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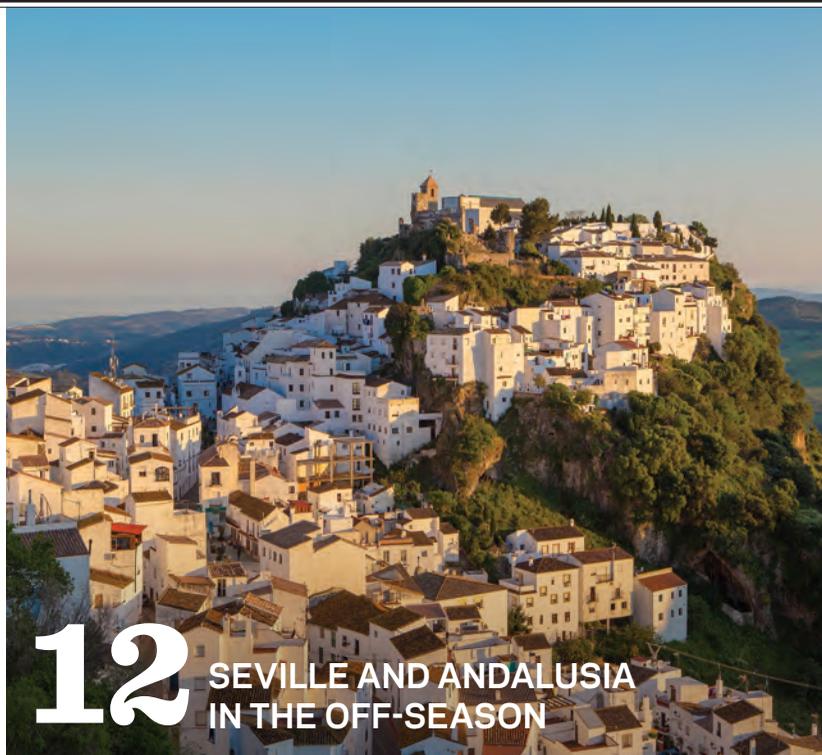
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REWARDS PROGRAMS

THE SAME YET ALWAYS CHANGING



THE FACT THAT OUR PROGRAM IS GENEROUS AND STRAIGHTFORWARD ALSO IMPLIES OUR SHARE OF RESPONSIBILITY. WE MUST KEEP ALERT, CONSTANTLY STAYING AHEAD OF OUR MEMBERS' EVOLVING NEEDS AND WISHES.

A handwritten signature in black ink, appearing to read 'Richard Lachance', written over a thin horizontal line.

Richard Lachance
President and CEO

Over the past two years, some loyalty programs have made headlines, occasionally drawing sharp criticism. This made me reflect on the fundamentals of our own rewards program, which has been developing for you for decades now.

Long before loyalty cards became popular, CAA-Quebec and the Canadian and American Automobile Associations (CAA/AAA) had already established partnerships with various companies as a way of offering their members exclusive benefits. The basic idea was not to build up loyalty but rather to find strength in numbers in order to benefit everyone.

Today, of course, CAA-Quebec's Dollars program rewards the trust that you invest in us when you renew your membership every year. But it is so much more than that. We'd like it to be regarded as yet another reason to become a member, in addition to all the other good things we offer. Why so? Because regular use of your card enables you to gain a great deal, thanks to several exclusive benefits not only in automotive, travel, insurance and home matters but also in other aspects such as restaurants and entertainment events. Decades on, the strength in sheer numbers remains a fantastic instrument for rewarding our members.

With 150 partners at more than 3,220 points of sale in Quebec, our program today is by far the "service" most used by our members. In 2017 alone, no fewer than 15 partners joined our

program. Hundreds of thousands of members benefit from it every day.

Its simplicity inspires confidence: Each CAA Dollar you earn equals one dollar, and the discounts are applied automatically. Spend your CAA Dollars just as you please, on fun things large or small. Why not use them to buy Cineplex tickets or help pay for your next vacation at our Travel Centres – even renew your membership? Other rewards programs may not feature as many options.

But the fact that our program is generous and straightforward also implies our share of responsibility. We must keep alert, constantly staying abreast of our members' evolving needs and wishes. Lately, for example, we have taken your comments into account by reviewing the Couche-Tard offer in collaboration with this particular partner to find ways of meeting your needs in a more appropriate manner. We keep our ears to the ground, making adjustments whenever possible. Fortunately for all concerned, we select partners who are as open-minded and attentive as we strive to be.

Our goal is straightforward. It is to give you more in order to make daily living uncomplicated and pleasant. It has allowed us to develop advantageous offers to suit changing tastes and needs. Our recent partnerships with RW&CO., BIXI, Communauto, Ricardo, Air-medic, Evenko and Simplex Equipment Rental (to name only a few) demonstrate the extent to which the program is in constant growth.

In the end, what distinguishes our program from others is the fact that we are first and foremost an organization at the service of its members. And so, the next time you show your CAA-Quebec card (to accrue CAA Dollars or to take advantage of an instant discount), I hope that you'll agree with me that it not only represents a loyalty card but also a community working for your best interest.



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AMSTERDAM

Caroline Buisman was born and raised in the Netherlands. For this international criminal-defence lawyer the Dutch capital is “one of the world’s most vibrant cities.” / BY JOSÉE LARIVÉE

Buisman lives in the historic neighbourhood of Plantage where large numbers of Jews – including the former owners of her apartment – were deported during World War II. Despite its sombre past, Plantage (in the eastern centre of the city) is now a desirable area in which to live, filled with cafés, parks and museums.

“Each time I cross the Amstel River, I marvel at the sight of all the bridges and charming houses. It feels so good living here.” A’dam, as Buisman calls it, is a bustling city. “Be careful when you’re biking: There are so many cyclists and they ride at breakneck speed. The city is always crowded, day or night, so it feels safe and has a great vibe.”

Starting at the central train station, Buisman suggests we take a stroll. “Let’s walk out the back door and head east toward the Museum of Science on Oosterdok Street. That’s

a popular spot if you’re travelling with kids. You can go to the rooftop for free and it has a superb view. You can even picnic there.”

“Carry on to the Kadijken district, north of the Artis Zoo that overlooks the city. From there, head dockside toward Entrepotdok, a long row of old warehouses-turned-apartment buildings. Walk past Kadijksplein, a square filled with charming cafés. But don’t be tempted just yet,” Buisman cautions. “Go a little further and stop at a place called Bloem, just before the Hippopotamus Bridge that leads to the zoo. It has the sunniest terrace. There’s often a queue, but it’s worth it: organic food, splendid coffee, irresistible cakes... The portions are huge and the prices reasonable.”

For dinner, eat delicious Thai at Na Siam (332 Kerkstraat) just

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▶ voyage.caaquebec.com/en

off the busy Utrechtsestraat. “Don’t let its run-of-the-mill look fool you,” Buisman warns. While the owner – a Thai native – cooks, her husband offers his selection of beer, and reveals his favourite spots in his very own neighbourhood. “That’s how we are in A’dam! Did I mention that Café Koojsje is my favourite bar in the Plantage? And it’s also A’dam’s best!”

▶ A city map and practical travel information can be found in the magazine’s digital version.

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Christmas in Prague

More tour operators than ever now offer stopovers in Prague during the holiday season. And justifiably so: The Czech capital is even more magical in December and its Christmas markets are among Europe's most attractive. Each year, the superb Old Town Square (*Staréměsto náměstí*) turns into a village of wooden huts selling ornaments, scented candles and myriad other handicrafts. It's an opportunity to taste roasted chestnuts, grilled sausages and Czech pastries, washing them all down with hot drinks like *svarák* (mulled wine). There are a host of other markets in town, like the ancient Havelská and another in Wenceslas Square. December 2 to January 6. **N. De G.**

► czechtourism.com

Loire Valley châteaux

Upwards of 20 Loire Valley châteaux mount special tours and activities for young and old alike from early December to early January. The Château de Chambord, whose grand entrance leading to the building alone has no fewer than 40 illuminated fir trees, offers a host of family activities like Renaissance-themed board games or stage plays (like *Le chat botté* last year). The Château Royal de Blois features unusual themed tours (such as the one created around the fictional gentleman thief Arsène Lupin), torchlight walks, even an on-site Christmas market. The Château d'Amboise boasts a *Christmas Through the Centuries* exhibit, complete with Nativity scenes and antique toys. Other châteaux arrange Christmas-tree exhibitions, candlelight promenades, gourmet workshops and storytelling sessions – all presented amidst spectacular decor of course. **N. De G.**

► feeries-centrevaldeloire.fr



Niagara in winter

The world-famous falls are as grandiose in winter as they are in summer, perhaps even more so – and there are far fewer tourists! To get a close-up of this natural wonder, take the tunnel through the rock to reach the observation platform. Once there, you'll find yourself face-to-face with tons of water crashing down in thundering splendour. It's worth shivering a few minutes for that breathtaking sight.

During the Winter Festival of Lights (from November 18, 2017 to January 31, 2018), fireworks illuminate the sky above the falls every Friday at 9 p.m. – and of course at midnight on December 31. Be sure to have dinner at least once while you're there. Elements on the Falls Restaurant, overlooking the Horseshoe Falls, affords a spectacular view. With a glass of icewine in hand to finish off your meal, it's even more enjoyable. In fact, aficionados of this sweet wine can indulge themselves further by visiting the picturesque village of Niagara-on-the-Lake, just 20 kilometres away and home to the Icewine Festival (January 12 to 28, 2018). **C.E.**

► niagarafallstourism.com / wineriesofniagaraonthelake.com

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OTTAWA BY RAIL

Vacation starts the minute you step on board



In winter, Ottawa boasts all kinds of activities for families or couples: hiking in Gatineau Park, skating on the Rideau Canal, touring Parliament Hill, visiting exceptional museums... / BY DAVID NATHAN

But winter also means icy highways and blizzards, not exactly the ideal time to hit the road. In order to get that vacation feeling right from the start, why not travel by train? You will immediately forget all about hazardous weather conditions. Sit back and relax for the duration of the journey.

