CHELSEA Hotel
TORONTO

Event Guest Accessibility Package
Table of Contents
Event Guest Accessibility Package ................................................. 1
Introduction to the GAP (Guest Accessibility Package) Program ........ 1
Accessible Customer Service Policies, Practices and Procedures .......... 4
Safety and Security ........................................................................ 9
Emergency Evacuation Procedures ............................................... 9
Fire Alarms .................................................................................. 9
Fire Alarm Accessibility Devices .................................................. 9
Power Failure ............................................................................... 9
Accessible Washroom Directory .................................................. 11
Main Floor ................................................................................... 11
Second floor ................................................................................ 11
Third Floor ................................................................................... 12
Deck 27 ....................................................................................... 13
Hotel Amenities that may NOT be Accessible ................................. 15
Accessible Devices and Services Available for Hotel Guests ........... 17
Autism Guest Services .................................................................. 17
Written Description and Directions for Orientation ....................... 19
Lobby and Building Access ............................................................ 19
   Gerrard Street: ....................................................................... 19
   Bay Street: Main Entrance: ..................................................... 19
   Elm Street: .......................................................................... 19
   Yonge Street: ...................................................................... 19
Description of Lobby ...................................................................... 20
Concierge and Reception Desks ..................................................... 20
Yonge Street Entrance Corridor .................................................... 21
   Elevators ............................................................................. 22
   Blue Elevators ..................................................................... 22
   Red Elevators ..................................................................... 22
   Green Elevators ................................................................... 22
Restaurants and Lounges ............................................................... 22
Market Garden .................................................................................. 22
T|Bar ....................................................................................... 23
Monarch’s Pub.............................................................................. 23
Other Services in Lobby.................................................................. 23
EPoints Centre............................................................................ 23
1865 Loyalty Program Desk......................................................... 23
Public Restrooms .......................................................................... 23
   Men’s Washroom Market Garden............................................... 23
   Women’s Washroom Market Garden.......................................... 24
   Monarch’s Pub Men’s Washroom.............................................. 24
   Monarchs Pub Women’s Washroom......................................... 24
   2nd Floor Banquet Hall Men’s Washroom (Near Mountbatten Room)......................................................... 25
   2nd Floor Banquet Hall Women’s Washroom (Near Mountbatten Room)...................................................... 25
Third Floor Meeting Room Area................................................ 25
   Washroom Access.................................................................. 25
   3rd Floor Men’s Washroom (East of Wren Room).................... 26
   3rd Floor Women’s Washroom (East of Wren Room)................ 26
   3rd Floor Men’s Washroom (north of red elevator Bank)......... 26
   3rd Floor Women’s Washroom (north of red elevator bank)..... 27
Deck 27 ...................................................................................... 27
   Deck 27 Men’s Washroom..................................................... 27
   Deck 27 Women’s Washroom................................................. 28
Accessible Washroom .................................................................. 28
Description of Universal Accessible Washroom.......................... 28
Restaurants ................................................................................... 29
Associations Serving Persons with Disabilities.............................. 31
Transportation ............................................................................ 33
TTC (Toronto Transit Commission)............................................ 33
   College Station:.................................................................... 33
   Dundas Station:.................................................................... 34
   Additional Information.......................................................... 35
   Wheel-Trans.......................................................................... 36
Go Transit .................................................................................... 37
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternative Accessible Transportation</td>
<td>37</td>
</tr>
<tr>
<td>Diamond Taxi</td>
<td>38</td>
</tr>
<tr>
<td>Directory of Area Hospitals and Healthcare Facilities</td>
<td>39</td>
</tr>
<tr>
<td>Service Animal and Pet Relief Areas</td>
<td>41</td>
</tr>
<tr>
<td>Directory of Veterinary Services</td>
<td>41</td>
</tr>
<tr>
<td>Accessibility Feedback</td>
<td>43</td>
</tr>
<tr>
<td>Sustainability</td>
<td>43</td>
</tr>
</tbody>
</table>
Welcome to the Chelsea Hotel Toronto! Located in the heart of downtown Toronto, we're just moments away from world-class theatre, vibrant nightlife, fabulous restaurants, amazing attractions and much more.

We're pleased to offer a variety of services and facilities and we are committed to ensuring that we serve our guests with disabilities in the same manner as all guests - consistent with the principles of independence, dignity, integration and equal opportunity.

The following pages provide detailed information about the Chelsea Hotel and our commitment to enable all of our guests to access our hotel information in alternate formats whenever possible.

Should you require additional information about our services or facilities, or about your safety while you are our guest, please do not hesitate to contact Guest Services at 78946.

Wishing you a most enjoyable stay!

Josef Ebner Regional Vice President & Managing Director

Introduction to the GAP (Guest Accessibility Package) Program

Closing the GAP is a program for hotel guests with disabilities, developed by Accessibility Professionals of Ontario. GAP stands for Guest Accessibility Package. The GAP encompasses information about the hotel, its amenities and surroundings in a way that speaks to persons with disabilities.

This package is available in a variety of formats, including print, braille, large print and electronic text. If you have any questions or concerns regarding the contents or format of this information package, please provide feedback directly to Accessibility Professionals of Ontario by phone at (647) 477-8745, or by email at info@accesspros.ca.

On behalf of The Chelsea Hotel Toronto, we welcome you and wish you a pleasant visit. Please read below to discover what you will find as we attempt to Close the GAP.
This package is divided into sections to allow for simple navigation. The items marked with a * are available electronically and in braille only, as they apply to individuals who cannot access printed material, or who have difficulty doing so. You may request alternative formats of this package at any time by contacting Guest Services at the Front Desk.

This package contains:

- The Chelsea’s commitment to accessibility and official Accessible Customer Service Policies and Procedures
- Emergency and evacuation information
- *Written descriptions and directions of the hotel layout
- Overall accessibility, including details on amenities and alternatives, and a list of assistive devices and services available for hotel guests
- *A Banquet Facility menu
- An external directory of local chapters of associations who serve and support people with disabilities
- Information about local attractions and their levels of accessibility
- A directory of hospitals, veterinarians and healthcare services in the area
- Local transportation information and accessibility, including TTC, Go Transit and taxi, tour and limousine services
- An accessible feedback process
Accessible Customer Service Policies, Practices and Procedures

1. Our commitment

The Chelsea Hotel Toronto is committed to ensuring that we serve guests with disabilities in the same manner as all guests - consistent with the principles of independence, dignity, integration and equal opportunity.

2. Providing goods and service to people with disabilities

Chelsea Toronto is committed to excellence in serving all customers including people with disabilities. We will carry out our functions and responsibilities in the following areas:

- Implement policies, practices and procedures to service guests with disabilities.
- Use best possible efforts to ensure that our policies, practices, and procedures are consistent with the core principles of independence, dignity, integration and equal opportunity.
- Ensure training is ongoing and that these policies, practices and procedures with respect to serving guests with disabilities are trained during employee orientation.

3. Communication

Any communication between The Chelsea Hotel Toronto and their customers or the public will be conducted in a manner that takes into account an individual's disability. An understanding shall be reached on how it is best to communicate with a person with a disability on a case by case basis. This may include, but will not be limited to, the following methods:

Verbal communication
Written communication
Digital communication (e-mail or text)
Hand gestures

Telephone Communication

The team at The Chelsea Hotel Toronto is committed to providing accessible telephone communication. This will be done through training in Accessible Customer Service, and the management and staff are expected to communicate with all customers by speaking clearly, directly and using plain language. When available and appropriate, technological aides will be used to assist with communication. When clear and precise communication over the telephone is not possible, alternative arrangements will be made.

We will train all employees who communicate with customers on how to interact and communicate with people with various types of disabilities.

4. Assistive devices

We are committed to serving people with disabilities who may use assistive devices to obtain, use, or benefit from our goods and services. At no time will anyone using an
assistive device be denied access to their device while using the facilities of the Chelsea Hotel Toronto, unless there is a pre-existing law prohibiting the use of the device. We will also ensure that our team members that would supply the following assistive devices to our guests to use while staying with us are trained on the use and operation of the devices. These devices are available on a first come, first serve basis. The following list of assistive devices will be available for use at The Chelsea Hotel.

