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LET'S OVERCOME SOME FEARS



©CATHLANGLOIS PHOTOGRAPHE

ONE SOLUTION IS TEACHING OUR CHILDREN HOW TO GRADUALLY BECOME MORE INDEPENDENT.

A handwritten signature in black ink, appearing to read 'Richard Lachance'.

Richard Lachance
President and CEO

Nowadays, children usually take the bus to school or are driven by their parents. The result is that, before the bell rings, school zones are packed with cars weaving their way around school buses, other cars and the odd pedestrian or cyclist. Safety concerns are, therefore, very real. One viable solution is to promote walking and other means of actively getting to and from elementary schools. CAA-Quebec's safety patrollers are at the forefront of this initiative.

In the 1990s, almost one of every two children walked to school. By the 2000s, that number had been cut by half for the benefit of the automobile.¹ Because we have become so fearful of traffic accidents and stranger abductions, we drive the kids to school ourselves. Each year during the back-to-school period, CAA-Quebec experts have observed hundreds of risky behaviours in school zones. Road traffic in those situations is a concern both in terms of public safety as well as public health.

But let's be realistic. Certain risks are always going to be there whether we're driving, walking or cycling. And that situation can be blamed on inadequate, even deficient infrastructure (like sidewalks or bike paths), or the chaotic, aggressive nature of city traffic. Yet there is one thing we can all agree on: Parents' good judgment should always take precedence.

And we still must overcome our fears. One solution is teaching our children how to gradually become more independent. Walk the route with them to and from school several

times. Teach them to respect road signage. Explain the importance of waiting for the WALK sign before crossing. Practise looking left, right, then left again before crossing the street. Those are examples of what can be done.

Have you heard of the CAA-Quebec School Safety Patrol Program, which turns 90 this year? We're not talking about our indispensable municipal patrollers, but rather the fifth- and sixth-graders helping their fellow students stay safe in school. You'll find them in school halls and yards, on school buses and at certain intersections. These trustworthy youngsters are role models in the eyes of their peers. And later on, they also become road-safety ambassadors. For 90 years and counting, hundreds of thousands of youngsters have participated in the program. To know more, read the Front & Centre article on page 23.

Let's face it: We must prepare our children, allowing each of them to acquire their independence. Elementary school is the ideal time to do so and the school-safety patrol represents one of the ways through which you can equip them. Walking and cycling are beneficial for health and the environment and in building self-confidence in our children. So in the final analysis, there are only positive reasons to be enthusiastic and join the program.

¹ Source: Institut national de santé publique du Québec. Sécurité des élèves du primaire lors des déplacements à pied et à vélo entre la maison et l'école au Québec, Avril 2011.