In fact, the advantages of using VIA Rail Quebec City-Montreal-Ottawa corridor are manifold, not the least of which are free WIFI and the VIA Rail infotainment system. You can choose from 150 hours' worth of Canadian programming, ranging from news bulletins to National Film Board cartoons and documentaries. There's plenty to occupy the mind as you while away the travel time (two hours from Montreal and less than six hours

Not-to-be-missed activities

- ▶ November 21 to 26: 105th Grey Cup Festival
- ▶ December 16: Outdoor hockey game: Ottawa Senators face off against Montreal Canadiens to mark the 100th anniversary of the first NHL season
- ▶ February 2 to 19: Winterlude Festival (music, outdoor dance party, ice-carving competition, snow slides, maze, mega-zipline, dogsledding and, since last year, dragon-boat racing on the frozen Rideau Canal)

▶ ottawatourism.ca / viarail.ca/en

from Quebec City). And the train is downright comfortable! It's easy to move around, meet people, enjoy light refreshments, read, or simply admire the passing landscape. You'll arrive in Ottawa feeling fresh and ready for action.

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SEVILLE AND ANDALUSIA

IN THE OFF-SEASON



Designed for the 1929 World's Fair, Plaza de España forms a semicircle with a palatial structure in the centre and four pedestrian bridges spanning a canal. A spectacular sight!

Getting lost in the winding streets of the old town, then hitting the road for Córdoba and the Andalusia countryside... Now that's true happiness any time of year.

BY CATHERINE ELIE

Seville in mid-December. Night has fallen and, in the streets still glistening from rain showers earlier in the day, people are bustling about. The shops are crowded, the holiday frenzy is the same here as at home. But, standing amidst a sea of tinsel and blinking lights, orange trees are laden with fruit. Tantalizing aromas of caramelized almonds, chestnut and coffee float through the night air.

There's a church on almost every street corner. Inside, in the half-light, visitors pause for a moment of calm reflection. And it's not just the elderly, but young people also, arms loaded down with bags bearing names like Zara, Mango, El Corte Inglés... They stay long enough to make a sign of the cross, light a candle and off they go, back to gift-shopping. Truth is, Spain is not as Catholic as it once was, but certain traditions remain deeply anchored, and you sense them acutely during religious holidays like Christmas or *Semana Santa* (Holy Week).

Fabulous processions

If Christmas festivities are spectacular enough, the *Semana Santa* celebrations – from Palm Sunday through Easter Sunday (in 2018, from March 25 to April 1) – are especially dazzling, throughout Spain, and nowhere more so than in Seville. In the city, some 60 *cofradías* (church brotherhoods) take part in penitential processions that are conducted with huge fanfare. People sing and throw flower petals at the elaborately decorated floats carrying figures of Christ or the Virgin Mary – wearing their crowns of gold or silver and draped in bejewelled, embroidered robes of velvet and lace. The mood is both festive and worshipful. The entire spectacle conjures up the essence of Spain: at once theatrical, passionate, and bordering on madness.

The April Fair – *La Feria de Abril* – follows 15 days later. It's another week-long festival, incarnating every conceivable cliché: women in flamenco dresses, proud horsemen on their mounts, bullfights, guitars, sevillanas... In short, everything one imagines that Andalusia represents; a magnificent fiesta in which Sevillians joyously participate – to the obvious delight of tourists from all over the world.

But you will have to revel in crowds, come well prepared and keep in mind that much of the city is closed during the festivities.

A gentle season

La Semana Santa and La Feria are the highlights of Seville's festival calendar, attracting spectators by the hundreds of thousands. But there is a very special



Seville is all lit up at Christmastime, as shown here in Plaza Nueva in the heart of the old town.

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Travel

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Located on the other side of the Guadalquivir River, Triana was once home to gypsies, sailors and potters.

pleasure to be had when you discover the city out of season. The tourists encountered during the month of December are often Spaniards, arriving from Madrid among other places, in search of warmer temperatures. While most of the so-called snowbirds – British, German and Canadian – head for the coast, the appropriately named Costa del Sol.

Beneath the winter sunshine, and even the occasional downpour, Seville portrays a striking beauty. The weather is mild, without summer's sweltering heat. You don't feel that you're being rushed. It's a pleasure to lose yourself in the labyrinth that is the old town, take long walks beside the Guadalquivir River. Crossing the Isabella II Bridge, you arrive in Triana, once home to gypsies, sailors and potters. Artists flocked to this working-class neighbourhood, followed by real-estate speculators, sending the original *Trianeros* packing. Only a handful of artisans are still around, their small workshops replaced by boutiques and tapas bars. Yet the area retains its lively charm despite the gentrification. Keep going along Betis Street, which follows the riverbank, and pause on a terrace by the river for a glass or a tasty shrimp served *a la plancha*. The view of Seville is sublime.

Soho Benita: Seville's hotspot

Downtown, the Barrio Santa Cruz is where you'll sense the soul of medieval Seville – with its maze of narrow, winding streets and alleys, iconic monuments like the Seville Cathedral's famous minaret-turned-bell tower called La Giralda, or the dazzling Alcázar Palace and its lush gardens. A few short steps off the beaten path will take you to the Alfalfa



The giant wooden mushrooms harbour boutiques and restaurants in Soho Benita.

neighbourhood, Seville's very own Soho, dubbed Soho Benita by the young designers and entrepreneurs who have revitalized this long-neglected part of town. It's now dominated by an immense wooden structure called Metropol Parasol, a symbol par excellence of boldness and revitalization. In the shadow of these giant wooden mushrooms flourish artisan shops, young designer boutiques, hair salons, boutique hotels and popular restaurants – a must for those seeking to experience the cultural effervescence of the Andalusian capital.

Local pace of life

Stopping for lunch in a nice restaurant, we were surprised to find it almost deserted and remaining so past two o'clock when people began to file in. When

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Travel

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we left just before four o'clock, the place was still very busy. This is not all that surprising, given that Spaniards get to work around nine in the morning like everyone else, but only to pause at eleven for a copious snack – in lieu of a late breakfast!

And when night falls, the city really comes alive. At 8 p.m., people trade the workplace for a string of bars, enjoying drinks while nibbling on tapas (olives, anchovies, fried sardines, ham and other tidbits). It's *tapeo* time – a tapas-bar spree. The tradition is said to have been invented right here in Andalusia. Sometime in the 19th century, a restaurant owner hit on the idea – depending on whose version – of covering wine-glasses with small saucers or slices of ham to keep the flies at bay. Thus, tapas – from the word *tapar* meaning “cover” – were born. If you're lucky, you'll find standing room at the bar. In the *cervecerías*, the mostly male crowd spills out onto the sidewalk, beers in hand, engaging in lively debates about who-knows-what. In this hot climate, people live outside year-round.

Restaurants don't fill up until after 10 p.m. And the streets are crowded with people, including families with young kids, until late into the night. I admit that such late hours were taxing on us. In recent years, there's been talk of overhauling the interminable nine-to-eight workday and revisiting the late-dining tradition (which only began in the 1940s) so that Spain could align itself with other European countries. But until that happens, visitors must adapt as best they can.

Córdoba and the Mezquita: a bucket-list must

In the late-afternoon light, two teenage girls sit on the ramparts of the millenary city listening to Spanish rap music. Having left Seville an hour and a half earlier, we're now strolling through a maze of small streets. Night falls. A nun, seemingly a throwback to another era with her veil and black habit, enters a church. A little farther on, the flamenco-rock sound spilling out from a bar beckons: presumably an office Christmas party. We marvel at the strange contrast between tradition and modernity. Córdoba is well worth the detour...

There is so much to see in this city, which reached its peak in the year 1000 when it was the capital of Islamic Spain and the most populous in Europe. You have to see La Judería (the ancient Jewish quarter), the Roman Bridge spanning the Guadalquivir, the Alcázar de los Reyes Cristianos (Castle of the Christian Monarchs) and, most of all, the Mezquita – a mosque-cathedral whose splendour quite literally prompts you to fall on your knees!



Sidewalk cafés are a way of life at every season of the year.



▲ In the year 1000, the Mezquita, Córdoba's great mosque, was a splendour with more than 850 columns of marble, jasper and granite topped with arches of red brick and white stone. This jewel of Islamic Spain's golden age has survived until today, sublime as ever despite the insertion – during the 16th century – of a cathedral in its midst.



The Puente Nuevo de Ronda spans a vertiginous gorge.



Baena olive groves produce one of the finest olive oils in the world.

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Its history is fascinating. Erected on the vestiges of a Visigoth basilica, itself built on the site of a Roman temple, the Mezquita de Córdoba was the greatest mosque in the world after Mecca at a time when Muslims dominated the Iberian Peninsula. Following the Christian Reconquista of the 13th century, this architectural wonder was spared destruction. In the 16th century a Renaissance cathedral was built at its centre, encrusted in a forest of columns topped with red-and-white arches. The building is a celebration of Muslim-era architecture mixing jasper, marble, bricks, stucco and ceramics with the gilded baroque altars of the Christian era. It deserves an entry on your bucket list of things to be seen.

Tasting the flower of olive oil

From Córdoba, the road to Baena winds through the Guadalquivir Valley, a fertile countryside embracing olive groves, vineyards and wheat fields. The landscape is gently rolling, punctuated here and there with hillside villages. It will take an hour to reach this particular destination, a place renowned for its olive oil – Baena is one of Spain’s six Protected Denomination of Origin (PDO) regions.

Everyone’s heard of first-press olive oil, but have you ever tasted the *flor de aceite* (flower of olive oil)? That’s the first oil collected after crushing the freshly picked olives in stone mills and letting the oil flow freely, before placing the olives into the press.

It’s incredibly fragrant, as we discovered during our visit to the Nuñez de Prado family estate, an olive-oil producer for seven generations, and counting.

“When my brother and I decided to go organic, people thought we were mad,” says Don Felipe Nuñez de Prado. “We don’t use pesticides. We let grass grow between the rows of trees. And we recycle everything.” Their *flor de aceite* has been called the Château d’Yquem of olive oils (in reference to the celebrated Sauternes). You’ll definitely want to bring a bottle back home. Fortunately, this wonderful olive oil is also available in Quebec, but nothing compares to tasting it freshly bottled in Baena!

Food and drink

Besides olive oil, the Córdoba region is famous for its Montilla-Moriles wine, which is very similar to sherry. You can drink it not only as an aperitif but also with food. We tried a range – from the driest fino to the sweetest Pedro-Ximénez – during a typical dinner out.

We started with a *salmorejo* (a richer version of gazpacho). We followed this with thinly sliced Iberian ham, which simply melted in the mouth. It rivals the best prosciuttos – especially when it’s made from *pata negra y bellota* (pigs raised in mountain pastures). Next came a dish of *bocarones* (small fried fish), *croquetas* (meat or vegetable croquettes), artichokes cooked in fino wine (naturally!) and *flamenquines* (ham slices stuffed with cheese and fried). By the way, Andalusians adore all fried food. Dessert was the irresistible *pastel cordobés*: puff pastry filled with “angel’s hair” (candied squash fibres) and sprinkled with roasted almonds, icing sugar and cinnamon.

