



**FATIGUE RISK MANAGEMENT SYSTEMS (FRMS) SYMPOSIUM AND  
THE THIRD ANNUAL MEETING OF THE FRMS FORUM  
(Montréal, 30 August to 2 September 2011)**

**GENERAL INFORMATION FOR PARTICIPANTS**

**Registration of participants**

All participants are required to register. Upon registration, participants will be issued an ICAO security pass which will be needed to access the Conference Centre.

**Identification of participants and security**

The ICAO security pass must be worn visibly at all times while on the premises. Security guards have strict instructions not to allow access to the ICAO premises or to the conference rooms to persons not wearing a pass.

Although special care should be taken not to lose these passes, registration personnel will provide replacements upon proper identification.

**Meeting arrangements**

***Presentations***

Presentations will be posted on the ICAO Fatigue Risk Management Systems (FRMS) Symposium website ([www.icao.int/FRMS2011](http://www.icao.int/FRMS2011)).

***Languages***

Facilities for simultaneous interpretation from and into Arabic, Chinese, English, French, Russian and Spanish will be available for the first two days of the Symposium.

Presentations will be given in the language submitted by the speaker.

***Communication Facilities***

The ICAO Assembly Hall is equipped to offer Internet connectivity from each seat through a wireless network for attendees who bring their own portable computers equipped with 802.11b/g network cards. Electrical power is available at every seat. Several radio frequency access points have been installed in the Assembly Hall, enabling participants to access Internet facilities (including the ICAO-NET website and web-based e-mail) from their seat by means of a special wireless communications card.

Computer workstations configured with most of the Microsoft Office tools, and printers will be available on the first floor of the Conference Centre for participants who wish to access the Internet to use web-based e-mail services.

### ***Technical Support***

Technical support for the configuration of participants' portable computers will be provided by ICAO's Information Technology staff.

### ***Smoking***

Smoking is **not** permitted at ICAO Headquarters.

### ***Wireless internet access (WiFi)***

Access to a public wireless network is available throughout ICAO's facilities. Using the public wireless network, users with computer equipment compatible with WiFi 802.11b/g will get access to the Internet. Below are the specifications for ICAO's public wireless network:

**Protocol:** 802.11b/g  
**Speed:** 11 or 54 Mbps  
**DHCP:** Yes  
**ESSID:** Broadcasted, Intl. Civil Aviation Org. INET  
**Shared key:** Yes  
**Encryption:** None  
**Available:** Conference Block, all rooms and open areas  
**Services Available:** Public Internet access

Under normal circumstances, users of Windows 2000 and XP will not have to set any special configuration parameters. For technical assistance call extension 8248.

## **Ancillary Services Provided by ICAO**

### ***Lost and found***

Lost articles should be reported to the office of the Chief, Conference and Office Services Section, telephone extension 8227. Any articles found should be handed to the Security Desk.

### ***Medical services***

The Medical Consultant's office is located on the fourth floor, Room 4.25, telephone extension 8212. A nurse will be on duty at that location from 0830-1630 for the duration of the event. If an emergency occurs and if the nurse cannot be reached, the Social Security and Welfare Unit, also located on the fourth floor, Room 4.35.28, telephone extension 8236 or 8237, will take appropriate action to obtain medical assistance.

Participants seeking medical attention can obtain from their hotel management the location and telephone number of a doctor in their hotel or nearby.

The closest hospital to the ICAO premises is the McGill University Health Centre, telephone 514-934-1934. Most hospitals have an emergency service open 24 hours a day.

Ambulance service may be obtained through a doctor or Urgences-Santé, telephone 911.

### ***Telephone services***

The ICAO general telephone number is 514-954-8219.

Telephones for use within the Organization and for local calls in the Montréal area may be found on each level of the Conference Centre. When calling an extension within the Office Tower the four-digit extension may be dialled directly. When making a local call outside the building, “9” must be dialled before the outside number.

The internal telephones located in the Conference Centre cannot be used for direct long-distance calls. Long-distance calling cards may be purchased from the telephone operator on the fourth floor.

The use of cellular phones is prohibited in all conference rooms.

## **Other Services**

### ***Banking facilities***

The following banks are conveniently located near ICAO Headquarters:

**National Bank of Canada**  
600 de la Gauchetière ouest  
(514) 394-4385

**Royal Bank of Canada**  
1 Place Ville-Marie  
(514) 874-7222

**Canadian Imperial Bank of Commerce (CIBC)**  
1155 René-Lévesque ouest  
(514) 876-2323

**TD Canada Trust**  
500 Saint-Jacques ouest  
(514) 289-0799

### ***City bus and metro service***

Public transportation by bus and metro is operated as an integrated system within the city limits and transfers may be made at designated points. Individual tickets as well as one-day and three-day passes can be purchased in advance at metro stations (not on the bus). All buses are the “pay-as-you-enter” type with the exact fare demanded (no change is given) or a ticket/pass. Route and fare information may be obtained by calling **514-288-6287**.

### ***Newspapers and Magazines***

Indigo Bookstore, located at 1500 McGill College Avenue, off Sainte-Catherine Street, carries a wide range of international newspapers, magazines and other publications, including street maps.

The ICAO Library subscribes to major aviation- oriented magazines and periodicals. Participants are invited to avail themselves of the ICAO Library facility located in the lobby.

### ***Tourist information***

All major hotels provide tourist information on points of interest in Montreal and vicinity, excursions, cultural and sporting events and other activities.

Tourisme Québec, located at the Centre Infotouriste at 1001 Square Dorchester (between Peel and Metcalfe Streets, one street south of Sainte-Catherine Street) offers tourist information for Montreal as well as for the entire province. It can be reached at 514-873-2015 every day from 09:00 to 17:00 hours or via its website: <http://www.tourisme.gouv.qc.ca>.

### ***Transportation to Pierre Elliot-Trudeau International Airport (Dorval)***

Special bus service from major downtown hotels is available from 05:00 to 23:00 hours. Arrangements can be made and prices obtained through the hotel management.

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