
CHELSEA HOTEL RECEIVES THE 2016 ACCESSIBLE TOURISM AWARD Ontario Tourism Awards of Excellence

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TORONTO – The [Chelsea Hotel, Toronto](#) has been awarded the Tourism Industry Association of Ontario’s ‘Accessible Tourism Award’ at the annual Ontario Tourism Awards of Excellence Gala on Tuesday, Nov. 22 at The Westin Ottawa. The Tourism Industry Awards of Excellence are presented to organizations, businesses and individuals that represent the quality of outstanding offerings that make Ontario a world-class destination.

The Chelsea is committed to ensuring that persons with disabilities have access to the same information as all guests, consistent with the principles of dignity, independence, integration and equal opportunity. The Chelsea's innovation is best exemplified through its adoption of the *Closing the GAP* (Guest Accessibility Package) program; designed to enhance the hospitality experience for persons with disabilities, it provides guests of the Chelsea Hotel with amenities and information to assist persons with disabilities. The package helps minimize any potential accessibility barriers due to lack of communication and information. Designed by Accessibility Professionals of Ontario (APO), a full service accessibility consulting firm, the Chelsea Hotel was the first hotel in Ontario to implement the program.

“Helping people in our communities is not just a nice thing to do, it is an expression of what it means to be a Chelsea Hotel employee,” says Rob Housez, general manager, Chelsea Hotel, Toronto. “Our commitment to *Closing the Gap* is a natural extension of our Chelsea CARES program, which helps Toronto’s hospital community provide complimentary hotel rooms to families in need and includes a five year sponsorship of SickKids Foundation.”

AODA began legislation in 2005 that required all private sector organizations to meet their obligations under the Accessible Customer Service Standard. The second part of the legislation, the Integrated Accessibility Standard Regulation, addresses a variety of areas including accessible communication, transportation and involves a series of compliance deadlines. The *Closing the GAP* program is a simple way to bridge the ideals of accessible communications with advanced accessible customer service.

The Chelsea Hotel stands by their commitment to accessibility. The GAP Program and Accessible Guest Service Training ensures that the hotel provides top level service to its visitors with disabilities, creating a positive narrative of accessibility in Toronto, and highlighting accessible attractions, restaurants and shopping experiences in Toronto that are dedicated to an accessible Ontario.

For more information about the Chelsea Hotel, Toronto, please visit www.chelseatoronto.com or call 1-800-CHELSEA (243-5732). Follow us on [Facebook](#), [Twitter](#) and [YouTube](#).

About the Chelsea Hotel, Toronto

As Canada's largest hotel with 1,590 guest rooms, the Chelsea Hotel, Toronto, is centrally located and just steps from the city's best shopping districts, world-class theatres, vibrant nightlife and exciting attractions. A full-service urban resort, the Chelsea Hotel has room types to suit everyone and the hotel offers three restaurants, separate adult and family recreation areas and pools – including the "Corkscrew" - downtown Toronto's only indoor waterslide. As a premier family destination, the hotel offers a full range of services including the Family Fun Zone, Kid Centre and Club 33 Teen Lounge. The Chelsea Hotel, Toronto is an independent property as part of the [Langham Hospitality Group's](#) international portfolio of hotels and resorts. For more information about the Chelsea Hotel, Toronto, please log on to www.chelseatoronto.com