The white-village trail

If you have a few more days to spare, the *Ruta de los pueblos blancos* lies in wait. A little over an hour south of Seville, perched atop a rocky limestone ridge, is

Arcos de la Frontera. It is a typical Andalusian village, overlooking a splendid panorama. Whitewashed houses with flowering balconies and an intricate maze of narrow, twisty lanes remind you of Arab medinas. From that point, the *ruta* traverses the mountain on the way to Ronda, some 100 kilometres eastward. Clashed precariously to the side of a deep gorge, the town is today an obligatory detour on the tourist trail. You'll understand when you get there. It's dizzying!

By this time, if you start feeling the call of the sea, you can drive south toward Marbella. It looks very close on a map, but you'd better count on at least over an hour to navigate those 60 kilometres of winding mountain road, especially if you feel like stopping along the way. The coastline itself is increasingly built up, and the mountainside is dotted by more and more condos "with an ocean view." But Marbella manages to retain a certain charm with its post-card-perfect old town centre and its marble walkway lined with palm trees.

Farther on, to the east, there is Granada, Andalusia's other emblematic city. To the west, on the



Casares is a typical white village located about 20 kilometres from the Costa del Sol.

Atlantic side: Cadix and its sandy beaches, Jerez that is famous for its fortified wines (called *xérès* in French and sherry in English) and Sanlúcar de Barrameda, from whose harbour Christopher Columbus set sail on his third voyage, and from which point you can see the Guadalquivir Delta. But let's keep that for another trip.



► Featured in the magazine's digital version: Our Andalusian gazpacho recipe from the explore cooking video series.

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EMOTIONAL HIGHS

FLAMENCO ▶ Every two years, Seville hosts La Bienal de Flamenco (in 2018, from September 6 through 30). The event features world-renowned artists who offer performances ranging from traditional gypsy songs to avant-garde shows in the city's three largest theatres (Maestranza, Central and Lope de Vega), as well as in other locations such as the Church of San Luis and the Santa Clara cloister. A rare occasion for all lovers of this quintessential Andalusian art.

In the meantime, two special places to enjoy authentically Spanish shows are:

- ▶ La Casa de la Memoria. Traditional flamenco in an intimate setting. Calle Cuna 6, CASADELAMEMORIA.ES
- ▶ Le Museo del Baile Flamenco. A reference point for first-class performances staged on a superb patio. Calle Rojas Marcos 3, MUSEODELBAILEFLAMENCO.COM

LA CORRIDA ▶ Bullfighting is a passion in Andalusia. The Plaza de Toros de la Maestranza, on Paseo de Cristóbal Colón, is worth a visit even if you have no desire to watch this strange, spectacular and deadly "ballet."

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Travel Insurance

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GOOD DRIVING NEVER GETS OLD...



Currently, more than a million driver's licence holders in Quebec are 65 years old and over. By 2030, that number will climb to 1.5 million. The CAA-Quebec Foundation, which promotes and contributes to road safety for drivers, has put together an awareness-raising program for senior drivers.

On October 1, the Foundation took advantage of this year's International Day of Older Persons to launch a road-safety awareness tour through senior residences in many Quebec regions. Dubbed *Good Driving Never Gets Old*, the tour features driver-awareness conferences, training sessions on a simulator, workshops on auto ergonomics and rear-view adjustments (Vision 360).

The goal was straightforward: helping seniors safely maintain their mobility as well as enabling their loved ones to recognize any telltale signs of diminished driving ability.

"By promoting good driving habits, we believe that seniors can prolong the use of their own car," says CAA-Quebec Foundation Director Marco Harrison.

And in the final analysis, these efforts will definitely improve worrying statistics:

- ▶ Drivers 75 years old and over account for 3.5 times the number of accidents than those in the 35-44 age group (per kilometre travelled).
- ▶ The number of accident victims aged 55 years and over rose in 2016.

Training sessions were offered free of charge to senior drivers, thanks to the financial support of the participating retirement homes and regional organizations as well as the collaboration of the Réseau FADOQ (formerly the Fédération de l'Âge d'Or du Québec).

Given its success, the event will likely be repeated. In the meantime, anyone interested in the program can consult our practical guide, *How to help an older driver – A guide for planning safe transportation*, available at CAAQUEBEC.COM, as are photos of the road-safety awareness event held at senior residences.

And remember: Good driving never gets old!

LOWERING SPEED LIMITS /
Will Montreal lead the way?

Announced last July, Mayor Denis Coderre’s plan to reduce speed limits on the streets of Montreal has attracted a lot of publicity. But is it a wise move? Here is CAA-Quebec’s opinion.

The efforts by the mayor and his administration are entirely understandable and commendable, considering that 71 pedestrians and cyclists were killed on Quebec roads last year. But simply putting a number on a sign won’t solve the problem.

Instead, CAA-Quebec believes that speeds should be adjusted based on traffic flow, the mix of road users and, of course, the time of day. This can be done using variable speed limit (VSL) signs like those already installed on a number of highways. And they work! In late 2014, the city of Lethbridge, AB, installed a VSL system on Whoop-Up Drive, the only stretch of road in the city with a 90-km/h speed limit. When the speed limit was reduced to 60 kilometres per hour, the observed speeds ranged between 60 and 70 km/h.*

But of course nothing will replace police surveillance, which remains the best way to convince the most stubborn driver to take his or her foot off the pedal.

* Source: lethbridge.ca/Pages/default.aspx



CAA-QUEBEC SCHOOL SAFETY PATROL /
There’s still time to register!

Our School Safety Patrol Program is tailored to suit the specific needs of each school, whether in nearby streets, on the school bus or in the schoolyard.

Teachers, social workers, school principals and parents are all invited to consult the program website at CAAQUEBEC.COM. You’ll find information about starting the program – or renewing it – at your school, as well as testimonial videos from former patrollers. New this year: Order all the necessary materials online to start your patrol group today.

The CAA-Quebec school safety patrol program helps to ensure safer school zones. Registration is just a click away!

Yes to a structure-enhancing transportation network for Quebec City, but...

No fewer than 81 percent of CAA-Quebec members in the Greater Quebec City area are in favour of a citywide structure-enhancing transportation network – like a bus rapid transit (BRT), metro or tramway link. Moreover, 51 percent of respondents who never use public transit admit they would, if such a network actually existed. They have high expectations, however, and demand greater transparency and improvements in the existing services for all users. Our members are dissatisfied, citing routes that are too long, transfers that are too numerous, buses that don't run often enough... The existing network needs immediate improvement.

Such is the gist of a CAA-Quebec member survey conducted last June. The findings were outlined in a brief submitted to Quebec City authorities last August as part of a public consultation on sustainable mobility and a structure-enhancing public transit system.

Keep in mind, however, that our members aren't about to write the city a blank cheque. Before getting fully behind the project, they want to be convinced that the chosen solution is the right one, meets people's needs, and operates efficiently. When members were asked what aspects of the project worry them, costs and taxes topped the list. They also fear the loss of traffic lanes and parking spaces.



Moreover, CAA-Quebec insists that the project take into account the concerns of motorists – since the automobile is still the preferred mode of transport for nine out of 10 Quebec City citizens. It must not be forgotten that public transit does not suit everyone.

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Does your auto-and-home-insurance broker always shop around for you?

Last June, acting in the interest of its members and consumers in general, CAA-Quebec participated in a public consultation about the provision limiting ownership to 20 percent of damage-insurance brokerage firms by insurance companies.

It is CAA-Quebec's position that the interest of the insured must always take precedence. That's why we advocate a stricter application of their code of conduct by personal-damage-insurance brokers. These brokers must be required to disclose all business relationships they have with the insurance companies that they represent. In short, the consumer who chooses a damage-insurance product and a specific method of distribution should be informed whether such broker places 80, 85 or 90 percent of its business with a single insurer with whom it has a significant business relationship. We believe this will ensure that the broker places his client's interest above his own. Do you share our opinion?



APPROVED AUTO-REPAIR SERVICES /

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Auto repair
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A consumer-protection precursor, CAA-Quebec launched its network of approved auto-repair services in 1977. Ever since, members have entrusted their vehicles to these reliable establishments.

From just a handful of garages at the outset, the network now boasts some 430 companies, including auto dealerships, independent garages, multi-service centres, autobody shops and, more recently, specialized RV garages (also servicing motorbikes, snowmobiles and quads).

To be part of the network, a garage must display its credentials and meet rigorous criteria, like Clé Verte certification. (Clé Verte is a

management program for handling dangerous automobile waste.) Mechanisms are in place in order to ensure that such garages maintain their high standards.

And what about members?

In addition to having access to reliable garages, members are entitled to exclusive guarantees, a mediation service in case of a dispute with a garage, and a chance to accumulate CAA Dollars. Here's to our next 40 years together!



NEW MEMBER CARDS / New look, identical advantages

The CAA-Quebec card has a fresh look and design, and it's now valid for five years. You'll get your new card when your current one expires.

The old and new cards will operate concurrently for a short period. But regardless of how the card looks, it's more important it stays in your wallet! Show it when paying for gas at Couche-Tard or buying many other items at our other partners (more than 3,000 points of sale in Quebec) to get rebates in CAA Dollars and other instant discounts.

We know you'll be just as happy with your new card!



More CAA Dollars for our loyal travellers

Have you heard about the Explorers Club? This members-only loyalty program awards CAA Dollars to customers who repeatedly book trips featured in our *explore* brochure. And more CAA Dollars mean more travel time!

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DID YOU KNOW?

During the holiday season – or at any other time of year – if you've had one drink too many or are simply unable to drive, CAA-Quebec will safely take you and your car home. CAA-Quebec Safe Ride Home is part of your membership, regardless of your membership option.

NEW! The only credit card that earns CAA Dollars



1) Subject to credit approval by National Bank. To learn more about the fees, conditions and restrictions regarding your CAA Rewards Mastercard credit card, please consult the applicable rules at nbc.ca/caa.