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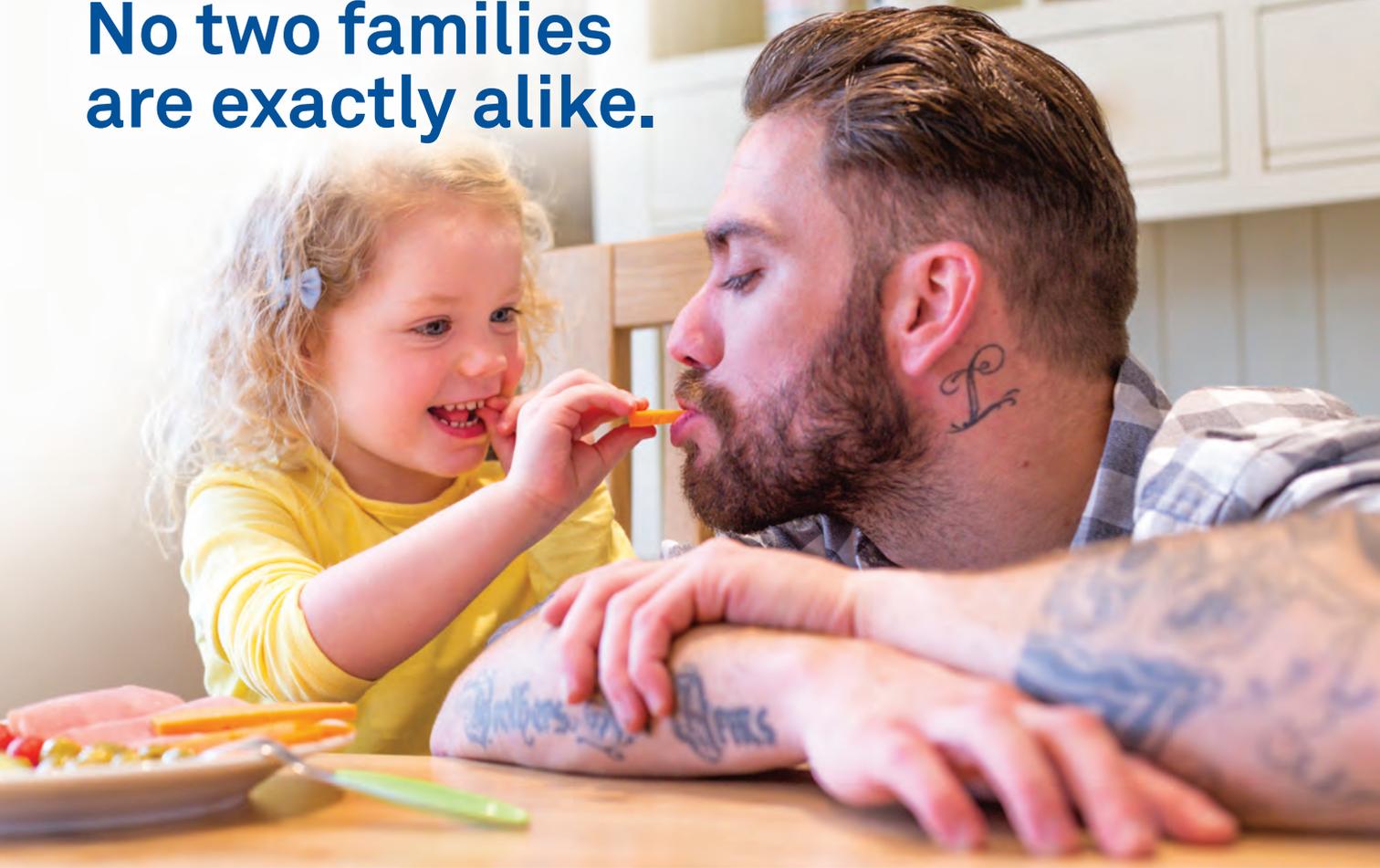


WINNING PHOTO

WHITEHAVEN BEACH, AUSTRALIA ▶ During a trip to Australia, I had the chance to spend two days and one night aboard a 1945 sailing vessel. One of the places the excursion took us to was Whitehaven Beach, known for its bright white sands and thousands of tiny purple crabs. Here, a fallen tree washed by the Coral Sea dramatically frames sand, sea and sky.
📷 **PATRICIA GAUTHIER, SAINT-BONAVENTURE**

Send your favourite travel photo (maximum 5 megabytes) to CAAQUEBEC.COM/CAAQUEBECMAGAZINE before September 10, 2019, along with a description of approximately 80 words. If your photo is published in the next issue of the magazine, you will win a Samsonite Winfield 3 luggage set consisting of a 24" suitcase and a carry-on - a \$289.99 value.

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Fat bikes

ARE TONS OF FUN YEAR-ROUND

You may have seen them before, those funny-looking off-road bikes with oversized tires designed for riding on all sorts of terrain - in summer or winter. Here are some handy tips. / BY DAVID NATHAN

CHOOSE AN APPROPRIATE TRAIL FOR YOUR SKILL LEVEL

Before running, we must first learn to walk. The same principle applies to fat biking. Practise riding and skidding on short, easy and flat trails, gradually progressing to more challenging ones. Later on, you can speed down steep slopes, tackling tight corners in a controlled manner.

APPROACH SKIDDING WITH CARE

When it comes to fat biking, skidding is a perfectly normal manoeuvre, not to mention one of the pleasures of the sport. That being said, before you skid at high speed, take the time to master the technique on gentle slopes.

ALWAYS BE CAUTIOUS

In winter, you often need to share the trails with hikers or snowshoers. So be very careful when you cross their trail or overtake them, and of course when coming to an intersection.