- Anti Slip Rubber mat
- Bath Bench – Back rest a minimum
- Raised toilet seat
- TTY phone
- Hearing loop induction system at Front Desk, and available at restaurants upon request
- Door Knockers
- Bed Shakers
- Braille menus
- Wheelchair – self propelled and folding

5. Use of service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal in all areas of our Hotel that are open to the public except where the animal is otherwise excluded by law. In these instances, appropriate alternatives will be offered. We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

6. Support persons

We are committed to welcoming people with disabilities who are accompanied by a support person. If a guest with a disability is accompanied by a support person we will ensure that the guest has access to the support person at all times while on the premises.

In situations where confidential information might be discussed, consent will be obtained from the guest, prior to any conversation.

When a person with a disability is accompanied by a support person they will not pay an additional person charge when staying in the same room. (Single occupancy rate) When a person with a disability is accompanied by a support person and we do not have an accessible room available to accommodate them (i.e. room with 2 beds or sold out accessible room with 2 beds) we will offer the second room at a special support person’s rate. If the room with one bed can fit a cot, and the person with the disability agrees, the cot will be complimentary. Support persons who are staying in their own room are responsible to pay full price for any incidental charges. Guests will be informed of this while making a reservation.

7. Notice of temporary disruption

We will provide guests with notice in the event of a planned or unexpected disruption in our hotel as it relates to facilities or services. This notice will include information about
the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

When we are aware of the disruption we will communicate the disruption in the following ways:

1. Chelsea Standard Disruption Signage
   • This signage will be posted at the point of disruption such as; on the elevator or washroom door
   • At the main entrance and/or the nearest accessible entrance to the service disruption

2. Contacting in-house guests and advising them of the disruption and alternatives available
   • If a guest provides us with their mobile number, we will be able to contact them to inform them of the disruption.

3. Contacting Guests with reservations during the time of the service disruption

8. Training

The Chelsea Hotel Toronto is committed to providing training on how to serve guests with disabilities to team members, and anyone else who interacts with the public, or develops policies, practices, and procedures on behalf of the hotel.

This training will be provided for all employees of the Chelsea Hotel Toronto in the province of Ontario by the compliance deadline of January 1, 2012. All new colleagues hired after the compliance deadline will be trained within 90 days of hire as part of our standardized on boarding process. We will ensure that third party representatives have acknowledged the training requirements of the legislation. Training will include the following:

• The purposes of the accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
• The Chelsea Toronto’s Serving Guest with Disabilities Policy which includes:
  ➢ How to interact and communicate with people with various types of disabilities.
  ➢ How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
  ➢ How to use the various types of assistive devices available for use at The Chelsea Hotel Toronto.
  ➢ What to do if a person with a disability is having difficulty accessing any of the goods and services offered by The Chelsea Hotel Toronto.
  ➢ The Chelsea Hotel Toronto’s policies, practices and procedures relating to The Accessible Customer Service Standard.
• Colleagues will be trained on policies, practices and procedures as it pertains to their specific roles and responsibilities and will be updated as necessary.
9. Feedback process

The ultimate goal of The Chelsea Hotel Toronto is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding your stay and our services to guests with disabilities can be made in the following ways:

- Face to face with any team member or manager
- By telephone with any team member or manager
- Email Comments
  - Guests can provide feedback by emailing: cstor.comments@chelseatoronto.com
- Letter Correspondence
  - Guests are welcome to send us their feedback by mail, memory stick or diskette
- Experience Surveys & Online reviews

All guests who have submitted feedback using the above mention methods will receive a response and/or acknowledgement from the hotel's Guest relations team within 24 hours of receiving the feedback.

We will communicate to guests with disabilities using their preferred method of communication if this information has been provided to us, or in the method that is most appropriate taking the specific disability into consideration.

Questions about this policy

The Chelsea Hotel Toronto is committed to ensuring that we provide our services in a way that respects the dignity and independence of people with disabilities, we welcome feedback at any time.

Questions regarding this Accessible Customer Service policy should be directed to the Director of Rooms at The Chelsea Toronto.

Appropriate documentation, including policies, standards and procedures are available upon request.
Safety and Security

Please ensure that you are registered with the front desk as a person who may require assistance during an emergency or evacuation.

Emergency Evacuation Procedures

The Chelsea Hotel Toronto is committed to ensuring the safety of every guest inside the hotel with and without disabilities. We ensure our hotel staff are fully equipped and trained on policies, practices and procedures as it pertains to their specific roles and responsibilities in any emergency. All of our Security team are fully trained in First Aid, CPR and AED (Automated Defibrillator). Below is our procedure for handling emergencies for our guests with disabilities.

Fire Alarms

When the Chelsea is made aware of a group reservation involving people with disabilities, we contact the Toronto Fire Department 3 days prior to the group’s arrival to make them aware of the potential for special assistance requirements. In the event the Toronto Fire Department needs to be contacted, their response time is approximately 5 minutes from the time the call is placed.

The Chelsea Hotel prints a guest list sorted by room number and one sorted alphabetically by name, along with an accompanying list identifying guests with disabilities and the nature of accommodations that may be required in the event of an emergency or evacuation procedure. We update these lists every 8 hours.

During a fire alarm, a designated hotel staff member will call each guest on the accessibility list. They will inform the guest of the details on the alarm situation and inquire as to the guest’s well-being. For the guests who are on the designated evacuation floors the staff member will inform the guest where to locate the nearest emergency exit and inquire if he/she needs assistance to safely evacuate the building. Should the guest require assistance, the team member will then contact Security.

Fire Alarm Accessibility Devices

The Chelsea hotel is equipped with strobe lights in the hallways and inside designated guestrooms, which automatically activate with the fire alarm. All of the Chelsea Hotel’s elevators have the ability to be easily placed on service to assist our guests with disabilities.

Power Failure

In the event of a power failure, The Chelsea Hotel Toronto is equipped with emergency lighting in stairwells, corridors and hallways. The Chelsea has 2 generators that will supply power to designated emergency elevators. A hotel staff member will contact each guest on the accessibility list to inform them of the situation and ask if any assistance is required. If assistance is required Security will then be contacted.
In Case of Fire: REMAIN CALM.

Upon discovery of fire, SOUND (PULL) FIRE ALARM. Leave the building via nearest exit.

If fire alarm is activated, and the signal is intermittent, stand-by and prepare to leave the building. Please stop and listen for instructions. Guests on the affected floor and the floor above and below are required to vacate the hotel by means of the nearest emergency exit. All other areas in the hotel may stand by until our investigation is complete. If you are in a guest room, please check the emergency exit as indicated on the guest room door. The elevators will NOT be operational during the alarm, do not attempt to use.

If the signal is continuous, leave the building via the nearest exit. All guests and employees will be required to evacuate the hotel by means of the nearest emergency exit.

In Case of Emergency: Should you have an emergency, please dial extension 7299 from your guest room or meeting room phone.
Accessible Washroom Directory

The Chelsea has a wide variety of public washrooms located throughout the hotel. Each set have their own strengths and weaknesses when it comes to accessibility. At this time, there are no power door options for any of the washrooms, and this issue is high on the priority list for improvement in the near future. There is one universal accessible washroom located in the Fitness Centre on Deck 27. The following are a list of the public washrooms, their locations and levels of accessibility.

Main Floor

Monarchs Pub Restrooms
Both the men’s and the women’s washrooms are partially accessible. There are no automatic doors, and each has just 1 accessible cubicle. The door has a width of 736 mm (29”) when open.

The cubicle itself is 1470 MM (58”) deep and 1675 MM (66”) wide, so the turning radius is decent. There are grab bars located at the side and the rear of the toilet, and there is a coat hook in the cubicle. The toilet seat is slightly lower than a standard accessible height. The toilets are equipped with lever-style flush systems.

The sinks all have automatic faucets and pump-style soap dispensers just beside the taps. The hand dryers are activated by a sensor, and paper towels and garbage receptacles are reachable. The women’s washroom generally has paper towels in a basket on the vanity as well.

Market Garden Restrooms
Both the women’s and the men’s washrooms are partially accessible. There is no automatic door system and only 1 accessible cubicle in each washroom. In the open position, the washroom door has a clear space of 775 MM (30.5”), which is slightly wider than the facilities near Monarchs Pub.

The accessible cubicle measures 1905 MM (75”) deep and 1140 MM (45”) wide, so one could experience difficulty manoeuvring, especially if they are using a larger mobility device. There are adequate grab bars located at the sides and back of the toilet.