2) The offer is valid from June 1 to December 31, 2017. To receive a welcome bonus of 25 CAA Dollars, the cardholder must charge \$500 to his or her CAA Rewards Mastercard credit card within the first 3 months of enrollment. To receive a welcome bonus of 50 CAA Dollars, the cardholder must charge \$2,000 to his or her CAA Rewards Mastercard credit card within the first 3 months of enrollment. This promotion cannot be combined with any other offer or promotion from National Bank. The promotion covers purchases only. Cash advances and balance transfers are excluded. Limit of one welcome bonus of 25 or 50 CAA Dollars per CAA Rewards Mastercard credit card account during this promotion.

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MEMBER TESTIMONIAL

**Do you buy travel insurance?
Yes ma'am!**

Sometimes we expect the worst will happen when we go abroad and that's why most folks purchase travel insurance. When the worst did in fact occur, this Quebec City-area retiree and his wife were mighty relieved they had their policy in hand!



PHOTO: STÉPHANIE MALTAIS

Martial Sanfaçon has been a CAA-Quebec member for more than a decade. He and his wife, Louise Demers, have enjoyed the benefits of membership. They've used the towing services on several occasions, but they've come to appreciate CAA-Quebec travel services most. Calling on the travel agency three or four times a year since their retirement, they have booked flights, arranged for accommodations and rental cars and, of course, bought travel insurance.

"We look online for travel ideas and inspiration, and when we're ready to book, we call our counsellor at CAA-Quebec Travel," says Sanfaçon. For a long time, the couple never needed to use travel insurance, but always felt it was a sensible idea to have the protection just in case. And how right they were! A trip to the Dominican Republic in 2014 proved the point.

"We were chatting quietly with other vacationers when Louise's knees buckled. We caught her just in time and took her to the hotel infirmary. Suspecting a heart attack, the doctor on duty treated her accordingly and her condition stabilized. She was then taken by ambulance to the nearest hospital. It was a small facility where the staff spoke little French and seemed rather inexperienced. That's when we started to appreciate our Quebec health-care system," Sanfaçon admits.

As advised by his CAA-Quebec Travel counsellor, Sanfaçon had already notified his insurance company of the situation. In turn, they opened a file, communicated with the hospital to arrange payment, contacted the airline to discuss possible repatriation, and paid for the medication used at the clinic. In short, the insurance company was with the member every step of the way.

"When you're worried about your loved one, the last thing you need is anxiety about bills and paperwork. I saw people at the hospital who were in dicey situations: one man was pleading for a higher limit on his credit card, another was forced to cancel his return flight. My own insurance handled everything. I give them a score of eleven out of ten!"

Demers left the hospital a few days later, albeit in a wheelchair, and spent the remainder of the week resting at her hotel.

After returning home, she was relieved to learn that her symptoms had been caused by a much less serious illness. Ever since, Martial Sanfaçon and Louise Demers have gone south again several times, but of course, never without travel insurance!

TELL US YOUR EXPERIENCE WITH CAA-QUEBEC.

► Does your no-stress card give you a boost? Email your story to CAAQUEBECMAGAZINE@CAAQUEBEC.COM. It could appear in the next "Member Testimonial" column and earn you 100 CAA Dollars.

New! Earn CAA Dollars with Air Canada Vacations

You now have even more chance to earn CAA Dollars while you travel abroad. Since September 1, in fact, you've been able to receive as much as 50 CAA Dollars when buying an Air Canada Vacations package. Air Canada Vacations is one of the country's most respected tour operators, offering more than 30 destinations in Mexico and the Caribbean, 20 in Europe and many more in North America.

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- ▶ If you book 31 to 90 days before the departure date, you earn 25 CAA Dollars per member.
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So act early to get the maximum amount! CAA Dollars will be credited to your account the month after your departure.



To benefit from this member-exclusive offer, you must reserve through CAA-Quebec Travel. You can do so online at VOYAGE.CAAQUEBEC.COM/EN, or by visiting any of our 14 Travel Centres. A counsellor will be on hand to help you choose your ideal vacation package.

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CIRQUE DU SOLEIL ▶ Get 20 percent off tickets bought online at CIRQUEDUSOLEIL.COM/CAA for *Cirque du Soleil, Crystal - A Breakthrough Ice Experience*, December 13 to 17 in Quebec City; December 20 to 31 in Montreal.

EVENKO ▶ Get up to 20 percent off tickets for the following shows: *Noël en Noir & Blanc*, with Gregory Charles and Marc Hervieux, November 26 at Bell Centre in Montreal.

Noël, une tradition en chanson, with Brigitte Boisjoli, Paul Daraïche and others, December 10 at Place Bell in Laval.

Richard Abel, Elegancia autour du monde, November 18 at Place Bell in Laval.

JUST FOR LAUGHS ▶ \$10 off regularly priced tickets for the following shows:

Mary Poppins, December 9 to 30 at Théâtre St-Denis - 1

Joël Legendre, Showtime - November 22, 24 and 25 at Théâtre St-Denis - 1

Jérémy Demay, Vivant - November 29 and February 15 to 17, 2018, at Salle Albert-Rousseau in Quebec City

Julien Tremblay, Humble et magnifique - December 28 to 30, at Théâtre St-Denis - 2

▶ For full details regarding each offer and to buy tickets, visit the CAA Dollars and Discounts section at CAAQUEBEC.COM.



SYLVAIN LÉGARÉ,
SUPERVISOR,
AUTOMOTIVE ADVISORY
SERVICES

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Quebec City:
418-624-0613
Elsewhere in Quebec:
1-888-471-2424

OR ASK YOUR QUESTION ONLINE

in the Advice section at
CAAQUEBEC.COM/AUTOMOTIVE



QUESTION / I hear a noise at the back of my car that seems to come from the wheels. My mechanic says that the rear-brake discs are covered in rust and need to be replaced. But how is that possible? My car is a 2014 model with only 14,000 kilometres on the odometer.

— J. MICHAUD, GATINEAU

ANSWER / The problem is that your car hasn't been driven enough. Given Quebec's variable climate, your vehicle's metallic parts may have been exposed to the elements. And so it is possible that your brake discs have rusted prematurely and need to be replaced.

A car is designed to be driven

To prevent a repetition of this situation in the future, plan longer drives – by combining several outings into one, for example. As you apply the brakes normally and regularly, any rust will be worn off the appropriate surfaces.

Finally, even if you don't drive frequently, it's still important to have the brakes serviced by your mechanic.

POSTCARD



BRITTANY ▶ Saint-Malo's Grand Dune is part of the château built by order of the dukes of Brittany in the 15th century. Designated as an historic monument at the end of the 19th century, it is now home to the Saint-Malo City Hall and the city's historical museum. A magnificent and imposing sight. 📷 [MARCO BROCHU, LONGUEUIL](#)

Send your favourite travel photo (maximum 5 megabytes) to CAAQUEBEC.COM/CAAQUEBEC before December 8, 2017, along with a description of approximately 80 words. If your photo is published in the next issue of the magazine, you'll win a Samsonite Ziplite set of two suitcases (21" and 25") - a \$280 value.

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BOISBRIAND
2715, rue d'Annemasse / 450-435-3636

BROSSARD*
8940, boul. Leduc / 450-465-0620

GATINEAU
960, boul. Maloney Ouest /
819-778-2225

LAVAL
3131, boul. Saint-Martin Ouest /
450-682-8100

LÉVIS
85, route du Président-Kennedy /
418-624-8585

MONTREAL
1180, rue Drummond / 514-861-5111

POINTE-CLAIRE
1000, boul. Saint-Jean / 514-426-2760

QUEBEC (LEBOURGNEUF)
500, rue Bouvier / 418-624-8222

QUEBEC (SAINTE-FOY)*
2600, boul. Laurier /
418-653-9200

SAGUENAY (CHICOUTIMI)
1700, boul. Talbot / 418-545-8686

SAINT-LÉONARD
7178, boul. Langelier / 514-255-3560

SHERBROOKE
2990, rue King Ouest / 819-566-5132

TERREBONNE
302, montée des Pionniers /
450-585-9797

TROIS-RIVIÈRES
4085, boul. des Récollets /
819-376-9393

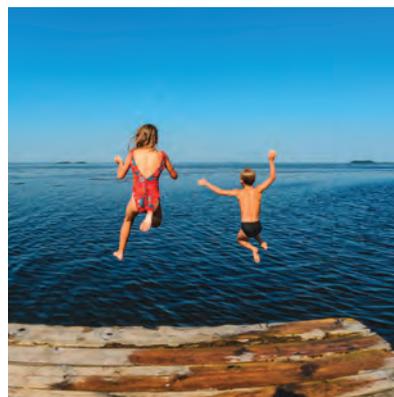
NOTE ▶ Each Travel Centre has its own business hours. Check with yours before planning your visit. *The Brossard Travel Centre and that on Boulevard Laurier in Quebec City are open on Sundays.

THE FLOOR IS YOURS

What's your most beautiful vacation memory? It could be a long-ago childhood memory or one from the summer just ended.

On a last-minute decision we went to Winnipeg to see my niece sing in the opera *Suor Angelica*.

▶ **LISE DORAIS, SALABERRY-DE-VALLEYFIELD**



The cruise up the fjord of Western Brook Pond in Gros Morne National Park, Newfoundland and Labrador. Fantastic!

▶ **LUCIE LACHANCE, LA POCATIÈRE**

Quite simply, my childhood summers spent at my godmother's house with my cousins.

▶ **LAURENCE THÉBERGE, TROIS-PISTOLES**

Last summer at Hampton Beach I was able to see the solar eclipse for the first time in my life, and I'm 58 years old. I knew that I'd just experienced a memorable moment.

▶ **SEBASTIEN CASTILLO, MONTMAGNY**



BY PHONE

Emergency Road Service

1-800-222-4357
514-861-1313 (Montreal)
Cellphone: *CAA

Member Services

1-800-686-9243
514-861-7575 (Montreal)

Travel Agency

1-888-549-5559
514-861-9746 (Montreal)

Automotive Advisory Services

1-888-471-2424
418-624-0613 (Quebec City)

Residential Advisory Services

1-888-627-6666, 514-861-6162 (Montreal)
Emergency: 7 days a week, 24 hours a day

Insurance

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TRAVEL
1-800-359-1221

LIFE
1-877-741-7222



See the complete address list in the digital version of the magazine.

caaquebec.com
info@caaquebec.com

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Don't forget to give your new address to CAA-Quebec. By doing so you'll be sure we can always be in touch, send you your copy of *CAA-Quebec Magazine* and continue providing you with the best service we can. You can give us your change of address by calling 514-861-7575 (Montreal) or 1-800-686-9243. You may also do it online at caaquebec.com. Access your membership file in the *Member account* column and click on *Change of address notice*.