DON'T DRESS TOO WARMLY

If you bike in winter, avoid the classic mistake of overdressing. Fat biking is an intense physical activity, a cardio exercise that increases body temperature. Dress in layers and avoid cotton, using breathable fabrics instead.

WHERE TO GO IN QUEBEC

No fewer than 60 parks across Quebec offer fat-bike trails. Wherever you live or whatever your skill level, you'll easily find one that suits. Consult the Vélo Québec comprehensive list (in French only) at VELO.QC.CA/SENTIER.

But here are some suggestions.

PARC NATIONAL D'OKA ▶ It's an ideal venue for beginners, with easy and short trails.

MASSIF DE BROMONT ▶ This magnificent site boasts some 30 kilometres of trails with different degrees of difficulty.

PARC DU DOMAINE VERT ▶ Located in the Laurentians, this forest-park has long been a venue for mountain-bike competitions. Fat-bike trails are especially well developed, complete with on-site bike rentals.

MONT-TREMBLANT ▶ Boasting almost 60 kilometres of fat-bike trails, Mont-Tremblant is the obvious choice for beginners and expert gliders alike.

PARC NATIONAL DES ÎLES-DE-BOUCHERVILLE ▶ With 8.5 kilometres of beginner trails, this impossibly natural venue located a proverbial stone's throw from Montreal is perfect for a fat-bike initiation.

EMPIRE 47 ▶ This fat-bike paradise is situated roughly 40 kilometres north of Quebec City, on the shores of Lac Delage. On-site bike rentals are available.

MONT-BELLEVUE ▶ A Sherbrooke-area site, it offers almost 10 kilometres of trails and is intended for experienced fat bikers with their own equipment (no on-site rentals).

FORILLON NATIONAL PARK ▶ With a four-kilometre beginner trail, this is an ideal venue for Gaspesians keen to try out the sport.

Forillon National Park



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LA TABLÉE DES CHEFS

A third cooking school, this time in Quebec City

Inaugurated last June, this latest addition is located in Le Grand Marché de Québec. La Tablée des Chefs' first school was set up in Longueuil and the second at Montreal's Jean-Talon Market. Profits from all three schools are reinvested in social programs.

Since its founding in 2002, Tablée has provided over three million meals to low-income families as well as a variety of workshops for more than 30,000 young people in

high schools and youth centres. The non-profit organization's mission is multi-pronged: Develop culinary education for the young, raise public and corporate awareness about food insecurity, and promote local products and producers. The new location is also a hub for information, training and activities that will extend far beyond cooking. So hesitate no longer! Come live this unifying experience that will tickle your taste buds and so much more.

► tableedeschefs.org



FÉDÉRATION DES VILLAGES-RELAIS

VILLAGES-RELAIS : The perfect stopover

What do the municipalities of Matagami, Montebello, Saint-Fulgence, Stanstead and Paspébiac have in common? They all belong to the Villages-Relais Federation, which celebrates its 10th anniversary this year. Located near highways and byways across the province, all 41 federation members are committed to offer road users – motorists, RVers, truckers – year-round essential services like safe parking facilities, free-of-charge restrooms, service stations, restaurants, convenience stores, public telephones and road-travel information centres.

These villages are equally intent on making travellers want to extend their stay. Encouraged by the Federation, they've spruced up public sites and buildings as well as developed their natural and cultural attractions throughout the seasons (art workshops, bucolic trails, lookouts, artisanal cheese factories, ancestral inns, and so on). When a simple stopover becomes a genuine destination!

► villages-relais.qc.ca



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PHOENIX

AN OASIS IN THE DESERT



Phoenix, Arizona, is the perfect starting point for visiting the state admired for the grandeur of its natural landscapes. The fifth most populous city in the United States attracts not only golfers but also foodies and artists in equal measure. Astonishing! / BY CATHERINE ELIE

In our imagination, Arizona means desert vistas, the mythical Wild West, the Grand Canyon... But its capital, Phoenix, doesn't quite conjure up the same sense of awe. Until recently, it was not firmly identified on travellers' radar, except for those snowbirds flocking each winter toward the Valley of the Sun, as the metropolitan area is known. The city has grown and changed at high speed.