The knee clearance at the vanity and sinks is acceptable. The faucets are lever-style and the soap dispensers are counter top pumps on the right of each sink. One-handed or closed fist operation is possible.

The hand dryers are sensor-activated and paper towels, garbage cans and sanitary napkin dispensers are fairly reachable. The women’s washroom usually has paper towels in a basket on the vanity as well.

Second floor

Outside the Mountbatten Room
These are the largest public washrooms available in the hotel, and are also the most accessible of the washrooms available 24 hours. There are no automatic door systems, and a 90 degree turn is required upon entry, which can be executed without too much
difficulty using any standard mobility device. The door opening is 850 MM (33.5"), and the interior door is often secured in the open position.

There are two accessible cubicles in the women’s washroom, and one in the men’s. There are no lowered urinals in the men’s room. The accessible cubicles measure 1350 MM (53") deep and 1524 MM (60") wide, making the turning radius decent. There are adequate grab bars at the side and back of the toilet, and there is sufficient space for transfer. The flush is a standard lever-style and can be operated with one hand or a closed fist. At present, there are no lids on the toilets, and so the pipe cisterns are exposed.

The knee clearance at the vanity and sinks is 735 MM (29") and all faucets are automatic. The soap is a counter top pump just to the right of each faucet, and is easily operable with one hand or a closed fist.

There are automatic hand dryers here, and all paper towel dispensers, garbage receptacles and feminine napkin dispensers are reachable.

**Third Floor**

**Washrooms east of Wren Room**

These facilities are much smaller than the ones on the second floor, but both can be considered partially accessible. There is no automatic door system here, but the vestibule is straight, the doors swing easily and measure approximately 850 MM (33.5") when fully open.

There is one accessible cubicle in each washroom with adequate grab bars, and transfer is possible using any standard size mobility device. The flush is a lever-style and can be operated with one hand or a closed fist. At present, there are no lids on the toilets and so the pipe cisterns are exposed. The lone urinal in the men’s washroom is mounted at standard height.

There is acceptable knee clearance at the vanity and sinks. The faucets are automatic and the soap is a counter top pump located just to the right of each faucet.

All paper towel dispensers, garbage receptacles and feminine napkin dispensers are reachable.

**Washrooms north of Red Elevator Bank**

Although there is a proper ramp leading to these washrooms, the interior of these facilities is quite confined, and it is recommended that the larger third floor washrooms be used. There are no automatic door systems and the entranceways are fairly narrow.

There are no accessible cubicles in these washrooms, and all fixtures are standard height.

The faucets are automatic and the soap is a counter top pump just to the right of each faucet.

Paper towels, feminine napkin dispensers and garbage receptacles are fairly reachable.
Washrooms outside Fitness Centre
These washrooms are accessed only by swiping your room key. There is one accessible cubicle in each, but the entranceways are narrow and routes of travel are tight. It is recommended that people using mobility devices enter the Fitness Centre and utilize the universal accessible washroom located down the hall past the free weights area.

The accessible cubicles in these washrooms are also small and transfer could be difficult for most people using mobility devices. There are grab bars in the correct positions. The urinal in the men’s washroom is mounted at standard height. The toilet flush is a lever-style. At present, the toilets do not have backrests and so the pipe cisterns are exposed.

The faucets are automatic, and the soap is a counter top pump located to the right of each faucet.

There are no hand dryers here. All paper towels, feminine napkin dispensers and garbage receptacles are generally reachable.

Universal Accessible Washroom inside Fitness Centre
It is recommended that anyone using a mobility device needing a washroom on Deck 27 utilize the washroom inside the Fitness Centre. It is necessary to swipe your room key in order to access the Fitness Centre. To find the washroom, enter the Fitness Centre and turn left down the hallway. The washroom is on your right after you pass the free weights area.

The door to the washroom is not automatic, but it is not self-closing, has a lever-style handle and is easy to operate. The lock is a push button on the inside.

There is an adequate grab bar system at the toilet and sufficient room for transfer. The single sink has large paddle taps for hot and cold. The soap dispenser is mounted on the wall within easy reach of the sink.

The paper towels and stand alone garbage can are easily accessible.

Fitness Centre Changing Rooms
These changing rooms are not considered accessible for people using mobility devices. There are no automatic door systems and in some areas, the routes of travel are extremely tight. For washroom facilities, it is recommended that people using mobility devices access the universal washroom in the hallway just beyond the free weights area.

All shower stalls have sills and no accessible bench seating. Shower heads and controls are all at standard height

There are no accessible washroom cubicles in the changing rooms and knee clearance at the vanities and sinks is not considered adequate for a mobility device.
Hotel Amenities that may NOT be Accessible

While The Chelsea Hotel Toronto is proudly striving to create a space that is inclusive to persons with disabilities, the main infrastructure was built in 1975, and there are some areas of the hotel that are not accessible. In those instances we have done our best to try to accommodate our guests by creating partnerships with local organizations so that they may provide the desired service or amenity in a fully accessible manner.

Pool and Fitness Centre
The pool and Fitness Centre cannot be considered accessible as the pool does not have a lift and most of the fitness machines would not be able to accommodate a person using a mobility device. At this time, the change rooms cannot be considered accessible.

The Chelsea is please to be able to offer our guests the ability to visit the nearby YMCA facilities to utilize their fully accessible pool and fitness machines. Please call the Concierge at extension 7359 to arrange a visit.

2nd Floor Meeting Rooms and Family Fun Zone
For anyone utilizing a mobility device, the Family Fun Zone, and the Stevenson and Seymour meeting rooms, can only be accessed via the Red elevators. All other meeting facilities on the second floor may be accessed from the Green or Blue elevator banks.

The Family Fun Zone cannot be considered accessible as the pool does not have a lift and most of the Fun Zone activity areas would not be able to accommodate a person using a mobility device. The change rooms are not accessible at this time.

Individuals with scent allergies may want to avoid this area as there is a strong chlorine odour present throughout.

Second Floor Administrative and Sales Offices
The 2nd floor administrative and sales offices can only be accessed by a person using a mobility device from the Green or Blue elevators.

EClub 27th Floor
The EClub is partially accessible for persons using a mobility device. The upper level is accessible from the main hall on Deck 27. The lower level can only be accessed by people using mobility devices via the Fitness Centre. Please note that staff assistance would be required to access the door between the Fitness Centre and the lower level of the EClub.

The public washrooms on the 27th floor are not accessible for a person using a mobility device. It is recommended that those who require an accessible washroom facility to use the universal accessible washroom located in the Fitness Centre. You will need to swipe your room key in order to access the Fitness Centre area.
Accessible Devices and Services Available for Hotel Event Guests
For the following assistive devices please contact Telecommunications

- Portable Hearing Loop Induction System
- Phone Amplifier
- TTY Communication Device

For the following assistive device please call Security
- Self propelled wheelchair

Please Note: Hearing loop induction systems are also available at the Reception and Concierge Desks, as well as throughout the lobby and restaurant areas if requested.

For rentals or servicing of mobility devices, please contact:

Mobility Unlimited
Phone: (416) 778-9586
Toll Free: (877) 778-9586
Address: 388 Carlaw Avenue, Unit 100
http://www.mobilityunlimited.ca

Device pick up, drop off and mobile servicing is available
Hours subject to change seasonally
Please call to arrange a visit or inquire about rentals

For rentals of mobility devices:

Vital Mobility
Phone: (647) 430-7176
Addresses: 130 Bass Pro Mills in Vaughan, and 3509 Bathurst Street, near Lawrence
http://www.vitalmobility.ca
Hours: Monday-Friday, 9:00 to 5:00, Saturday 10 AM – 2:00 PM
Rentals of many devices available by the week or month, some scooters available by the day
Pick up and drop off available for a fee within the city
Call for pricing

Autism Guest Services
The Chelsea Hotel Toronto, Accessibility Professionals of Ontario and Kerry’s Place Autism Services have worked together to develop the first Guests with Autism Comfort Package. This package includes social scripts to help with the understanding of the working of the hotel and its amenities; and “Fidget Kits” to help with sensory issues that affect some individuals with Autism. Please call the Concierge Desk at extension 7359 for more information.