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Travel

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See the Member's Handbook and Discounts and Privileges Guide for complete descriptions of services, discounts, products, benefits and rules related to CAA-Quebec membership, or visit caaquebec.com.



EXPERIENCE THE BENEFITS

WINTERPROOF YOUR HOME



A few preventative measures will ward off pesky problems and costly repairs.

BY JACQUELINE SIMONEAU

01 / To prevent air leaks, apply caulking and replace damaged weatherstripping around doors and windows. Put a plastic film on those windows that you never open in winter. Install insulating plates over electrical outlets and switches.

02 / Make sure the garage door and the door between the house and garage are airtight.

03 / Burst pipes can cause water damage. Use insulation sleeves to cover all pipes located near exterior walls so they won't freeze and then burst. Good to know: Some insurance policies cover specified risks like fire or theft, but not burst pipes due to freezing. So check with your insurer, especially when it is about your seasonal or mobile home.

04 / A kitchen-range hood and bathroom fans are must-haves to prevent condensation on windows. In winter, the humidity level should range between 30 and 45 percent.

05 / Heating accounts for about 60 percent of a home's energy consumption. Keep your system in good working order to maintain its energy efficiency. Change the filters regularly.

06 / Regularly inspect and clean the dryer-vent ducts. Buildup due to lint and other residue can overheat the appliance and cause a fire – not to mention increased energy consumption.

07 / Keep the attic adequately insulated and vented. This will prevent ice forming on the roof and the risk of water infiltration that could necessitate costly repairs.

08 / After a heavy snowfall, remove the snow from your roof and balconies. Too much snow and ice can cause these structures to collapse and damage the building. Call a contractor if you're unable to manage the job by yourself, even with the use of a telescoping snow shovel or roof rake.

09 / Remove snow and ice around the gas or propane-gas meter and exhaust ducts to keep these appliances in proper working order.

10 / If you heat with wood, let your insurer know that you want coverage for any damage from wood-stove fires.

AM I COVERED IF I HADN'T CLEARED THE SNOW FROM MY ROOF OR BALCONY?

The collapse of a roof or balcony caused by the accumulation of too much snow is normally covered in an all-risk home-insurance policy. Also, consider getting adequate civil liability coverage, because snow or ice accumulation on the roof or balconies can risk endangering occupants and visitors. That being said, for an individual to be indemnified by your insurer as a result of snow falling from your roof, the individual must prove negligence on your part. But don't take a chance: Clear the snow and ice from your roof and balconies.

ANY QUESTIONS? ▶ Contact our insurance agents, Monday to Friday from 8:30 a.m. to 8 p.m. and Saturday from 8:30 a.m. to 4 p.m. at 1-844-446-3636.



Nov. 16-19

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S.O.S. IDENTITY THEFT

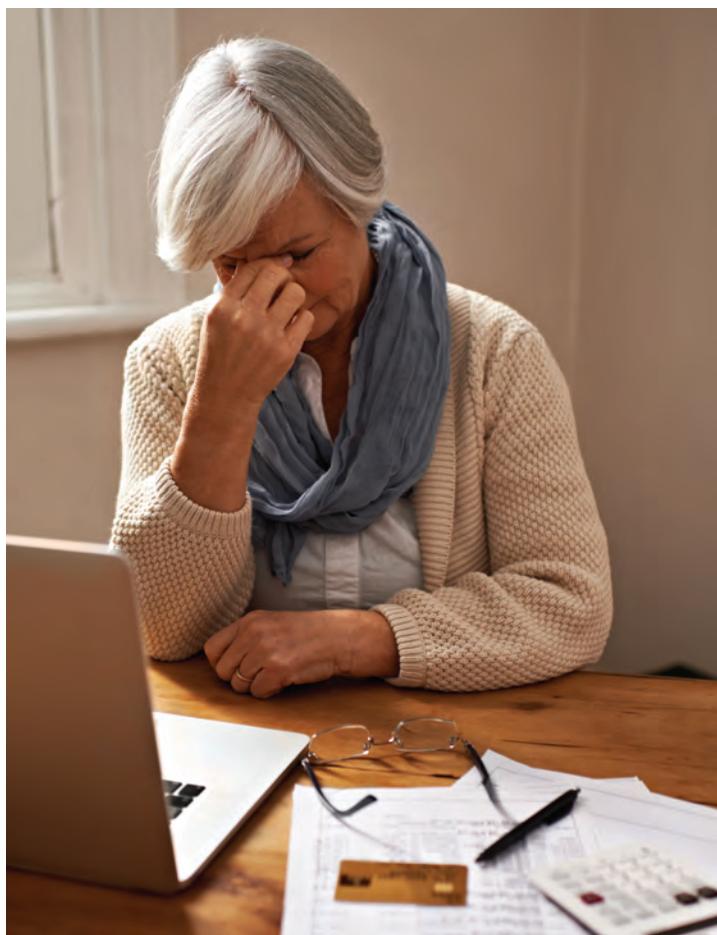
Each year, thousands of people become victims of identity theft or fraud. And it could happen to you. / BY JACQUELINE SIMONEAU

That's exactly what Caroline Lapointe and Nicolas Chourot were horrified to discover. "In November 2016, we got a notice from Canada Post saying that, on a given date, our mail would be re-directed to a post-office box," says Lapointe. When the couple told the Canada Post official that they'd made no such request, he immediately suspected identity fraud. The fraudster might have arranged the mail re-direction online at the Canada Post website intending to steal personal data from it, the official explained. A few days later, another notice arrived, but this time Lapointe and Chourot didn't bother to alert Canada Post, assuming it was the same false notice and that the matter had been already settled. By the time Lapointe recognized that the date on the second notice was a different one and put another stop to the mail re-routing, the thieves had already used her ID to cash a money order, open a bank account and apply for a number of credit cards.

Once they've stolen your personal data, criminals can cause serious trouble. They can access your bank accounts, open new accounts, make long-distance calls, take control of your assets, apply for loans, credit cards and identification documents (like a driver's licence, passport, health insurance card), and much more.

WANT TO KNOW MORE?

► [Contact our insurance agents, Monday to Friday from 8:30 a.m. to 8 p.m. and Saturday from 8:30 a.m. to 4 p.m. at 1-844-446-3636.](#)



Their favourite ploys include gleaning information from social-media postings, stealing wallets, spying on online transactions, "phishing" (by sending an email in the name of a reputable bank, for example), and even by rummaging through trash cans for invoices, medication labels, bank statements, pre-approved credit-card offers...

How to protect yourself

It's impossible to prevent every type of fraud. When a multinational organization like Equifax was hacked, it sent a chill down the spine. Why? Did you know that once you apply for a loan, your personal information is automatically forwarded to one of the two credit-rating agencies in Canada – TransUnion and Equifax? You can still protect yourself by following the basic advice as laid out in the magazine's digital version, and by learning how to react.

Free legal advice

Identity theft can quickly spiral beyond the victims' control. Should it happen to you, remember that some home-insurance policies provide just the help you might need. For example, CAA-Quebec No-Stress Insurance includes the cost of legal telephone assistance in identity-theft situations. This means you can get free professional advice regarding most aspects of law – information access, income protection, family law, movable and immovable property and, of course, identity theft. In the latter case, the assigned lawyer will help you protect your identity and guide you through all the necessary steps to regain your ID if your documents are either stolen or your personal data has been compromised.

► Our thanks go to Élise Thériault, lawyer and judicial counsel for Option Consommateurs; Darren Martin McMahon-Payette, media relations officer for Service de Police de la Ville de Montréal (SPVM); and Suzanne Michaud, CAA-Quebec Vice-President - Insurance, for their assistance.



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A HEALTHY HOME!

Water infiltration, a cracked concrete slab, high heating bills... For each problem, there's a test to find out the cause. Here's a rundown of those tests and when to conduct them.

BY JACQUELINE SIMONEAU

Thermographic inspection

This technology lets you locate heat leaks, excessive moisture, water infiltration, insulation deficiencies, thermal bridges, abnormally hot electrical connections or components, for example. And all this can be done without having to cut into the walls themselves. An infrared camera records temperatures at various points in the house, displaying the readings in a thermogram image. If, as a result, surface heat variations are observed, they may reveal anomalies that will require repair.

COST ▶ Between \$850 and \$2,000 depending on the house's surface area.

WHEN TO CARRY OUT THE TEST? ▶ In winter, because there must be a temperature spread of 10°C or more between inside and outside the house.

Pyrite test

Pyrite is a mineral occasionally found in the gravel used beneath concrete-floor slabs. When it comes in contact with moisture and oxygen, it oxidizes causing the slab to heave and/or crack. If your garage or basement floor reveals a star-shape crack or random swelling, then pyrite expansion may be the culprit. Pyrite testing involves an expert boring into the cracked slab in order to extract a soil sample for lab analysis. The mineral is largely concentrated in the Montérégie area, while the Mauricie region is home to pyrrhotite, another mineral with almost similar properties and also present in concrete aggregates.

COST ▶ About \$800.

WHEN TO CARRY OUT THE TEST? ▶ At any time.

Radon test

This colourless and odourless radioactive gas comes from the natural disintegration of uranium found in soil, rocks and water. It seeps into homes through any opening that is in direct contact with the soil (like cracks in a concrete slab and foundation walls, wall joists, crawl spaces) and concentrates in the air, first in the basement then in the upper floors. The danger here is that prolonged exposure to radon can cause lung cancer. According to Health Canada, radon is present everywhere in the country and remedial measures should be taken if its concentration exceeds 200 Bq/m³ (becquerels per cubic metre). To test for radon, you need a dosimeter and, for accurate readings, testing must be carried out over a period of at least three months. The results should then be analyzed by a certified laboratory.

COST ▶ A test kit costs between \$30 and \$60 including analysis fees, and is available at the CAA-Quebec Boutique.

WHEN TO CARRY OUT THE TEST? ▶ The recommended period is between September and April, when windows are closed.

▶ Consult our radon file at CAAQUEBEC.COM "Tips and Tricks" section (enter "radon" in the SEARCH box). Don't hesitate to call our Residential Advisory Services at 514-861-6162 or 1-888-627-6666.



French-drain camera inspection

The purpose of this inspection is to see if the drain around the house is clogged or otherwise damaged, and if it needs to be replaced, repaired or unclogged. Signs of muddy water infiltration in the basement are an indication for this test. Inspection is straightforward and inexpensive if there's an access to the drain in the basement. If not, the cost can be up to three times as high.