Sampling the city

Phoenix, of course, is neither New York nor Chicago. There are no skyscrapers here. Instead, the city spreads out as far as the eye can see in a valley framed by bulky mountains and red rocks dominating a cactus-dotted desert. Talk about a change of scenery!

With an influx of new residents, Phoenix has reinvented itself. "Arizonans are a warm and welcoming lot. We love California and visit it often, but the living here is easier and quieter," says Armando Hernandez, the young Mexican-born chef and co-owner of Roland's Market Café, which was all the rage last

year. He plans to open a new restaurant to highlight his oh-so-light tortillas.

Hernandez's mentor is Chris Bianco, whose Pizzeria Bianco is a beacon for visiting foodies. Silvana Salcido Esparza, owner of Barrio Café Gran Reserva, a tiny and intimate establishment serving exquisite Mexican fare, joins Bianco as prominent leaders of this culinary renewal fusing southwestern American, Mexican and European styles.

Are you in the mood for an elaborate meal? Head for The Gladly, one of Phoenix's finest, located in a posh part of town. Try the chopped salad and the duck meat loaf on a bed of rosemary millet and topped with a foie gras mousse. And don't forget to check out the immensely popular bar, offering more than 250 whiskies!

A feast for the eyes

Located downtown, the Roosevelt Row Arts District should not be missed. It all began about 20 years ago when working artists proceeded to revitalize the area and turn decrepit bungalows into studios. Today, RoRo, as the district is known, has become one of the city's cultural hubs, vibrant with colourful murals, smart cafés, bars and art galleries. The famous First Friday Art Walk is held every first Friday of the month from 6 p.m. to 11 p.m. in conjunction with a curated market that sells art, handmade crafts and culinary treats. "When the weather is nice, thousands of people come," says Mike Oleskow, Cultural Curator of FOUND:RE Phoenix, a one-of-a-kind boutique hotel-cum-art-gallery

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Hotel Valley Ho, opened in 1956

© VALLEY HO HOTEL

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GETTING THERE ▶ Since 2018, Air Canada offers direct flights from Montreal to Phoenix, the nearest airport to Grand Canyon National Park, some 372 kilometres away. VISITPHOENIX.COM

located in the heart of the district. The industrial-chic establishment is teeming with paintings, sculptures and videos by contemporary local artists.

Every Saturday morning and a few streets away, you'll find the open-air farmers market offering fruits, vegetables and herbs as well as homemade baked goods, honey, empanadas and charcuteries. You'll be astonished to discover what is actually growing out there in the desert. Eat breakfast at the lively Phoenix Public Market Café, housed in an atmospheric, old-fashioned brick building. Try the frittata with market-fresh vegetables, cheddar and rocket or blue-corn crepes with Arizona honey.

After enjoying the market, hop over to a brand-new innovative complex called The Churchill. There you'll find 20 repurposed shipping containers surrounding a roofed-in courtyard that houses 10 locally owned bars, restaurants and shops. Large ceiling-mounted conditioners cool the air (heaters are used in winter). It's a hot spot for millennials, in particular. After all, ASU (Arizona State University), which attracts students from across the United States, has a campus nearby.

Must-dos

HEARD MUSEUM ▶ Impressive collections of American Indian art ranging from ancestral artifacts to contemporary paintings. HEARD.ORG

DESERT BOTANICAL GARDEN ▶ Over 50,000 plants including rich collections of agaves and cacti, some of which – like saguaros and cardoons – can grow up to an astonishing 20 metres high! Go early in the morning before the heat wave sets in. DBG.ORG

HIKING IN THE DESERT ▶ Located in the Yavapai Reservation some 30 kilometres northeast of Phoenix, Fort McDowell Adventures offers hiking, biking, horseback riding, kayaking and even Segway tours. We opted for a "Green Zebra" tour, getting around in an all-terrain vehicle.

FORTMCDOWELLADVENTURES.COM

GRAND CANYON NATIONAL PARK ▶ This year, the park celebrates its 100th anniversary. Grand Canyon's South Rim is less than four hours' drive from Phoenix. A truly unforgettable sight!