Please Note: Due to the nature of Autism Spectrum Disorder, the package may not be suitable for everyone. We hope that the package will both increase awareness, and
provide some relief to those that need it, making our guest’s stay with us as enjoyable as possible.
Written Description and Directions for Orientation

Lobby and Building Access

The Chelsea Hotel is located at 33 Gerrard Street West. It is bordered by Gerrard Street and Elm Street to the north and south respectively, Yonge Street to the east and Bay Street to the west. There are four access points to the hotel from each of the four border streets.

Caution: During the Winter, there will likely be temporary mats inside the vestibules and in the lobby area. There are also permanent mats affixed to the sidewalks and walkways directly outside some exterior entrance doors. Please travel with caution to avoid tripping hazards.

Gerrard Street:
Exit Facing: North
Enter Facing: South
Vehicle drop-off access: Yes
Curb Cut: Yes
Power Door Operator: Yes
Doors: Revolving and swing
Attended by Staff: No
Gradient: Level access
Vestibule: Yes

Bay Street: Main Entrance:
Exit Facing: West
Enter Facing: East
Vehicle drop-off access: Yes
Curb Cut: Yes
Power Door Operator: Yes
Doors: Revolving and swing
Attended by Staff: Yes
Gradient: Level access
Vestibule: Yes

Elm Street:
Exit Facing: South
Enter Facing: North
Vehicle drop-off access: No
Curb Cut: No, bi-directional walkway
Power Door Operator: Yes
Doors: Swing
Attended by Staff: No
Gradient: Level entry with significant grade on approach
Vestibule: Yes

Yonge Street:
Exit Facing: East
Enter Facing: West
Vehicle drop-off access: Yes
Curb Cut: Yes
Power Door Operator: Yes
Doors: Swing
Attended by Staff: No
Gradient: Three stairs to landing area
Vestibule: Yes

Description of Lobby

The lobby of the Chelsea Hotel is large and often quite busy. Besides the Reception and Concierge Desks, patrons have access to the following amenities and services in the hotel lobby:

Two waiting areas near the Gerrard and Bay Street entrances, as well as additional seating near the Reception Desk and Red elevator bank
Two sets of public restrooms
Three elevator banks (Red, Green and Blue)
Two parking elevators (North and South)
The Market Garden and ExpressO Coffee Bar
Two bar/lounge areas (Monarch’s Pub and the T|Bar)
EPoints computer stations and photocopier
One large meeting room (Gerrard Room) and a banquet/meeting room (BB33)
The 1865 check-in desk for loyalty program members
An automatic banking machine (ABM)
And a gift shop

Concierge and Reception Desks

In order to make this description as simple as possible, we have identified the Concierge Desk as the central point of reference. The Concierge Desk is located near the queuing guides for the Reception Desk. If you were standing facing the far right-hand check-in station, (southern most point), the Concierge Desk would be directly behind you approximately 15 feet.

The Reception Desk runs from north to south, the north end being closest to the Gerrard Street entrance. It is approachable from the west side.

The Concierge Desk is approachable from the north, east and west. Directly west of the Concierge Desk is the main route of travel in this area, which runs north and south, and is approximately 30 feet wide.

From just inside the Gerrard Street entrance, you would travel south approximately 65 feet and find the queuing guides for check-in on your left. Veering slightly right at this point will take you to the Concierge Desk. The northern-most check-in station begins at approximately 35 feet south from the Gerrard Street entrance, directly to the east.

To locate the Concierge Desk from the Bay Street entrance, pass through the vestibule and orient yourself to 10:00 on the clock face. You should now be pointing in a north-easterly direction. Proceed for approximately 70 feet and you will be in the area just west
of the Concierge. Turn approximately 45 degrees to the right and you will find the desk. If you find the queuing guides for the check-in area, you are too far north and need to head right to the Concierge.

If you walk straight in from the Bay Street entrance, you will encounter a carpeted seating area with large chairs and coffee tables etc. If you are heading for the Concierge, you need to pass this area on your right.

To find the Concierge from the Elm Street entrance, pass through the vestibule and orient yourself in a 1:00 direction on the clock face. Proceed approximately 100 feet and you will be on the western side of the Concierge Desk. You will hear the Market Garden serving area on your right as you go. If you encounter the carpeted seating area on your way, you are pointed too far right. If you encounter the queuing guides for the check-in area, you have gone too far and you need to turn right to find the Concierge.

To locate the Concierge Desk from the Yonge Street entrance, proceed through the vestibule and continue straight west. After approximately 75 feet, turn 90 degrees to the right and walk another 15 feet. You should now be in between the east side of the Concierge Desk, and just west of the Reception Desk.

Note: There is a U-shaped driveway outside the Yonge Street entrance, at the bottom of the three stairs. The hotel is at the bottom of the U, with the open ends at Yonge Street. To travel safely from the hotel to Yonge Street, or vice versa, you can access a sidewalk on either side of the U and proceed directly east to the street, or west to the hotel entrance.

**Yonge Street Entrance Corridor**

When you enter the Yonge Street entrance, the Essentials Gift Shop is immediately on the right approximately 10 feet inside the inner doors. There is a TD Bank Automated Banking Machine, with speech output via an audio headphone jack just above the card slot, directly across from the Gift Shop entrance, on the south side of the route of travel. This area is a wide corridor running from east to west. The Market Garden seating area is on the south side of the corridor, while there are public washrooms on the north side beyond the entrance to the Essentials Gift Shop.

The Market Garden area men’s public restroom is 40 feet west of the Yonge Street entrance on the north side of the corridor.

The Market Garden area women’s public restroom is 20 feet west of the Yonge Street entrance, on the north side of the route of travel.

Note: All washroom signage throughout the hotel is located in the centre of the outer restroom door. They have all been augmented with braille labels until proper accessible signage is installed.

The entrance to The Market Garden seating area is on the south side of the corridor, straight across from the point directly in between the two restrooms. It is located 30 feet west of the Yonge Street entrance.
Elevators

Blue Elevators
4 cabs servicing floors – Ground, 2, 16 thru 26

- Elevator cabs are situated with two pairs of cabs across from each other
- Call buttons are located midway between the 1st and 2nd cab doors on both sides of the elevator landing area on all floors

To find the Blue Elevator Bank, locate the Concierge Desk and square off from the west side of the desk. Travel approximately 33 feet directly west and you will be in the centre of the Blue Elevator Bank with cabs on either side of you.

Red Elevators
3 cabs servicing floors – Ground, 2, 3, 5 thru 9 and 25

- Elevator cabs are located three in a row on the west wall across from the northern end of the Check-In/Reception Desk
- Call buttons on the ground floor are located on the left-hand side of the elevator doors on both the middle and right side cabs. The call button on every other floor is located on the left-hand side of the elevator door of the middle cab

To find the Red Elevator Bank, square off from the north side of the Concierge Desk, facing the Gerrard Street Entrance. Adjust slightly to the left, pointing to approximately 11:00 on the clock face. Travel 45 feet and the elevator bank is on your left. You may also orient yourself from the northern end of the Reception Counter and proceed directly west to find the Red Elevators.

Green Elevators
3 cabs servicing floors – Ground, 2, 4, 10 thru 15 and 26

- Elevator cabs are located three in a row on the east wall of the alcove near the entrance to the BB33 Room
- Call buttons on the ground floor are located on the right-hand side of the elevator doors on both the left side and middle cabs. The call button on every other floor is located on the right-hand side of the elevator door of the middle cab

To find the Green Elevator Bank, square off from the west side of the Concierge Desk, looking at the Blue Elevators. Travel approximately 20 feet west, and then turn directly north before reaching the Blue Elevator Bank. Travel north approximately 50 feet and the Green Elevator Bank will be on your right.

Restaurants and Lounges

Market Garden
To find the entrance to the food area of The Market Garden, proceed 20 feet or so into the route of travel on the west side of the Concierge desk. Turn 90 degrees to the left, (south), and proceed approximately 65 feet. The entrance will then be on your left.
T|Bar
To find the entrance to the T|Bar, locate the entrance to The Market Garden food serving area, south of the west side of the Concierge Desk on the left. Square off from this entrance and orient yourself in a 10:00 direction on the clock face, or west and slightly south. Proceed across the route of travel until you find the entrance to the lounge.