COST ▶ Between \$400 and \$500 (excluding excavation cost).

WHEN TO CARRY OUT THE TEST? ▶ Depending on the type of machinery required and the access to the worksite.

Blower door test

This particular test is part of a home energy evaluation. The goal is to locate air-leakage points. The test consists of reducing the air pressure inside the house by using a powerful and calibrated fan – called a blower door – which will create an air-pressure difference between the interior and the exterior of the house. Airtightness can then be measured by analyzing the volume of the expelled air and its effect on the air pressure inside the house. For best results, the blower door test should be combined with a thermographic inspection precisely targeting any problem areas.

COST ▶ Between \$625 and \$1,000.

WHEN TO CARRY OUT THE TEST? ▶ Mainly in the spring or the fall.

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Water quality test

Even though it can appear clear and has no smell, well water may contain bacteria and other harmful substances. A water-quality test can determine whether or not the water is drinkable. Let the water run for 30 minutes or so, then take a sample and send it to an accredited laboratory for analysis. Ideally, water should be tested twice a year – in the spring and fall – for drinkability, and every five years for other parameters.

COST ▶ Between \$300 and \$800.

WHEN TO CARRY OUT THE TEST? ▶ Preferably in the summer.



Asbestos test

Asbestos is most commonly found in vermiculite insulation and old plasterwork. Asbestos dust is dangerous only when it's stirred up and released into the air during home-renovation work, for example. Vermiculite samples should be carefully taken and analyzed by an accredited laboratory. If the presence of asbestos is confirmed, you must contact a specially trained contractor to remove the material according to strict protocols.

COST ▶ Between \$300 and \$500.

WHEN TO CARRY OUT THE TEST? ▶ At any time.

▶ Our thanks go to Alain Corbeil, building technologist and president of Alain Corbeil Pro Inspection, for his assistance.

STORING YOUR VEHICLE

FOLLOW THE GUIDE!



The end of summer means it's time to start preparing RVs and sports cars for winter storage. Follow these steps to find your vehicle in perfect order come spring. / BY JACQUELINE SIMONEAU

- ▶ Wash the exterior to remove tough dirt (insects, leaves, tree sap, mud) that can damage the body, and – in the case of insects – affect the working order of the air conditioning and cooling system. Also, be sure to clean the doorsills and seals to prevent rust and corrosion. Dry thoroughly and wax. And don't leave any perishables inside the vehicle. If you have leather seats, apply a conditioner to keep them soft and supple.
- ▶ Make sure to fill the reservoir with winter windshield-washer fluid so it doesn't crack in the cold.
- ▶ Lubricate door hinges and weatherstripping so they don't dry out.
- ▶ Change the engine oil and oil filter. Check antifreeze level and density. A poor concentration of antifreeze combined with extreme cold could crack the engine block.
- ▶ Inflate tires to the recommended maximum PSI. If possible, raise the vehicle on blocks so, if the tires deflate, they won't be damaged by the weight of the vehicle. Doing this also takes a load off the suspension.
- ▶ Fill up with fuel to prevent condensation inside the tank. Humidity can lead to rust and damage the fuel-injection

WANT TO KNOW MORE?

▶ Consult our "Do-it-yourself auto maintenance" videoclips at CAAQUEBEC.COM

system. Go one better and add a stabilizer to prevent the fuel from going bad.

- ▶ Remove the battery and store it in a cool, dry area. Charge it at least two times while in storage. Prefer leaving it in the vehicle? Disconnect the terminals, but be careful: Many car manufacturers require a reprogramming of certain components when reconnecting the battery. Learn more before going ahead.
- ▶ Seal tailpipes and air intakes with a polyethylene or plastic bag to cover entry points and prevent humidity from penetrating the interior.
 - ▶ Empty your RV's water reservoirs (drinking, waste, heater). Pour in antifreeze to prevent breakage. Disconnect propane tanks and close valves to thwart leaks.
 - ▶ Store your vehicle preferably indoors, in a heated space. If the floor is concrete, first lay down a tarp to reduce humidity, which can cause corrosion.
 - ▶ Contact your insurance company. They can offer you a QEF-16 rider, which suspends liability

while the vehicle is in storage (up to 180 days per year). This should give you a credit on your premium while coverage against fire and theft continues. Also, get in touch with the SAAQ to find out if you can receive a partial reimbursement on your vehicle registration fee.

- ▶ Our thanks go to Sylvain Légaré, CAA-Quebec Automotive Advisory Services supervisor, and Suzanne Michaud, CAA-Quebec Vice-President - Insurance, for their assistance.

SNOWMOBILE INSURANCE : It's a must

Snowmobile season is back. For peace of mind, make sure you're properly insured.

BY JACQUELINE SIMONEAU

In Quebec, the *Act Respecting Off-Highway Vehicles* (chapter V-1.2) mandates that snowmobile, ATV and quad owners must have private civil liability insurance of no less than \$500,000, though most insurers recommend at least \$1 million. This insurance covers bodily harm and property damage caused to others as a result of snowmobile accidents (in Quebec or outside of the province for a maximum of 180 consecutive days) that are not covered by the SAAQ. The SAAQ does not compensate snowmobilers unless the accident involves a moving motor vehicle on a public roadway.

In addition to this coverage, you can add supplementary protection to your snowmobile insurance to cover such things as damage to your snowmobile or to equipment and accessories that you've installed on it, as well as for theft, vandalism and fire. Speak to your insurer.



WANT TO KNOW MORE ?

► [Contact our insurance agents, Monday to Friday from 8:30 a.m. to 8 p.m., and Saturday from 8:30 a.m. to 4 p.m. 1-844-446-3636.](#)

Good to know: By becoming a member of the Quebec Federation of Snowmobile Clubs (FCMQ), you automatically are covered by civil liability insurance worth \$1 million. The premium for this is included in your snowmobile-trail permit fee. You can, however, procure trail access without insurance. But to do so, you would have to take out civil liability insurance through your own insurer. Tip:

Compare the two coverages to choose the one best suited to your needs.



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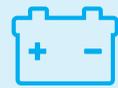
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* Read the Member's Handbook or visit caaquebec.com for details on services and for applicable conditions, if any.



Automotive
EXPERIENCE THE BENEFITS

WHAT TO DO

to get your car winter-ready

Battery

Winter conditions can weaken, and even kill, your battery. A CAA-Quebec Battery Service mobile unit can test your battery wherever you may be (at home or at work, for example) and replace it if necessary.

Wipers and fluids

Replace wiper blades as soon as they're starting to wear out. Use a winter-grade washer fluid, which won't freeze in the reservoir and won't damage hoses when the mercury plunges below zero.

TO KNOW MORE ▶ Consult our "How to change your windshield wipers" videoclip at CAAQUEBEC.COM.

Belts and hoses

Visually inspect them to detect bulges, cracks and leaks that may be caused by temperature fluctuations. If you suspect a problem, have your car checked by a mechanic immediately.

Emergency kit

Always have one in the trunk of your car. You can purchase a fully equipped kit (\$79.95, 10-percent rebate in CAA Dollars for members) at the CAA-Quebec Travel Boutique. CAAQUEBEC.COM/BOUTIQUE



Block heater

Test the block heater with the proper tool before winter sets in. And make sure there are no cracks in the cord or the electrical power outlet.

Oil

Choose synthetic oil. It flows better than conventional oils in cold weather, thereby reducing wear on the engine in wintertime.

The right tires

In Quebec, winter tires are mandatory as of December 15, but you should really think about installing them as soon as the mercury hovers around 7°C, the temperature at which the tire rubber compound begins to harden (a phenomenon that exacerbates as the mercury drops). With their deeper treads and rubber designed for the cold, winter tires offer superior traction and grip on snowy, wet and icy roads. To choose the right tires, consult our tips and tricks at CAAQUEBEC.COM.

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The cold reduces the efficiency of a battery. Here are a few tricks to optimize yours.

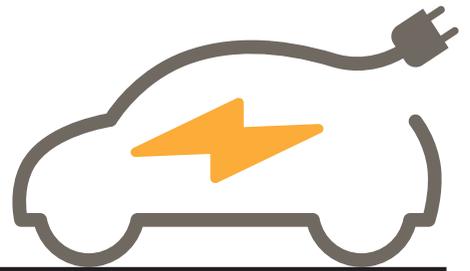
PARK THE CAR INDOORS ▶ At least shelter it from prevailing winds – along a wall, for example, to slow down the winter cold.

INCREASE THE CHARGING TIME ▶ When it's cold, recharging the battery is a slower process. Anticipate a longer recharge time in winter if you want your battery to reach full capacity.

KEEP YOUR CAR PLUGGED IN ▶ Do so even if battery charging is complete. If you unplug the car and it stays in a cold environment for a long period of time, the battery will lose its charge.

LOWER THE HEATING ▶ By lowering the car's cabin temperature by a few degrees (dress more warmly to compensate), you'll decrease the heater's impact on the number of kilometres you can travel.

REPLACE HEADLIGHT BULB ▶ If your electric car has standard headlights, swap them for LED bulbs. They consume much less power and last longer.



