

# 2021 Ontario Tourism Summit - October 26 & 27

RESPECT

COLLABORATION

REBUILDING

Register for Virtual or In-Person Today @[www.tiaontario.ca](http://www.tiaontario.ca)

## PROGRAM HIGHLIGHTS

### Mental Health | DEI



**Hassel Aviles**  
 Executive Director  
 Not 9 to 5



**Trevor Lui**  
 Co-Founder Quell  
 Now Inc. and Author,  
 Double Happiness  
 Cookbook

### Consumer Confidence



**Calvin Christiansen**  
 Director General  
 CBSA, COVID-19  
 Border Task Force



**Dr. Jessica Ng**  
 Manager of Policy and  
 Government Affairs,  
 TIAO



**Wendy Nixon**  
 Director General  
 Aviation Security,  
 Transport Canada



**Anton Vidgen**  
 Director of Brand  
 Experience,  
 Air Canada

### Labour Issues



**Adam Morrison**  
 President & CEO,  
 OTEC



**David Enriquez**  
 Director, Workforce  
 Strategies at Ontario  
 Tourism Education  
 Corporation

## KEYNOTE SPEAKERS

**Deloitte:** Does your workforce  
 reflect your Community?  
 Leslie Peterson & Lorrie King, Deloitte

**Tourism New Zealand:** Challenging Strategies,  
 Difficult Decisions, Purposeful Strategy  
 Sarah Handley, Tourism New Zealand

**Google:** Does Google really  
 have a crystal ball?  
 Jon Bromstein, Google

## ONTARIO TOURISM AWARDS OF EXCELLENCE

Lifetime Achievement  
 Award Sponsor



**Lifetime Achievement Award**  
 Rory Golden  
 Executive Chef,  
 Deerhurst Resort



**Tourism Champions**  
 Mark Bingeman, President,  
 Bingemans  
**Laurie Marcil, Executive Director,**  
**NOTO**

**Ontario Tourism Choice Awards**  
 The finalists are:  
 Winter Festival of Lights  
 Treetop Trekking  
 Ripley's Aquarium of Canada

## Join the Celebration and #SupportLocal

If you're joining us from home for the Gala, we invite you to #SupportLocal by purchasing a Feasting Board for 2 from a local FeastOn restaurant in your community. Purchase tickets from [www.tiaontario.ca](http://www.tiaontario.ca)

## CONGRATULATIONS TO THE 2021 ONTARIO TOURISM RESILIENCY AWARD FINALISTS



2020 was a year like no other, requiring determination and perseverance. In a year fraught with innumerable operating obstacles, exceptional tourism businesses rose to the challenge and continued to innovate and engage with partners and their communities, even when unable to open for regular business. A year that was so very different for the tourism industry calls for an award reflective of the times; An award that fairly recognizes the achievements of tourism businesses regardless of operating status. The Tourism Industry Association of Ontario (TIAO) in partnership with Attractions Ontario, The Culinary Tourism Alliance, Indigenous Tourism Ontario and OTEC is proud to present the finalists for the Ontario Tourism Resiliency Awards.

### SUSTAINABILITY

**Accommodation**  
 Elmhirst's Resort  
 Lac Seul Wilderness Resort  
**Independent Business**  
 Cape Croker Park  
 Thrive Tours  
 Topsy Farms  
**Destination Marketing Organization**  
 Destination Markham Corporation  
 Tourism Kingston, Frontenac's  
 Farms to Kingston's Tables

**Attractions**  
 Niagara Parks Commission  
 Thrive Tours  
 Topsy Farms  
**Indigenous Tourism Operator**  
 Emma McLaren owner of  
 The Bridle Path Equestrian Centre  
 Cape Croker Park  
 Thrive Tours  
**Transportation**  
 OWL Rafting

**Beverages**  
 Bench Brewing Company –  
 Carbon Neutral Certification  
 and B-Corp Status  
**Marine**  
 Thrive Tours  
 Madawaska Kanu Centre (MKC)  
**Winter**  
 Thrive Tours  
 Cape Croker Park  
**Regional Tourism Organization**  
 Destination Northern Ontario  
 Ottawa Tourism

**Convention, Conference,  
 Event Planner**  
 Topsy Farms  
**Outdoor**  
 Cape Croker  
 Emma McLaren owner of  
 The Bridle Path Equestrian Centre  
 Madawaska Kanu Centre (MKC)  
**Resource Based Tourism**  
 Thrive Tours  
 Topsy Farms  
 Lac Seul Wilderness Resort

### INNOVATION

**Accommodation**  
 Great Wolf Lodge, Niagara Falls  
 Moosehorn Lodge/Nicole Archer Marina  
 The Iron Kettle Bed & Breakfast  
**Cycling**  
 Windsor Eats  
 Ground Level Insights  
**Francophone Tourism Operators**  
 Ottawa Boat Cruise/Robert Taillefer/  
 Virtual tours and EKEAU launch  
 The Iron Kettle Bed & Breakfast  
**Outdoor**  
 Bingemans  
 TJ Stables  
 Toronto Zoo  
**Winter**  
 Destination Stratford  
 Thrive Tours  
 TJ Stables  
 Topsy Farms

**Destination Marketing Organization**  
 Bay of Quinte Regional Marketing Board  
 Haldimand County  
 City of St. Catharines  
 Tourism Hamilton  
**Independent Business**  
 GroundLevel Insights Inc.  
 INCIRQUE's "Physical Distancing Officers"  
 The Thousand Islands Playhouse/  
 #HappinessTIP #TIPHolidayJoy and many more!  
**Regional Tourism Organization**  
 Destination Northern Ontario -  
 ADAPT 2020: A Webinar Series for Tourism  
 Hamilton Halton Brant Regional  
 Tourism Association - Local Marketing  
 Campaigns (Response to COVID-19 Crisis)  
**Attractions**  
 Bingemans  
 Westben Centre for Connection & Creativity  
 Through Music  
 WindsorEats