Monarch’s Pub
On the north side of the Reception Counter, there is a hallway running east. At the end of the hallway, or just over 40 feet, you will encounter the entrance to the Monarch’s Pub straight ahead. If you reach the doors of the Monarch’s Pub and turn right, you will enter a short hallway leading to another set of public restrooms. Alternatively, once you are in the hallway, just past the Reception Counter, you can trail the wall on the right-hand side until you reach the corner. Follow the corner to the right and you will find the restrooms.

Other Services in Lobby

EPoints Centre
To find the computer stations at the EPoints area, square off from the north side of the Concierge Desk. Travel approximately 25 feet and turn left. The computer stations are located on the west side of the main lobby area. There is a wall separating the EPoints area from the rest of the lobby. If you are seated at the computer stations, you are looking east. The printer is to the left of the far left computer station, or the northern-most.

1865 Loyalty Program Desk
1865 is our way of saying thank-you for the loyalty you show to our brands. Bringing you exclusive benefits and recognition, we ensure your stay with us is especially comfortable and uniquely memorable.

The 1865 Loyalty Program Desk is located 32 feet due east of the Gerrard Street entrance. If you enter the hotel from Gerrard Street, turn 90 degrees to the left and walk straight approximately 32 feet to the counter.

Note: For assistance with the photocopy station or safety deposit box room, please visit the Concierge Desk.

Public Restrooms

Note: All washroom signage is located in the centre of the outer door, and has been augmented with braille until proper accessible signage is installed.

Men’s Washroom Market Garden

Vestibule entry with inner and outer door
10 feet to first urinal on left, 3 urinals total, all standard height with no privacy screens
Two stalls on right, accessible stall is the far one
Toilets flush automatically with sensor activation
4 sinks on right immediately upon entry with lever-style faucets
Soap dispensers are counter-top pumps on right-hand side of each sink
On far right side of vanity is an automatic hand dryer

Women's Washroom Market Garden

Vestibule requiring a 90 degree turn to the left, interior door may be fixed in open position
Foyer area with a makeup counter straight ahead
Turn right to enter the main washroom area
4 sinks on the left with lever-style faucets
Soap dispensers are counter-top pumps on right-hand side of each sink
Paper towels should be located in a basket on the vanity counter at far right end if facing the vanity
Garbage can is a small plastic stand-alone container on the floor right below the paper towels, just in front of the vanity
Auto hand dryers on walls at either end of the vanity just in front of the counter at standard height
Just to the right of the hand dryer on the far right end of the vanity is the feminine napkin dispenser
Continuing past the sinks, 6 stalls in total, accessible stall at far end of room
Toilets flush automatically with sensor activation

Monarch's Pub Men's Washroom

Vestibule upon entry with inner and outer doors
After approximately 3 feet, turn right to find a pair of sinks on the right with automatic faucets
Soap dispensers are counter top pumps on the right side of each sink
Automatic hand dryer on wall directly across from the left side of vanity if you are looking at the counter
Squaring off from the middle of the vanity, you will find the entrance to the toilet area
2 stalls on the left side with accessible stall at the far end
3 urinals mounted at standard height on the right side, with automatic flush but no privacy screens
Toilets are lever-style flush
Paper towels and garbage can are mounted on the wall immediately in front of the inner door of the restroom

Monarchs Pub Women's Washroom

90 degree turn to the right required upon entry
Once inside, there is an open, carpeted area to the left, with chairs, makeup counter and mirror
The main washroom is to the right and is a tiled floor surface
Inside the main washroom area, 3 sinks on the right-hand side with automatic faucets
Soap dispensers are counter top pumps on the right side of each sink
Paper towels should be located in a basket on the far left end of the vanity when facing
Garbage can is a small plastic stand-alone container on the floor right below the paper towels, just in front of the vanity
At the far end of the washroom is the automatic hand dryer, with sanitary napkin dispenser immediately to the left. Directly across from the sinks are 4 stalls, with the accessible cubicle at the far end of the room. Toilets are lever-style flush.

2nd Floor Banquet Hall Men’s Washroom (Near Mountbatten Room)

Vestibule entry with inner and outer door, requiring a 90 degree turn to the right. 7 sinks with automatic faucets are directly across from the entry door. Soap dispensers are counter top pumps on the right side of all sinks. Paper towels and garbage receptacle are on the wall at the left side of the vanity, just in front of the counter, if you are looking at the sinks. 2 automatic hand dryers across from the right-hand side of the vanity if you are looking at the sinks (Note: you may find it easier to trail the wall from the right-hand side of the vanity to find the dryers, as the corners at this end of the room are not 90 degrees). Toilet cubicles are directly left of the entry door. There are 5 cubicles and the accessible stall is at the far end. All toilets are lever-style flush. 8 urinals located directly across from the toilet stalls, all standard height with automatic flush and no privacy screens.

2nd Floor Banquet Hall Women’s washroom (Near Mountbatten Room)

This is a very long, rectangular room which runs to your left as you face in from the door. Immediately across from the doorway is a long makeup vanity with mirror. On the left-hand wall directly inside the door is a small garbage receptacle. Turning 90 degrees to the left upon entry, you will find a counter surface along the left-hand wall with drawers and cupboards for housekeeping. Just past the housekeeping counter are 7 sinks on the left with automatic faucets. Soap dispensers are counter top pumps to the right of the faucets. Paper towels and garbage cans are recessed into the wall at either end of the vanity. If facing the sinks, directly across from the far left sink, or the one closest to the door, there are two automatic hand dryers at standard height. When facing these dryers, the feminine napkin dispenser is on the wall just to the right. There are two sections of cubicles: The first set are all of standard size, and are located along the right as you move beyond the sinks. Continuing past the first set of cubicles, you will pass through a partitioned opening and find more stalls now on the left and right. The 2 accessible cubicles are located at the far end of the room, across from each other.

Third Floor Meeting Room Area

Washroom Access

Note: All washroom signage is located in the centre of the outer door, and has been augmented with braille until proper accessible signage is installed. There are two sets of restrooms on the third floor. From the elevator bank accessing the third floor, the larger set of washrooms are located down a corridor which is directly across...
from the left side of the Red elevator landing area. If you are facing away from the three
elevator cabs. They are located just east of Wren Room C.
The smaller washrooms are close to the Red Elevator Bank.
For the main washrooms: from the elevator bank, to access the corridor, exit the elevator
and turn left
After passing the last elevator cab, continue for a few steps and turn right, squaring off
from the wall.
You should now be looking directly down the corridor towards the washrooms.
The men’s washroom is approximately 72 feet down the corridor on the right-hand side.
The women’s washroom is 12 feet past the men’s, approximately 84 feet down the corridor
on the right-hand side.

3rd Floor Men’s Washroom (East of Wren Room)

This is a straight, rectangular room.
Straight vestibule entry with carpeted surface and inner and outer door.
Upon entry there are 2 sinks on the left-hand side with automatic faucets.
Soap dispensers are counter top pumps located directly right of the faucets.
Paper towels and garbage are mounted on the wall, in front of the counter on the left side
of the vanity if you are looking at the sinks.
Continuing past the sinks, there’s a single urinal on the left wall at standard height with
automatic flush.
Past the urinal are 2 stalls on the left, the accessible stall is the farthest.

3rd Floor Women’s Washroom (East of Wren Room)

This is a straight, rectangular room.
Two door entry with straight vestibule, interior door may be fixed in the open position.
Immediately inside the interior doorway, the paper towel and garbage receptacle is
recessed into the right-hand wall.
There is a large mirror running along the left-hand wall.
3 sinks and vanity located across from the mirror, on the right-hand wall, with automatic
faucets.
Soap dispensers are counter top pumps just to the right of each faucet.
Past the sinks, there are 3 cubicles on the right and the accessible cubicle is the furthest
one.
The feminine napkin dispenser is on the wall, directly across from the accessible stall, in
the far left-hand corner of the room if you are looking in from the washroom door.