Touring Arizona's desert in a Green Zebra ATV

© JEAN LESSARD

Luxury, golf and a retro-chic lifestyle in Scottsdale

This Phoenix suburb is famous for its historic Old Town redolent of the Wild West, golf courses, spas and high-end shopping. It was Scottsdale's Hotel Valley Ho, founded in 1956, which turned the area into a favourite destination for the biggest Hollywood stars. At the time, there was nothing remotely like it around. Soon, though, Scottsdale grew: Hotels proliferated and the Valley Ho went through years of decline until 2002 when it acquired new owners and underwent a thorough renovation.

Today we can easily picture ourselves in this colourful, retro and fun decor, sipping a pink cocktail poolside. And if staying there is not in the cards, then just come for a drink or a meal at the ZuZu Lounge, which offers refined yet fuss-free seasonal cuisine. Try the seared diver scallops with fried Meyer lemons, toasted couscous and pine nuts. It's a treat! The hotel is an AAA/CAA Four-Diamond Award winner.

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TANZANIA

FEASTING ON NATURE





Widely admired for its fauna, Tanzania is the place to observe the behaviour of the country's exotic wildlife in their native habitat. Here is one traveller's account of an unforgettable, action-packed African journey. BY GARY LAWRENCE

On one side of the trail, an old lion with a long mane sniffed the wind. On the other, a lioness perched on a distant rock and seemed to have noticed something. Between the two, a herd of buffalo was peacefully grazing not far from a grove of tall grass. Without warning, four young lions emerged from the grove, their eyes glowing.

It's hunting time

Everyone aboard our four-by-four assumed that one of the mastodons would inevitably succumb to the jaws of the powerful predators – they seemed so unaware of the latter's presence. But no, the buffalo spotted the lions and hurried out of danger! The young lions were inexperienced, hesitant to pursue their prey, and were soon chased themselves by two humongous horned males which had turned round. End of act one.

It takes good luck to witness a dramatic scene like this on an African safari, although it's not that rare in the Ngorongoro Conservation Area. The region's main feature is an immense 264-square-kilometre caldera, whose crater is 22 kilometres in diameter, that was formed when a large volcano erupted, caving in on itself millions of years ago. The vast bowl-shaped savannah shelters a rich wildlife population, luxuriating in abundant water sources year-round.

Rare are places in the world where you can find so many wild-animal species. The Ngorongoro boasts the greatest concentration of lions and other predators in Africa, not to mention thousands of gazelles and pink flamencos, hundreds of hyenas, baboons and hippos. In just half a day, all of the Big Five species paraded before us: elephants, rhinos, buffalo, lions and even a furtive, ever-elusive leopard.

National parks and animal habitats

Situated between Kenya and Mozambique, Tanzania figures among countries that can truly claim the title "Cradle of Mankind." Some of the earliest hominid fossils to date were discovered here, or more specifically, in the Rift Valley.



The immense Serengeti National Park is home to more than 200,000 zebras.



The Ngorongoro Conservation Area boasts the greatest concentration of lions and other predators in Africa.

Tanzania has a population of 57 million, including the famous Masai tribe and the Hadza, East Africa's last hunter-gatherers who have lived here for 10,000 years. It is home to Mount Kilimanjaro, Africa's highest summit (5,895 metres), and contains 40 national parks and nature reserves where millions of wild animals of all kinds roam – the main reason why visitors flock to Tanzania.

There's something for everyone: Lake Manyara National Park is known for its tree-climbing lions, Mount Mahale for its primates, the Katavi (Ernest Hemingway's favourite) for hippos, and the Selous reserve for a thriving bird life.

Together with the Ngorongoro, the country's uncontested jewel remains the Serengeti. This immense park is home to 1.5 million gnus, 200,000 zebras, 500 bird species and virtually all representatives of the African fauna. The Serengeti abuts Kenya's Masai Mara National Park and covers an area larger

TO DISCOVER TANZANIA WITH CAA-QUEBEC TRAVEL

KENYA/TANZANIA TOUR ▶ Culture et Savanes Africaines (in French only) – February 21 to March 7, 2020. 16 days/13 nights/38 meals. Possible extension to Zanzibar.

DEPARTURE ▶ KLM links Montreal to Kilimanjaro and Dar es Salaam airports via Amsterdam several times a week. The company encourages passengers to buy carbon credits directly on its website KLM.CA.