**Beverages**  
 Dillons Small Batch Distillers - Hand Sanitizer  
 Savour Owen Sound 2020  
 Tom Lucier and Ian Phillips: Phog Lounge/  
 Meteor Lounge  
**Festivals & Events**  
 Blue Mountain Village Association -  
 Agora Path of Light  
 Tom Lucier and Ian Phillips: Phog Lounge/  
 Meteor Lounge  
 Westben Centre for Connection & Creativity  
 Through Music  
 INCIRQUE's "Physical Distancing Officers"  
**Indigenous Tourism Operator**  
 Thrive Tours  
 TJ Stables  
**Resource Based Tourism**  
 Thrive Tours  
 Destination Northern Ontario -  
 ADAPT 2020: Webinar Series for Tourism  
 Hamilton Halton Brant Regional Tourism  
 Association - Local Marketing Campaigns  
 (Response to COVID-19 Crisis)

**Convention, Conference,  
 Event Planner**  
 Bingemans  
 Scotiabank Convention Centre  
 Tourism Vaughan  
**Food Service**  
 Bingemans  
 Tom Lucier and Ian Phillips:  
 Phog Lounge/Meteor Lounge  
 WindsorEats  
**Marine**  
 Thrive Tours  
 Ottawa Boat Cruise/Robert Taillefer/  
 Virtual tours and EKEAU launch  
 OWL Rafting  
**Transportation**  
 OWL Rafting  
 Ottawa Boat Cruise/Robert Taillefer/  
 Virtual tours and EKEAU launch  
 Moosehorn Lodge/Nicole Archer Marina

### COLLABORATION

**Accommodation**  
 Comedy on the River (Comedy Country,  
 Cabin Fever Kayaks, Black River  
 Cottages and others)  
 Explore South River  
 Tourism Vaughan - Breaking News  
 FAM Tour  
**Cycling**  
 Destination Northern Ontario &  
 Waterfront Regeneration  
 Trust (Northern Ontario Cycling  
 Expansion Initiative)  
**Indigenous Tourism Operator**  
 Ottawa Tourism (Travel Trade) -  
 Team Ottawa Virtual Sales Blitz  
 The Grove Hotel & The Grove Bike Co.  
 Haunted Walks Inc.  
**Marine**  
 Comedy on the River (Comedy Country,  
 Cabin Fever Kayaks, Black River Cottages  
 and others)  
 OWL Rafting

**Attractions**  
 Explore South River  
 Grow Stronger Gardening Campaign  
 (Topsy Farms+ Kubota Canada)  
 Visit Middlesex - Middlesex County  
 Culinary Guide  
**Destination Marketing Organization**  
 Community Futures Oxford, Supporting Oxford  
 Website and Digital Marketing Campaign  
 Ottawa Tourism (Travel Trade) - Team Ottawa  
 Virtual Sales Blitz  
 Tourism Kingston, Love Kingston  
 Culinary Tourism Alliance -  
 The Great Taste of Ontario  
**Regional Tourism Organization**  
 Dream ON - 2020 Northern Ontario  
 Destination Awareness Campaign  
 Destination Northern Ontario, Nature  
 and Outdoor Tourism Ontario  
 & the Tourism Industry Association of Ontario  
 (Northern Ontario Border Working Group Initiative)  
 Explore South River

**Beverages**  
 Comedy on the River (Comedy Country, Cabin  
 Fever Kayaks, Black River Cottages and others)  
 Collective Arts Brewery Toronto  
**Festivals & Events**  
 Comedy on the River (Comedy Country, Cabin  
 Fever Kayaks, Black River Cottages and others)  
 Municipality of Port Hope (Santa Claus Parade)  
 WindsorEats: Outdoor Food Hall & Holiday  
 Makers Market  
**Outdoor**  
 Grow Stronger Gardening Campaign  
 (Topsy Farms+ Kubota Canada)  
 Hastings Destination Trails Inc.  
 OWL Rafting  
**Transportation**  
 Destination Northern Ontario, Nature and  
 Outdoor Tourism Ontario & the Tourism Industry  
 Association of Ontario  
 (Northern Ontario Border Working Group Initiative)  
 Destination Northern Ontario & Waterfront  
 Regeneration Trust (Northern Ontario Cycling  
 Expansion Initiative)  
 OWL Rafting

**Convention, Conference,  
 Event Planner**  
 RBC Place London  
 Tourism Vaughan -  
 Breaking News FAM Tour  
**Independent Business**  
 Cape Croker Park  
 Haunted Walks Inc.  
 Pop Sandbox Inc. & Town of  
 Amherstburg for the Olde  
 Amherstburg Ghost Tour  
**Resource Based Tourism**  
 NOTO & Destination Northern  
 Ontario | Creation of COVID-19  
 Protocols for the Resource-Based  
 Tourism Industry  
 Destination Northern Ontario,  
 Nature and Outdoor Tourism  
 Ontario & the Tourism Industry  
 Association of Ontario  
 (Northern Ontario Border Working  
 Group Initiative)  
**Winter**  
 Explore South River  
 Savour Owen Sound 2020

## THANK YOU TO OUR VISIONARY & SUMMIT PARTNERS

TIAO Visionaries:



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DESTINATION ONTARIO