3rd Floor Men’s Washroom (north of red elevator Bank)

Upon exiting the elevator turn left.
Approximately 20 feet a short ramp leads down to the washroom access area.
Follow the ramp down to the end turn left and then right.
The men’s washroom door will now be on the right.
Upon entering the vestibule, a 90 degree turn to the left is required.
There is a second door which is normally held in the open position.
Just inside the interior door, the paper towel and garbage receptacle is recessed into the wall on
the right-hand side.
As you travel directly ahead there are 3 sinks on your right on the east wall.
Sinks have automatic water faucets and the soap pump is located on the counter to the right of each faucet
There are 2 urinals directly opposite the last sink on the west wall
There are two toilet cubicles directly opposite the first sink on the west wall

3rd Floor Women’s Washroom (north of red elevator bank)

Upon exiting the elevator turn left
Approximately 20 feet a short ramp leads down to the washroom access area
Straight vestibule with two doors, interior door may be fixed in the open position
Just inside the interior door, the paper towel and garbage receptacle is recessed into the wall on the left-hand side
When facing the paper towel dispenser, the feminine napkin dispenser is on the wall just to the right
There is a full-length mirror on the wall immediately across from the interior door
After passing through the interior door, turn right and you are in the main washroom area
4 cubicles on the right, all standard size
3 sinks across from the cubicles with automatic faucets
Soap dispensers are counter top pumps just right of the faucets

Deck 27

There is a dedicated elevator which takes guests from the 26th floor to Deck 27
To reach Deck 27, follow these steps:
Locate the Blue Elevator and proceed to floor 26
The landing area on the 26th floor is only open at one end, and is a tiled surface
When the tile changes to carpet, turn left
Follow the wall on the right for approximately 20 feet until you can turn right
The elevator to Deck 27 is now on your right, about 6 feet from the corner
This elevator only goes between the 26th floor and Deck 27
To enter the Deck 27 area, exit the elevator, turn left and the door to deck 27 is on the left in about 10 feet
Continue straight through the entrance door and proceed approximately 15 feet
There is a staircase with a railing along the left side of the route of travel\
If you turn left just past the staircase, the washrooms are about 10 feet in front of you, men's on the right, women's on the left
These washrooms are accessed via card swipe
The entrance to the pool and Fitness Centre is approximately 33 feet straight in front of the Deck 27 entrance door

Deck 27 Men’s Washroom

This washroom is accessed by swiping your room key
It is a fairly small, square-shaped room with single door entry and no vestibule
Turning left upon entry, there are two sinks on the left, with automatic faucets
Soap dispensers are counter top pumps, on the outside edge of each sink
Paper towel and garbage receptacle is recessed into the wall, across from the sinks
There is a full length mirror to the right of the paper towel dispenser, across from the washroom door
Past the vanity, there is a standard height urinal on the left, and one accessible cubicle on the right

**Deck 27 Women’s Washroom**

This washroom is accessed by swiping your room key.
It is a fairly small, square-shaped room with single door entry and no vestibule.
Paper towel and garbage receptacle are recessed into the wall immediately across from the door.
The feminine napkin dispenser is just to the left of the paper towels.
If you turn right upon entry, there is a counter with 2 sinks on your right with automatic faucets.
Soap dispensers are counter top pumps, on the outside edge of each sink.
Beyond the sinks, there are 2 cubicles.
The accessible cubicle is on the right, standard size on the left.

**Accessible Washroom**

There is a universal accessible washroom located on the right side of the route of travel beyond the Free Weights Room. To find it, orient yourself to the main entranceway to the Fitness Centre, or the Free Weights Room, and turn left. The first door on the right is the backdoor entrance to the women’s changing room, the second door on the right is the universal accessible washroom, the third is the backdoor entrance to the men’s changing room. These doors to the changing rooms are accessed by key card only.

**Description of Universal Accessible Washroom**

Toilet directly in front of the door approximately 6 feet away.
Sink to the right of the toilet with two lever-style faucets, hot and cold.
On the rear wall, to the right of the sink, is a wall mounted soap dispenser.
On the rear wall to the left of the sink is the paper towel dispenser.
The garbage can is located in the corner, just to the right of the doorway if you are looking into the washroom.
Restaurants
Large print and braille menus are available at all of the Chelsea Hotel Toronto’s dining facilities. Please ask our staff.

All menus are also available electronically on the Guest Accessibility Package USB drives. You may also visit: www.amenu.ca

Market Garden and Market Garden on the Go
Market Garden, featuring Express|O coffee bar, is the solution for diners with little time to spare. Guests can browse the market-style aisles stocked with grab-and-go items, create a salad of their choice or watch chefs prepare hot and cold dishes right before their eyes. Guests can select from a deliciously diverse range of prepared soups, sandwiches, pizzas and baked goods, then choose to dine in or take a seat on the seasonal outdoor patio. Orders can also be picked up or delivered to the comfort of your room during breakfast and evening hours. Please note, a delivery fee and gratuity will be applied for all delivery orders. The menu is available in a variety of formats. Please see the menu card in your room, request the electronic or braille versions of the Guest Accessibility Package, or visit www.amenu.ca

Monarch’s Pub
Lively and energetic, Monarchs Pub is downtown Toronto’s must-visit live music venue. While HD televisions keep sports fans up to date on the latest scores and games, music buffs can enjoy live jazz, blues or rock performances six nights a week. Monarchs Pub’s menu is as enticing and diverse as its musical selection. Available from 5:00 pm to 11:00 pm, the extensive a la carte menu features contemporary pub fare including delicious starters, hearty mains and tempting desserts, while a special late-night menu is available from 11:00 pm to 1:00 am. Guests can also sip samples from Monarchs Pub’s impressive range of domestic and international brews.
http://www.monarchspub.ca
http://www.facebook.com/monarchspub

T|Bar
T|Bar is the venue of choice for breakfast, lunch, and dinner or late-night cocktail. Centrally located, the lounge conveys warmth and a contemporary style. Inviting and relaxing, guests can watch the world pass by as they sip their premium-blend tea or specially martini. T|Bar also serves an authentic Indian lunch buffet, and offers a la carte menus for lunch and dinner.
Associations Serving Persons with Disabilities

The following is a list of organizations that may help to solve issues or remove barriers to people with disabilities. In any threatening or emergency situation, please call 9-1-1, hotel security at 7299 or contact your nearest hospital.

Canadian National Institute for the Blind (CNIB)  800-563-2642  http://www.cnib.ca
Canadian Hearing Society (Toronto)  416-928-2504  http://www.chs.ca
Canadian Mental Health Association  416-977-2813  http://www.cmha.ca
Kerry's Place Autism Services  905-579-2720  http://www.kerrysplace.org
Design Ingenuity  416-704-5533  http://www.designingenuity.ca
Home Medical Equipment Ltd.  866-571-9333  http://www.hmemobility.com
MediChair Durham  800-465-5028  http://www.medicair.com
Heart and Stroke Foundation of Ontario  416-489-7111  http://www.heartandstroke.on.ca
Canadian Cancer Society  888-939-3333  http://www.cancer.ca
Mobility Unlimited (Mobility Device rentals, service, etc) (416) 778-9586 (877) 778-9586
Shoppers Home Healthcare (416) 752-8885
Transportation

TTC (Toronto Transit Commission)
Website: http://www.ttc.ca
Customer Service by Phone: (416) 393-3030 7:00 AM to 10:00 PM daily except holidays
Information by Phone: (416) 393-4636 Automated Information 24 hours a day, live agents available between 8:00 AM and 6:00 PM daily except holidays
TTY Telephone: (416) 481-2523 8:00 AM to 6:00 PM daily except holidays
Toll Free Telephone: (866) 642-9882 8:00 AM to 6:00 PM daily except holidays
Further contact information can be found on the TTC website.

Overview
The TTC is a public transit network consisting of bus routes, street cars (light rail cable cars or trams at street level), and subways. The TTC services the city of Toronto proper. If you need to travel outside of the city, please refer to the designated regional transit system for schedules, routes and accessibility information.

Wheel-Trans is an accessible TTC bus service which provides accessible transportation to passengers with mobility disabilities. Please see below for specific Wheel-Trans information.

Subways - The Chelsea Toronto, is situated on the Yonge Street portion of Line 1, (Yonge-University-Spadina subway line). The hotel is almost directly between the Dundas Station to the south, and College Station to the north. Dundas Station is currently fully accessible for mobility devices, while College Station is not. Here are the simplest directions to find the two stations:

College Station:
This station is NOT accessible for mobility devices
Note: College Street runs west of Yonge Street. East of Yonge Street, it is called Carlton Street.)
Exit the hotel onto Gerrard Street and turn right, heading east on Gerrard. When you reach the lights at Yonge Street, turn left, heading north. The next major intersection is College Street (for those with vision disabilities, you will identify north and southbound traffic on Yonge Street bumping over street car tracks, as College/Carlton Street also has a street car route)
There are three entrances to the subway, all with stairs

College and Yonge Entrance:
The entrance on the southwest corner is approximately 18 metres west of Yonge Street, and is located inside College Park Shops
Note: This entrance may be confusing to navigate, as it requires manoeuvring through a concourse of shops to find the subway entrance. You may find it easier to cross Yonge Street and enter from the southeast corner of Yonge and Carlton.