MANDATORY ▶ Entry visas can be obtained at Kilimanjaro Airport. TZREPOTTAWA.CA

WHEN TO GO ▶ Avoid July and August, which are the busiest months when some parks are overcrowded.

RECOMMENDED GUIDEBOOK ▶ *Lonely Planet Tanzania and Zanzibar*, available at the CAA Boutique.

Mr. Lawrence was a guest of KLM and Tanganyika Expeditions.

than that of Lake Ontario. The animals may be more dispersed here, but they are so numerous that the chances of sighting them are high. Even before entering the park proper, we encountered a couple of cheetahs before spotting a leopard perched on a tree branch. It was its hanging tail that betrayed its presence.

Later after passing the *kopje* formation (a stack of ancient granite rocks that juts out from the surrounding grass plains and that, incidentally, inspired the "Pride Lands" in *The Lion King* animated movie), we saw thousands – yes, thousands – of zebras and gnus progressing in long columns. Even though the Great Migration occurs mostly from June to August, animal populations migrate year-round within the park, always in search of better water sources and greener pastures.

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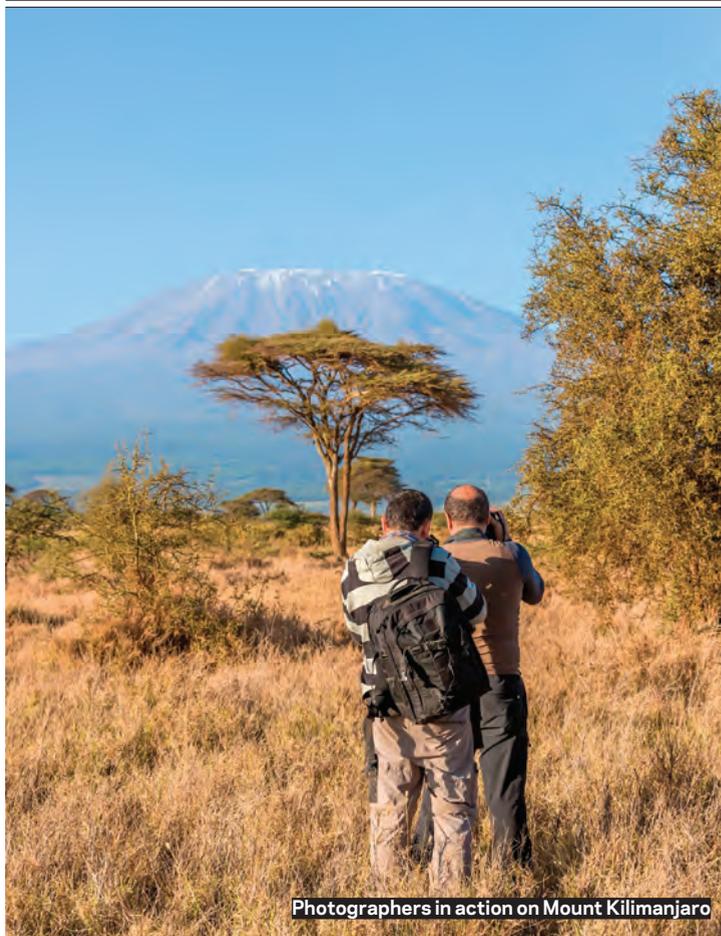


Travel

EXPERIENCE THE BENEFITS

Prices and product descriptions were accurate as of July 10, 2019, and apply to new individual bookings made by November 30, 2019. Prices are in Canadian dollars and are per person based on double occupancy. They include taxes, flights, transfers, accommodation in the designated room category, meals, and the services of a representative at the hotel. All discounts indicated are calculated based on online prices effective July 10, 2019, and correspond to the difference between the price of an individual package and the CAA-Quebec Travel group rate. Discounts are already included in the prices listed. These trips are subject to availability at the time of booking. They are not eligible for CAA-Quebec Travel Explorers Club promotions or any other promotion. For general terms and conditions and product details, please visit caaquebec.com. † Discount of \$1,680 per couple (\$840 per person) applies to the February 29, 2020 stay at the Pullman Cayo Coco departing from Quebec City. 1. CAA Dollar rewards are available to CAA-Quebec members. Earn 25 CAA Dollars per person, up to 50 CAA Dollars per couple. CAA-Quebec Travel is licensed in Quebec.