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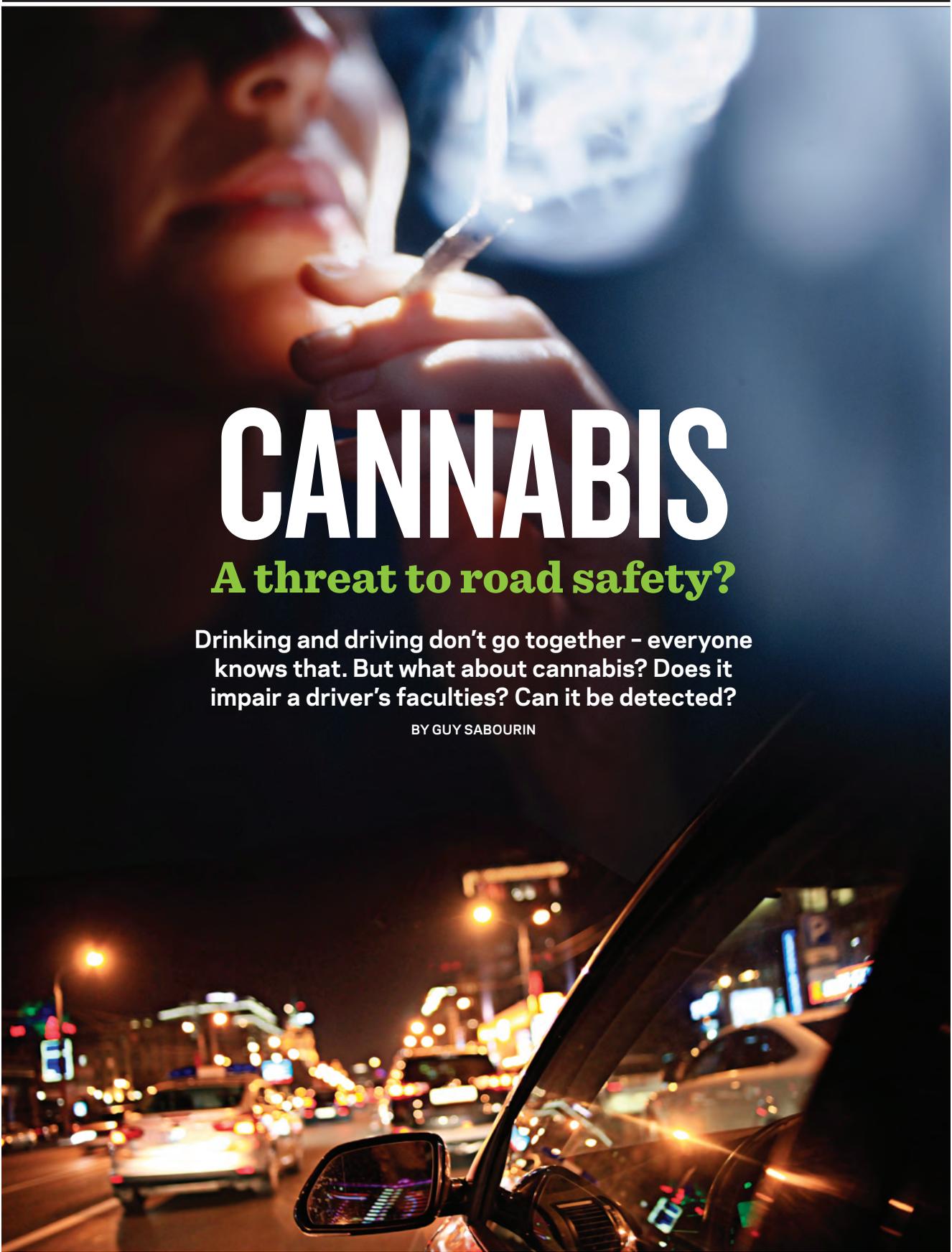






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CANNABIS

A threat to road safety?

Drinking and driving don't go together - everyone knows that. But what about cannabis? Does it impair a driver's faculties? Can it be detected?

BY GUY SABOURIN

Frankly, these questions are not as easily answered as when it comes to alcohol. Legalization, in less than a year, of cannabis for recreational use in Canada provides the opportunity to discuss the matter.

Concern

In August 2016, just over 2,000 Canadians responded to a CAA survey about cannabis and driving. No less than 73 percent (78 percent in Quebec) believe that a person under the influence of cannabis is a less competent driver than he or she would be under normal circumstances, and 63 percent say they will be concerned for their safety the day after legalization. Do people have reason to worry about stoned drivers?

Cannabis affects the brain and driving

“We have solid proof: Cannabis affects cognitive functions,” says Pierre-André Dubé, a pharmacist-toxicologist with the Institut national de santé publique du Québec (INSPQ), who took part in the Forum of Experts on Regulation of Cannabis in Quebec last June. “Recent systematic reviews demonstrate various cognitive impairments, in terms of both memory and attention, and for both regular and occasional use of cannabis.”

After tests on simulators and during real supervised driving, researchers now know that cannabis also has an effect on driving. “The scientific literature states that it affects the ability to stay in a lane and to maintain a constant following distance. The driver pays less attention, his reaction time is slower, he takes more time to brake, and in an emergency situation, he is too slow to react properly,” says Marie Claude Ouimet, a professor in the faculty of medicine and health sciences at Université de Sherbrooke and researcher and director of the Road Safety Research Network (RRSR) of Quebec.

People are already driving under the influence of cannabis

Various Canada-wide surveys have found that 2.6 percent of drivers have used cannabis before taking the wheel, more men than women, and younger than older, says Ouimet. “We’re concerned about the 16- to 24-year-old subgroup,” she adds. “Those under 25 years of age show more use and higher collision curves. In a survey of about 25,000 Canadian students, 9.4 percent said they drove after using cannabis.” They’re also the least worried about the consequences of cannabis’s influence on driving.



A JOINT OR A DRIVE, NOT BOTH AT ONCE

Driving with faculties impaired by cannabis is associated with an increased risk of being involved in an accident, the experts say. They recommend staying completely away from driving for at least six hours after smoking. This waiting time can be longer depending on the user and the type of product consumed. Cannabis mixed with food, for example, takes longer to have an effect and that effect can last as long as eight hours.

Impact on accidents

Does cannabis increase the number of accidents? Large-scale international studies on this subject have just been completed. “When we eliminate several biases and confounding factors, the magnitude of risk of road accidents is lower than we believed,” says Dubé. “We thought cannabis multiplied the risk by two, but in fact, it only multiplies it by 1.2 or 1.4. Regardless, there is still a greater risk.”

A group of Canadian, Dutch and Australian experts (Fischer et al., *Lower-Risk Cannabis Use Guidelines: A Comprehensive Update of Evidence and Recommendations*) reviewed the evidence to date. They write of a risk multiplied by 1.3 and up to 4, according to the studies. So cannabis clearly increases the risk of accident, but at what ratio, it’s not clear.



Alcohol and cannabis: multiple effects

Research has also highlighted the danger of mixing alcohol and cannabis. The reason? Drivers, knowing they are under the influence of cannabis, are conscious of their limits and try to pay attention, for example by driving more slowly. Alcohol, which increases risk-taking, renders such compensation mechanisms inoperable. Drivers are, therefore, under the full influence of two drugs and are unaware of their limits and overestimate their abilities.

Hard to learn from those who have legalized cannabis

Cannabis for recreational use is legal in several American states and has long been tolerated in the Netherlands. But it's hard to say whether this has increased the number of road accidents and deaths. Ouimet and Dubé, both at the forefront of research into the matter, stress that the studies after legalization have significant drawbacks. Missing is the research before legalization to compare results. The

data found today are, therefore, disparate and not necessarily reliable.

According to Benjamin Hansen, an American economist and expert on risky behaviours from the National Bureau of Economic Research at the University of Oregon – and who has extensively studied driving under the influence of cannabis – the data does not prove that the legalization of pot undermines road safety, even if it's possible that it has increased the number of drivers having smoked before driving, he tells the website Live Science. Even though marijuana has a negative effect on driving, he says it is not clear that legalization reduces general road safety.

More intoxicated drivers?

Legalization does not necessarily mean an increase in use. “We can think that, but it's not proven,” says Ouimet. *Le Monde*, citing “Healthy Kids Colorado Survey,” conducted by Colorado's government authorities every two years, reports that there was no increased use of cannabis in Colorado among youth since its legalization in 2014, and that use is below the national average. But according to the AAA Foundation for Traffic Safety, since legalization of marijuana in Washington State in December 2012, the number of drivers involved in a fatal accident after recently using weed has gone from 8 percent (in 2013) to 17 percent (in 2014, the year the first marijuana businesses opened their doors).

This means, when it comes to legalization and behaviour, says Ouimet, prevention and the way in which cannabis is commercialized and distributed are most important. “Yes, the number of drivers with impaired faculties could increase, and indeed this is the premise that we are formulating in Canada. But we are taking a lot of action so that it is not the case,” she says, adding that what we observe elsewhere will not necessarily be identical here.

Sargent Daniel Thibaudeau, spokesperson for the Sûreté du Québec, points out that police intercept drivers under the influence of cannabis every day. It's already a controlled substance on the roads (since 1925) and it will remain so after legalization. “If a person isn't already using it, he or she will likely not be more inclined to use it after legalization,” he adds. “But we have much work to do in raising awareness, just like with alcohol.”

UNLIKE ALCOHOL, CANNABIS DOES NOT DISAPPEARS QUICKLY. IT CAN BE DETECTED IN A PERSON'S BLOOD EVEN IF THEY HAVEN'T SMOKED FOR 24 OR EVEN 48 HOURS.

Proving impairment, not just use

Alcohol use is easy to detect. A suspected drunk driver takes a breath alcohol analyzer test, which determines the blood-alcohol level on the spot. For cannabis, it's a little more complicated. After a three-day training session, patrollers are able to conduct what's called a physical coordination test. For example, a driver who is suspected of smoking pot must follow a pencil with his eyes and the police officer determines if there is nystagmus, an involuntary jerky-eye movement. The driver must walk in a straight line and back. He must count out loud while standing on one leg. The driver who fails these tests is taken to the station for more extensive tests.

The specialized officer who takes over at the station has received three weeks of training. He looks at pupil size, takes the blood pressure, pulse and body temperature, looks inside the nostrils and mouth, and checks muscle tone. He can also ask for urine, saliva or blood samples. These tests take about 45 minutes and serve to confirm suspicion of impaired faculties – that's what needs to be proven. The mere presence of THC (the molecule responsible for the main psychoactive effects of cannabis) in the blood is not sufficient proof.

The criminal code will be modified (Bill C-46), among other things, in order to include new infractions regarding driving with a blood-drug concentration



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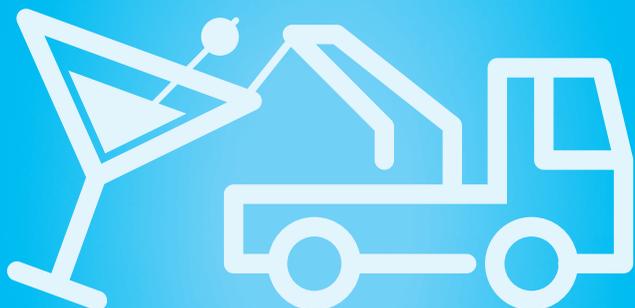
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equal or superior to the permitted concentration, as well as to increase maximum penal sentences and minimum fines.

But the “illegal” blood concentration is not yet set. According to Ouimet, the current scenario in Canada considers a maximum presence of 5 ng/mL (nanograms per millilitre) of THC in the blood (or 2.5 ng/mL, if 50 mg/100 mL of alcohol in the blood is also present). The limits in the states of Colorado and Washington are set at 5 ng/mL and Nevada at 2 ng/mL. Oregon and Alaska don't have a set legal limit; they evaluate physical signs.