Yonge and Carlton Entrance, Southeast Corner:
This entrance is located approximately 17 metres east of Yonge Street, on the south side of Carlton Street. You must enter a door leading to stairs down to the concourse level
Yonge and Carlton Entrance, Northeast Corner:
This entrance is located approximately 25 metres east of Yonge Street, on the north side of Carlton Street. There is a covered staircase on the sidewalk, surrounded by barriers on three sides, which leads down to the concourse level.
For more information, including a description of this station and its amenities, please call customer service, or visit: http://www.ttc.ca/Subway/index.jsp
Select Line 1 and College Station.

Dundas Station:
Note: Dundas is designated Dundas Street East and Dundas Street West, on either side of Yonge Street.
Exit the hotel on Gerrard Street, and turn right, heading east on Gerrard. When you reach the lights at Yonge Street, turn right, heading south. You will encounter a traffic light at Elm Street, and a couple small side streets before reaching Dundas. There are audible crossing signals at Yonge and Dundas, as well as a verbal announcement for four-way crossing, where the entire intersection is open to pedestrians. There is also a street car route along Dundas.
There are four entrances to the subway station.
Note: Please read carefully, as not all entrances access both north and southbound trains. Fare collectors, access gates and turnstiles are on the same level as the subway platforms, which is not a typical configuration. There is an underground passage located between the subway platform level and street level which connects both north and southbound trains.

Yonge and Dundas West Entrance, northwest corner:
This entrance is NOT accessible for mobility devices.
It is located approximately 23 metres west of Yonge Street, on the north side of Dundas Street West. There is a covered staircase on the sidewalk, surrounded by barriers on three sides, which leads down to the southbound platform level only.

10 Dundas Street East Entrance, Northeast Corner:
This entrance is accessible for mobility devices.
It is located approximately 30 metres east of Yonge Street, on the north side of Dundas Street East, inside the AMC Building. Once inside the building, you will find elevator and stair access to the northbound subway platform only.

Eaton Centre Entrance, Southwest Corner:
This entrance is accessible for mobility devices.
It is located immediately on the southwest corner of Yonge Street and Dundas Street West, inside the Eaton Centre Atrium. Once inside the Eaton centre, you will find an elevator and stairs which access both the Underpass and Southbound subway platform levels. There is also an escalator, which leads directly to the Southbound subway platform level.

Dundas Square Entrance, Southeast Corner
This entrance is accessible for mobility devices.
The elevator is located inside the pedestrian kiosk for the Green P Parking Garage, approximately 27 metres east of Yonge Street, on the south side of Dundas Street East. There is a covered staircase on the sidewalk, surrounded by barriers on three sides, located approximately 21 metres east of Yonge Street, on the south side of Dundas Street.
East. Both the stairs and elevator have access to the Underpass and Northbound subway platform levels.
For more information, including a description of this station and its amenities, please call customer service, or visit: http://www.ttc.ca/Subway/index.jsp
Select Line 1 and Dundas Station.

Additional Information:

✓ As of 2015, just over 50 per cent of TTC subway stations are considered accessible for mobility devices, including all of the stations on Line 4 Sheppard.
✓ Accessible stations generally include elevators, accessible fare gates, automatic doors and better signage and way finding.
✓ 9 more stations are to become accessible by 2018.
✓ 100% of TTC subway stations are to be accessible by 2025.
✓ All subway and RT trains have level boarding, and are accessible, however the new Rocket Subway Trains feature great improvements, such as: dedicated seating areas outlined with blue markings with seats in the flipped-up position by default, a fully accessible interior layout, tactile way finding indicator strips, visual and audio communication systems with video surveillance for safety, multiple customer information screens and trip maps, a passenger-assist intercom at each area dedicated for mobility devices and an emergency detrainment ramp at either end of the train. All stops are announced and displayed electronically.

Note: Based on whether the station features a middle or side platform layout, the doors of the train may open on the left or right side. This information is not announced with the stop announcement.

Line 1: Yonge-University-Spadina
This is the main subway line. It runs in a general "horseshoe" shape with Union Station being the southern-most stop. From Union, trains run North to Finch Station on the east side of the horseshoe, and to Downsview Station on the West side. This line connects with Line 2 Bloor-Danforth Subway at Bloor-Yonge, St. George and Spadina Stations, and Line 4 Sheppard Subway at Sheppard-Yonge Station.

Line 2: Bloor-Danforth
This line is essentially a direct east-west line running from Kennedy Station in Scarborough at the eastern end, and Kipling Station in Etobicoke at the western end. It generally travels underneath Bloor Street on the west side, and Danforth Avenue on the east. It connects with Line 1 Yonge-University-Spadina at Bloor-Yonge, St. George and Spadina stations, and Line 3 Scarborough (LRT) at Kennedy Station.

Line 3: Scarborough
Line 3 Scarborough is a light rail transit line servicing six stations. It runs in an "L-shape" generally in a north and then east direction. The route operates from the area of Eglinton Avenue East and Kennedy Road, north and east to the Scarborough Town Centre, and continues east, terminating in the area of McCowan Road and Progress Avenue. Line 3 connects with Line 2 Bloor-Danforth at Kennedy Station.

Line 4: Sheppard
Line 4 Sheppard is the newest of Toronto's subway infrastructure. It consists of five stations, running in an east-west direction along Sheppard Avenue East. The route
operates from Yonge Street and Sheppard Avenue, east to Sheppard Avenue East and Don Mills Road. Line 4 connects with Line 1 Yonge-University-Spadina at Sheppard-Yonge Station.

**Street Car Access:**
There are two east/west street car lines within easy walking distance of the Chelsea Toronto.
To locate the College/Carlton Street line, follow the directions to College Subway Station. The Eastbound streetcar stop is on the Southwest corner of College Street and Yonge Street, just west of the intersection. The Westbound streetcar stop is located on the Northeast corner of Yonge street and Carlton Street, just east of the intersection.
To find the Dundas streetcar line, follow the directions to the Dundas Subway Station. The Eastbound streetcar stop is on the Southwest corner of Yonge Street and Dundas Street West, just west of the intersection. The Westbound streetcar stop is located on the Northeast corner of Yonge Street and Dundas Street East, just west of the intersection.
For schedules and additional route information, including trip planning and service disruptions, please call customer service or visit [http://www.ttc.ca](http://www.ttc.ca)

**Additional Information:**
✔ The streetcar system is not yet fully accessible for people using mobility devices, but plans are in place to achieve 100% accessibility by the year 2019
✔ 43% of TTC street cars are scheduled to be accessible by 2017
✔ Modifications to platforms and curb cuts have begun to ensure safe ramp deployment on the new low-floor street cars
✔ Curb cuts feature new truncated domes for way finding

**TTC Buses**
✔ 1850 plus accessible buses are in operation by TTC – 100% of its fleet
✔ Accessible buses include ramps, kneeling features, two designated priority locations for mobility devices with flip-up seating, colour contrasting stanchions with accessible stop-request buttons, electronic audible and visual stop announcements, high visibility destination identification signage and an accessible low floor between the two sets of doors

For information on Toronto’s bus routes, including trip planning and service disruptions, please visit [http://www.ttc.ca](http://www.ttc.ca).

**Wheel-Trans**
Wheel-Trans is the TTC’s door-to-door accessible transportation system. The vehicles are low-floor specialized buses, put into operation from 2010 onward. This service is available 24 hours a day, and is available by reservation only. Reservations can be made up to four hours in advance of a trip, but service is subject to vehicle availability, and it is recommended that arrangements are made as soon as possible. Seven days in advance is the maximum allowable reservation period. To maximize the efficiency of this service, it is suggested that passengers utilize Wheel-Trans to connect with other accessible TTC routes wherever possible.