Prices include the contribution to the Compensation Fund for Customers of Travel Agents, which is free as of January 1, 2019.



Photographers in action on Mount Kilimanjaro

The ABCs of a photo safari

Unless you opt for outings on foot, by boat or hot-air balloon, photo-safari days more or less follow the same routine: Guests rise early, eat breakfast, then hop on a four-by-four in quest of photographic opportunities.

At noon, you may picnic under an acacia tree or lunch in a lodge, then resume the search until sunset, photography's golden hour. When day is done, you return to camp or lodge, always strategically located.

Perched atop a hill near the entrance to the Ngorongoro, the Bashay Rift Lodge (whose manager is from Quebec) affords fabulous views of the valley below – either from your ultra-comfortable room or from beside the pool. The Maweninga Camp is a tented lodge located in Tarangire National Park, home to thousands of elephants, hundreds of giraffes and innumerable baobab trees. Built on an immense *kopje*, the lodge overlooks a vast *miombo* forest. You sleep in a large tent mounted on a wooden platform and furnished like a hotel room, with an ensuite toilet and hot shower. At the Grumeti Hills Lodge, just off the famed



Maweninga Camp accommodation

© GARY LAWRENCE

TAKE PRECAUTIONS ▶ If you decide to organize your own solo photo safari – flights, guides, interior journeys and entrance fees to national parks – be aware that its costs will be higher than those of agency-arranged packages, even one for a small group.

DON'T FORGET VACCINATIONS ▶ Recommended for Tanzania are shots against cholera, flu, hepatitis A and B, typhoid, rabies and yellow fever. Note that dengue fever and malaria are also a threat there.



© GARY LAWRENCE

Serengeti National Park, you can actually observe the wildlife from your bed as you awaken. That's a real treat, especially during the Great Migration. As a bonus, night safaris in quiet electric four-by-fours are on offer. On our own evening outing, we encountered civets, genets and bat-eared foxes, not to mention a herd of zebra that emerged from the shadows, nervously advancing through the tall grasses, wary of lurking danger. Sure enough, two lionesses who had been tracking them rapidly appeared under the light of our projector. Was that another stroke of luck? It's rather a common occurrence – we're on a Tanzania safari, after all.



R AND R IN ZANZIBAR

After a week-long photo safari, a break on Zanzibar Island (a.k.a. Unguja) will nicely wind up your Tanzanian tour. While the beaches are idyllic, a visit to the port city of Stone Town (a UNESCO world heritage site) is well worth the detour. Infused with a fascinating mixture of African, Arab, Indian and British elements, the city is a maze of narrow streets lined with beautifully sculpted doorways. Getting lost here has an appeal all its own.

Stone Town is also a gallery of exquisite architectural gems: the Old Dispensary and its wooden laces, the venerable Omani fort, the Aga Khan’s mosque, the Sultan Beit el-Sahel Palace, the Hamamni baths, to mention just a few. Several rich merchants’ homes have been turned into hotels – like the superb Emerson Spice, which treats guests to a richly decorated interior. (EMERSONSPICE.COM)

Finally, the effervescent Darajani market is worth a junket, as does St. Joseph’s Cathedral. Built on the site of the ancient slave market, this museum abuts the East African Slave Trade Exhibit, a pitiable heritage centre reflecting the island’s dark past.



Stone Town's Old Dispensary

© GARY LAWRENCE



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Visit caaquebec.com for complete descriptions of services, discounts, products, benefits and rules related to CAA-Quebec membership. CAA-Quebec and its partners reserve the right to modify or terminate the services and benefits at any time, in whole or in part, without prior notice.



EXPERIENCE THE BENEFITS

THE SCHOOL SAFETY PATROL PROGRAM IS ALIVE AND WELL... AFTER 90 YEARS!

The Program's mission – students standing guard for their peers – hasn't changed since its creation in 1929. But the context has evolved in parallel with road networks and the rising number of motorists on the roads and around schools. As attested in our editorial (see page 2), the case for a school safety-patrol team is unequivocal. And when a school participates, it not only takes charge of but also commits to promoting road safety – tasks that the young patrollers carry out with a great deal of enthusiasm.