The screening devices that will be used in Canada have not yet been decided upon. Dubé thinks the choice should include saliva tests, which are easy-to-use by police officers on the roadside and are approved by researchers. In Europe, police officers use a device called DrugWipe, which quickly detects THC. Blood tests are 100-percent capable of revealing a substance and how much of it is in the blood.

It's also important to know that, unlike alcohol, cannabis does not disappear quickly. It can be detected in a person's blood even if they haven't smoked for 24 or even 48 hours – even longer in the case of heavy smokers.

To make matters more complicated, the INSPQ – in its very recent review of the literature regarding the effects of cannabis on driving – adds, “the particular pharmacokinetic profile of cannabis, the large inter-individual variability as well as the administration methods and very variable and non-standardized dosages complicate the estimation of the degree of intoxication or the time elapsed since the consumers were exposed to cannabis.” In other words, no break for the legislators. It will be up to them to determine the best course to follow, and very soon.

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JOURNEY IN NUMBERS

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- ▶ 18 nights in rooms or fully equipped tents

MAZDA CX-9 2017

▶ The ideal family car is the minivan, but everybody wants an SUV. So we tested one, the Mazda CX-9, on a 10,000-kilometre cross-Canada voyage with the family! Here are our conclusions.

Power and frugality

In a category dominated by V6 engines, the CX-9's turbocharged four-cylinder is uncommon. Just 227 horsepower (250 with premium gasoline), but its generous 310 pound-feet of torque saves the day, whether merging into traffic on the Trans-Canada Highway (speed limit 110 km/h), passing semis in Northern Ontario or climbing the Rockies (thanks to the turbocharger). And the best surprise of all, an average consumption of only 9.2 L/100 km, for a heavily loaded vehicle that was sometimes pushed hard.

Quiet

The engineers lightened the CX-9 by 130 kilograms in 2016, only to add 24 kilograms of insulation under the floor. The result is a remarkably quiet ride. The engine is unobtrusive because it rarely runs at high RPMs. Even the wind slides around the windshield without a whistle. Bravo!

Impeccable road manners

A precise balance of handling and comfort is what makes Mazda vehicles so pleasant to drive, from the little MX-5 to the vast CX-9. The latter was as serene on the Manitoba plains as it was stable and agile over the tortuous Crowsnest Pass link between the south of British Columbia and Alberta. However, the brakes lack bite and quickly began to vibrate on our test vehicle, especially on downgrades.

Sumptuous but tight cabin

The CX-9 is tastefully outfitted: supple leather, brushed aluminum and a clear touch screen. But three weeks with your knee blocked against the very large, high centre console is enough. Combined with a lack of space for your left foot, it greatly reduces comfort for tall individuals.

Annoying details

- ▶ The power tailgate doesn't lift high enough; even people less than 1.82 m (6 ft.) tall risk bumping their head.
- ▶ The raked rear end limits cargo capacity; watch out when closing the hatch!
- ▶ The driver-seat cushion angle is fixed, even though it is adjustable on the less expensive CX-5.
- ▶ Our cabin displayed a number of scratches by the end of our trip, along with an indelible elbow mark on the driver's door armrest.
- ▶ The rear air conditioning can only be adjusted from the second row, impractical when the passengers are young children.

PRICE: \$37,495 to \$52,295

TEST MODEL

ENGINE: 2.5-litre turbo direct-injection 4-cylinder (227 hp)

TRANSMISSION: 6-speed automatic with manual mode

DRIVETRAIN: All-wheel drive

TEST TEMPERATURE: 10°C to 38°C

TESTED FUEL ECONOMY: 9.17 L/100 km

2018 HYUNDAI ELANTRA GT

PRICE: \$22,154 to \$32,204

PROS: Lively turbo engine, efficient transmissions, secure handling, clear controls, roomy cargo area.

CONS: Stiff suspension (Sport turbo model), overly light steering, insufficient soundproofing, automatic emergency braking restricted to most expensive model.

► A year after the Elantra sedan, the GT hatchback version also gets a complete makeover. Why not both at the same time? Since 2009, the five-door Elantra is a close copy of the Hyundai i30 designed specifically for the European market, its platform, cabin and mechanical tunings different from those of the sedan. The GT even has a distinct base engine, whereas the Sport model uses the same turbocharged four-cylinder as the Sport sedan.

At the Elantra GT presentation, Hyundai Canada officials insisted that the driving experience it delivers is much different from that of the sedan. They're right: the hatchback is more hushed, better isolated and plusher inside than the traditional sedan. More versatile, too, thanks to the liftback and dual-level trunk floor. But forget about the anti-Golf GTI: if you're looking for the most playful of the Elantras, you'll find it in the surprising Sport sedan.

TEST MODEL

ENGINE: 2.0-litre direct-injection 4-cylinder (162 hp)

TRANSMISSION: 6-speed automatic with manual mode

DRIVETRAIN: Front-wheel drive

TEST TEMPERATURE: 8°C to 24°C

TESTED FUEL ECONOMY: 7.6 L/100 km



2017 NISSAN QASHQAI

PRICE: \$21,948 to \$34,448

PROS: Roomy cabin and cargo area, comfortable ride, generous equipment for the price, good driving position, comfortable front seats, availability of a manual transmission.

CONS: Vague steering, body lean in curves, noisy acceleration (automatic transmission), driver-assistance systems reserved for most expensive model.

► Nearly ten years after it began a successful career in Europe, the Nissan Qashqai has now swollen the ranks of the booming subcompact sport-utility segment. It is so similar in appearance to the Nissan Rogue that the little newcomer is called the Rogue Sport in the United States. Like nearly all of its competitors, the Qashqai is looking to conciliate all-wheel drive and the high driving position that are so popular nowadays with a format adapted to an urban environment.

To set the record straight: Despite its sleek lines and bold colours, the Qashqai actually drives quite sedately. The manual transmission spices things up a bit, but the Qashqai is in no way as dynamic as a Mazda CX-3. On the other hand, it is nearly as roomy as the Honda HRV, which tops the segment for versatility. Along with good comfort and a favourable equipment/price ratio, the Qashqai has every chance of enjoying a successful run on our market.

TEST MODEL

ENGINE: 2.0-litre direct-injection 4-cylinder (141hp)

TRANSMISSION: Continuously variable automatic

DRIVETRAIN: All-wheel drive

FUEL ECONOMY, CITY/HIGHWAY COMBINED (MANUFACTURER DATA): 8.4 L/100 km



2018 TOYOTA C-HR

PRICE: \$26,475 to \$28,615

PROS: Good soundproofing, well-adapted engine, efficient transmission, good balance of comfort and handling, attentive finish, comfortable front seats.

CONS: Difficult rear access, dark rear cabin, tight trunk, poor rear visibility, all-wheel drive unavailable.

TEST MODEL

ENGINE: 2.0-litre 4-cylinder (144hp)

TRANSMISSION: Continuously variable automatic with manual mode

DRIVETRAIN: Front-wheel drive

TEST TEMPERATURE: 8°C to 28°C

TESTED FUEL ECONOMY: 8 L/100 km

► The new C-HR registers in the rising subcompact sport-utility segment, notably inhabited by the Chevrolet Trax, Honda HR-V and Mazda CX-3. Underneath its unbridled body styling is Toyota's new global platform, which since 2016 has successfully underpinned the Prius. The C-HR is offered with front-wheel drive only, a new-for-North America engine and a continuously variable transmission.

With inviting front seats and fun to drive, the C-HR offers a level of refinement that is relatively rare for the category. The exuberant styling guarantees that it will stand out from the crowd but also takes a serious bite out of the "utility" component that Toyota attributes to the vehicle. Without the possibility of all-wheel drive, the C-HR may have limited appeal for buyers keen on this feature, however superfluous it may sometimes be.

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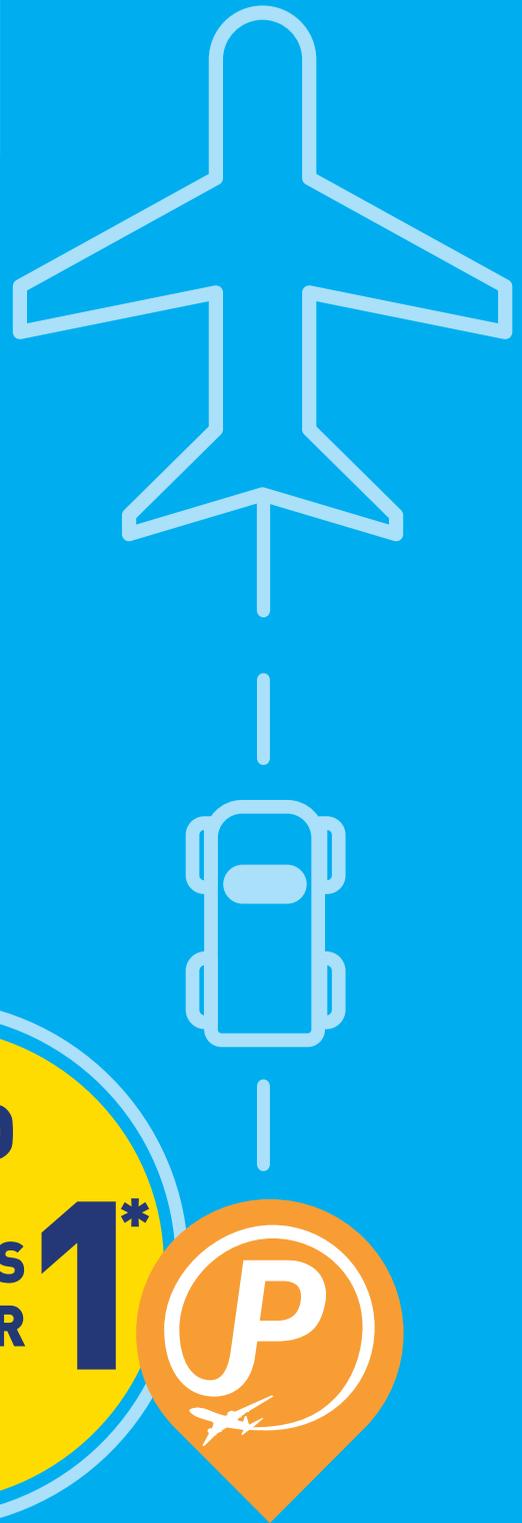
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