Wheel-Trans passengers are required to pay the regular TTC fare. All tokens, tickets, and valid TTC passes are accepted.
For local residents, and long-term visitors to Toronto, you will need to apply for Wheel-Trans eligibility in order to utilize the service. People visiting from out of town are eligible for two weeks of Wheel-Trans service, as long as they are registered with an accessible transportation service provider in their home area.

For information, questions and to register for service, please call Wheel-Trans Customer Service directly at: (416) 393-4111.

To book or cancel a trip, please call (416) 393-4222, or use the online reservation page at: https://mywheel-trans.ttc.ca

For more information about TTC Wheel-Trans service, please call 416-393-4111 or visit: http://ttc.ca/WheelTrans/index.jsp

Note: A registration number and password are required to book online). You can also contact Wheel-Trans Customer Service via email at: wtc@ttc.ca

Go Transit
The Go Transit system is a series of bus routes and train lines which connect the City of Toronto proper to its surrounding communities. There are a total of seven train lines and a vast number of bus routes. All routes have varying degrees of service depending on the time and day of week. As of January 2015, there are only six Go Train stations that are not considered accessible for people using mobility devices. All Go Bus routes are equipped to allow access to passengers using mobility devices; however, not all stops are accessible. Additionally, not all Go Transit buses are capable of handling all sizes of scooters and mobility devices. It is recommended that passengers who require accommodations for mobility devices contact the Go Transit Centre 48 to 72 hours in advance to assist with trip planning.

Please Note: Bus drivers and customer service agents on trains and at Go Stations are trained in accessible customer service, but are not available for personal support services. Passengers requiring personal support are encouraged to travel with a support person utilizing a support person ticket, which allows both parties to travel on one fare.


For trip planning online, schedule, route or service information, including elevators and escalators, please visit: http://www.gotransit.com


Alternative Accessible Transportation

Dignity Transportation
Dignity is an accessible transportation service provider operating in the Greater Toronto Area. They provide pre-arranged transportation in many forms. On-demand service is also available, but is subject to vehicle availability. To inquire about service availability or to get more information, please use the contacts provided below:
Local Phone: 416-398-2109, Toll Free: 1-866-398-2109
Email: info@dignitytransportation.com

Dignity offers over 50 accessible vehicles, including an accessible limousine. They also offer pre-arranged airport shuttle service, and long-distance tour visits to Ontario attractions. Please call or email for more information.

**Diamond Taxi**
Diamond Taxi is available for pre-arranged accessible transportation. ON-demand service is available, but is subject to vehicle availability. All operators are trained by the Toronto Licensing Commission. It is recommended that trip requests are made 24 to 48 hours in advance whenever possible. There is a 24 hour cancellation policy for all pre-arranged trips.

All Diamond accessible taxi cabs are side-entry vehicles with power ramps.

To book a trip, or get more information, please call 416-366-6868.

**Royal Transportation Services**
Royal Transportation is a taxi company with approximately 40 contracted accessible vehicles. They offer on-demand and pre-arranged service, but 24 hours notice is recommended. All of their vehicles employ a duel ramp system on either side of the vehicle.

For more information, please visit: [http://www.royaltaxi.ca/royal_accessible.htm](http://www.royaltaxi.ca/royal_accessible.htm)

To book a trip, please call: 416-777-9222

Note: Royal Taxi's operators are contracted. As such, there is no confirmation of where operators were trained in accessible customer service or interaction. Their website does state that operators are trained.

**Other Options**
There are many other taxi companies operating in the City of Toronto. Recent changes to Toronto’s laws governing taxi companies have increased the number of accessible taxi cabs in service. It is always recommended that passengers call in advance to inquire about availability and trip booking.
Directory of Area Hospitals and Healthcare Facilities

Mount Sinai Hospital
600 University Ave, Toronto, ON M5G 1X5
(416) 596-4200
http://www.mountsinai.on.ca

Toronto General Hospital
200 Elizabeth St, Toronto, ON M5G 2C4
(416) 340-4800
http://wwwuhn.ca

Sick Kids Hospital
555 University Ave, Toronto, ON M5G 1X8
(416) 813-1500
http://www.sickkids.ca

Princess Margaret Cancer Centre
610 University Ave, Toronto, ON M5T 2M9
(416) 946-4501
http://www.theprincessmargaret.ca

St. Michael’s Hospital
30 Bond St, Toronto, ON M5B 1W8
(416) 360-4000
http://www.stmichaelshospital.com

Women’s College Hospital
76 Grenville St, Toronto, ON M5S 1B1
(416) 323-6227
http://www.womenscollegehospital.ca
Service Animal and Pet Relief Areas

Hotel Pet Relief Area
The Hotel does have a small man made pet relief area located outside the Elm Street exit. Travel south outside the Elm Street exit approximately 40 feet and turn left. As you travel east you will enter a tunnel transitioning under the 2nd floor of the hotel. You continue east approximately 50 feet and located on the north exterior wall of the hotel is the man made relief area.

College Park
The nearest natural park area is College Park, the park is located within 0.25 km north of the hotel. Travel east from the Gerrard Street exit to the first cross street (Yonge Street). At the intersection of Yonge and Gerrard Streets you will travel north up the west side of Yonge Street approximately 300 feet and the entrance to the park will be on the west (left hand) side. Note: your animal must be kept on a leash in the park at all times and you must pick up after your animal. Disposal cans are available.

Directory of Veterinary Services

Veterinary Emergency Services
24 hours seven days a week
920 Yonge St
Toronto, ON M4W 3C7
vectoronto.com
(416) 920-2002
Fully accessible for mobility devices

Pulczer Mobile Veterinary Services
24 hour emergency veterinary services.
2 Plaisance Rd
Toronto, ON
vetmobile.ca
(647) 297-4622

Wellesley Animal Hospital
Monday to Friday 8 am to 7 pm Saturday 9 am to 2 pm Sunday closed
8 Wellesley St W
Toronto, ON M4Y 1E7
wellesleyanimalhospital.ca
(416) 966-1830

Cabbagetown Pet Clinic
Monday, Wednesday, Friday 8 am to 6 pm Tuesday and Thursday 8 am to 8 pm Saturday 9 am to 4 pm Sunday closed
239 Gerrard St E
Toronto, ON M5A 2G1
cabbagetownpetclinic.com
(416) 928-6761
Fully accessible for mobility devices
Accessibility Feedback

The Management and staff of the Chelsea Toronto are committed to working diligently to remove the barriers which may impede any guest with a disability from accessing the goods and services of the hotel. The Guest Accessibility Package, or GAP, is an important part of the Chelsea’s accessibility program. In order to improve the program, we ask that you provide us with your feedback directly related to this accessibility package. You may submit your feedback via the following methods:

• Face to face with any team member or manager
• By telephone with any team member or manager
• Email Comments with the subject line “Guest Accessibility Package” to: cstor.comments@chelseatoronto.com
• Letter Correspondence by mail, memory stick or diskette clearly identifying the Guest Accessibility Package

To provide feedback on your overall experience while staying at The Chelsea Toronto, or to comment on their accessible customer service, please refer to The Chelsea Accessible Customer Service Policies and Procedures and follow the instructions on the last page.

Sustainability

As Canada’s largest hotel with 1,590 rooms and a business operating in a large community the Chelsea Hotel Toronto recognizes and respects its corporate social responsibility ensuring that our quest for sustainable solutions continues to grow and evolve. Our environmental initiatives touch every aspect of the hotel business - from guest services to construction to how we operate and maintain our property to how we work with our suppliers and engage with our employees. In recognition of the Chelsea Hotel Toronto’s environmental initiatives, the Hotel Association of Canada (HAC) awarded the Chelsea Toronto with a 4 Green Key Accommodation rating. This program is essentially a measurement and performance tool for improving our environmental performance. Since 2005, the Chelsea Toronto has been at the forefront of hotel waste management and through the ongoing partnership with Green For Life, it has exceeded both industry standards and municipal targets in landfill diversion. In 2005, the diversion was 20% and by the end of 2012, the Chelsea Toronto diverted 82% of the waste stream to recycling. The hotel has invested in a significant number of renovations to reduce water and electricity consumption including low-flow fixtures, high efficiency boilers, and ozone friendly chillers. In February 2009, the Chelsea Hotel Toronto was recognized with the Hotel Association of Canada’s Hall of Fame Award for Energy and Environment.