .................................................................. 3
- Early arrival or late departure .................................................................................... 4

REGISTRATION FOR IPDET ............................................................................................... 4
- Location ...................................................................................................................... 4
- Dates and times .......................................................................................................... 4
- Multiple session registration ..................................................................................... 4
- Scholarship Recipients ............................................................................................... 4
- Course materials, information and maps ..................................................................... 5
- Your identification badge ........................................................................................... 5
- Swipe card .................................................................................................................. 5
- Medical insurance information ................................................................................. 5

SPECIAL EVENTS .............................................................................................................. 5

CAMPUS TOURS ................................................................................................................. 5
VISITING OTTAWA......................................................................................................................... 11
  o General information on exploring the city
  o Bus transit system
  o Special weekend events
  o Other excursions

• Banking on- and off-campus ................................................................................................. 12
  o Canadian currency and using the US dollar
  o Campus bank branch – hours, ID requirement for cashing travellers’
    cheques
  o City banks – hours
  o Automatic banking machines

• Postal Service ......................................................................................................................... 12
• Religious Services ................................................................................................................. 13
• Music ...................................................................................................................................... 13
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. You will receive an umbrella with your IPDET registration materials. 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, especially if you expect to remain indoors for a long time. For the days that we are in class, women will generally 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, twice weekly.

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 also 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 a message machine 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 Commons desk number: +1 613 520-5609.

UNIGLOBE

UNIGLOBE Travel International, Inc. is the designated travel agency for IPDET 2012 scholarship participants. If you are an IPDET scholarship recipient, a UNIGLOBE agent will arrange your travel on the most economical and direct route. Any extended routing for the purpose of personal travel can be arranged through the agency at the participant’s personal expense.

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

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 from both.
Taxis to Carleton University
- The airport is about a 15 minute drive from Carleton University, and you can expect to pay about $20 - $25 Canadian (CAD) for a taxi;
- The train station is about 15 minutes from Carleton University and a taxi will cost about $17 - $22 CAD; and
- A taxi from the bus station will cost $10 - $15 CAD and take about 10 minutes.
- Times and fares may vary with traffic.

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 Commons Desk and personnel

During your stay at the university, we encourage you to consider the Residence Commons 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 so on, 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, 2 days before your first class. Checkout time is normally 11:00 on the day after your course ends. If you require a later check-out time, please make arrangements as soon as possible.

PLEASE NOTE:
- Participants leaving after Weeks 1 and 2 (the “Core”) will have a check-out time of 11:00 am on Saturday, June 23rd*
- Participants leaving after Week 3 will have a check-out time of 11:00 am on Saturday, June 30th*
- Participants leaving after Week 4 will have a check-out time of 11:00 am on Saturday, July 7th*

*IT IS IMPORTANT THAT INDIVIDUALS CHECK-OUT DURING THEIR SCHEDULED DATE AND TIME AS ROOMS ARE RESERVED FOR INCOMING PARTICIPANTS.
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 up to 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. The additional daily charge is $69.80 CAD (plus tax).

If you are arriving late on Saturday, June 9th or Sunday, June 10th, all food services may be closed. You will therefore receive a boxed meal when you check in.

REGISTRATION FOR IPDET

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

Dates and times: We will provide three registration periods:

- **Sunday, June 10th, from 10:30 to 20:30** for participants attending the first two weeks only (the “Core”) or the Core plus workshops in weeks 3 or 4, or those from the Ottawa area who are not staying in residence. 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 11th, from 07:45 - 08:45 in the Residence Commons foyer;

- **Sunday, June 24th, 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 25th, from 07:45 - 08:45 in the Galleria, 4th floor University Centre; and

- **Monday, July 2nd, from 07:30 to 08:45** 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.

Scholarship Recipients will be asked to provide their boarding passes and original receipts for visa application fees and related travel expenses. Please be sure to also prepare a reimbursement summary, clearly indicating the currency of each receipt. These documents will be collected during registration and kept in IPDET’s office for accounting and auditing purposes.
**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 CAD per week that you are registered at IPDET.

**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.

**SPECIAL EVENTS**

Opening dinner receptions will be held at the start of each segment of IPDET: that is, on June 11th, June 25th and July 2nd. As well, there will be three banquet dinners to mark the graduations from the Core (June 21st), Week 3 (June 28th) and Week 4 (July 6th). 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 & newspapers: 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. International newspapers are delivered daily.
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. Detergent and laundry supplies are available for sale at the small convenience store in Residence Commons (“Abstentions”). 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 the residence convenience store, located in the Residence Commons building. 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 CAD 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.) The IPDET secretariat has a limited number of adapters that it will supply on a first-come, first-serve basis. 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

Please note that in order for you to connect to the internet you will need to have an Ethernet port on your laptop. We strongly encourage you to bring your own Ethernet cables. Res Commons has a limited number of Ethernet cables that will allow you to connect to the internet in your room. 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 2010.

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 for the duration of your program are included.

- **Breakfasts** are served buffet-style in the Residence Commons’ Fresh Food Company;
- **Dinners** are served to IPDET participants in a private area of the Fresh Food Company.
- **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 Grille. There is a wide selection of food available to suit all tastes and dietary needs.

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

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

HEALTH CARE WHILE AT CARLETON

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 09:00 and 16:00.
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 help 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. 8am to 9pm  
  Sat. & Sun. 9am to 4pm

  **Care Medics – 2446 Bank Street**
  (613) 739-0998  
  Walk-in services:  
  Mon.-Fri. 9am to 9pm  
  Sat., Sun. & Holidays 9am to 5pm

  **Medical Care Clinic – 1385 Bank Street, Ste. 100**
  (613) 523-7440  
  Walk-in services:  
  Mon.-Fri. 9am to 9pm  
  Sat. 9am to 4pm, 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.

**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/](http://www.ottawa.worldweb.com/Rentals/Bicycles/)).

**PARKING**

Visitors in residence can purchase a parking pass at a rate of $9 CAD/day or $35 CAD/week. Parking passes permit you to park in any parking spot on campus and can be purchased at the IPDET office.

**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, $30 CAD 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](http://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.canadascapital.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 10:00 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.
TRAVEL ARRANGEMENTS

PLEASE COMPLETE AND RETURN BY MAY 30th

Please fill in online at My IPDET OR send by fax (+1 613 520-7815) or by email (info@ipdet.org).

Name: ____________________________ _____________________________

First         Last

Date and time of Arrival:
________________________________________________________________

Airline and Flight Number (plus connecting Train /Bus info, if applicable):
________________________________________________________________
________________________________________________________________

Date of Departure from Ottawa:
________________________________________________________________

Time of Departure, Airline, and Flight Number:
________________________________________________________________

I will register on (check one):

☐ Sunday, June 10, 10:30 am to 8:30 pm
☐ Sunday, June 24, 4:00 pm to 7:00 pm
☐ Monday, July 2, 7:30 am to 8:45 am

I require accommodation at Carleton University BEYOND the times of my registration package. Please arrange a room for me in residence (subject to availability) from ______________________ to ____________________. I will assume any charges.

I require a parking pass from ______________________ to ______________________

Date             Date