The different aspects of patrol

School safety patrollers stand guard at intersections near the school, in school buses (under the watchful eye of the driver), and in school hallways (as assistants to the school principal). More recently, they are also on the streets thanks to a Canadian Cancer Society initiative called Trotti-bus, a “walking school bus” that helps primary schoolchildren walk to school together with parents and volunteers.

A responsibility that fosters pride

It's unanimous: Those fourth-, fifth- and sixth-grade students who participate in the CAA-Quebec School Safety-Patrol Program take enormous pride in their roles. They're happy to help improve school safety and be of service to their peers. And having responsibilities makes them feel more independent. Conscious that they are regarded as role models, these youth make every effort to listen to others. A patroller today, a good citizen tomorrow...



CAA-Quebec stands behind each patrol team

Any school can organize its own team independently, of course. But why not register with CAA-Quebec? You'll get the necessary tools and documentation – all free of charge – to set up, recruit and train the patrollers and administer the program. You'll also get a chance to participate in the “School Patroller of the Year” contest, added incentive for those youngsters who, in fair weather or bad, keep a keen eye on their friends' safety. Don't forget, anyone can create a team: the school principal, a teacher, volunteer or even a concerned retiree.

FOR MORE INFORMATION ▶ or details about organizing or registering your school safety patrol with CAA-Quebec, visit CAAQUEBEC.COM/FOUNDATION or call us at 1-800-463-7232, extension 2227.



CAA among Canada's most trusted brands

This year once again, CAA achieved a favourable ranking on the Gustavson Brand Trust Index (GBTI), finishing first in the insurance category and second overall. Compiled by the University of Victoria School of Business, the GBTI lists the most trusted Canadian brands. For the fifth year, 7,200 consumers were surveyed about more than 300 Canadian companies across 26 product categories. Previously, CAA was ranked first (2018) and second (2017). We must thank you, our clients, for your trust and extend our appreciation to our personnel who, day in and day out, demonstrate their pride in being of service.



RECORD PARTICIPATION IN THE WORST ROADS CAMPAIGN

With almost 21,000 newly cast votes, participation in this popular survey has reached a record high. We might very well have to start an “Academy of Worst Roads” to try to get some fun out of this mess. For now though, one thing is sure: Quebec’s road network is as miserable as ever, and motorists are fed up.

CAA-Quebec applies pressure

As happens every year, results of this *Top 10* survey (available for consultation at CAAQUEBEC.COM) have been sent to appropriate authorities. CAA-Quebec will follow up on road-repair plans and update its website regularly.

Guide to the air passenger charter of rights

The federal government passed Canada’s new air passenger charter of rights early last summer, and CAA-Quebec travel-law experts have examined it carefully on your behalf. The resulting guide, called *Air Travel: Rights and Recourse*, is now accessible free of charge at CAAQUEBEC.COM. It presents, in plain language, the charter’s highlights and its passage.

This new protection is the same for all travelers leaving from, arriving in, or passing through Canada. The charter deals, in particular, with over-booking, tarmac delay or baggage loss and will come into force as of December 15, 2019 in the case of flight delays or cancellations.

The charter was a long time coming, and both



CAA-Quebec and national CAA campaigned hard for its passage into law. At long last, Canadians have caught up to our southern neighbours as well as Europeans, who adopted similar charters several years ago. It’s high time!

EXPLORE MONDE

A planet to discover

The 2019-2020 edition of *explore Monde* will soon be available. You'll have a ball browsing through it, whether or not you're planning a cruise, a guided tour or a personal journey. Featured are incomparable packages to fabulous destinations throughout the world – Turkey, China, Spain, the Greek Islands... take your pick!

Just leaf through this gem of a brochure at CAAQUEBEC.COM/VOYAGES or whenever you visit any of our 14 Travel Centres. Be sure to speak to a counsellor. He or she will guide you step by step as you make your travel dreams come true. CAA-Quebec Travel, experience-makers for 45 years, and counting!

WHY NOT BE A CLUB MEMBER AND A MEMBER OF OUR TEAM?

You're familiar with CAA-Quebec and you like our services. You believe in our organization and the way we work. Have you ever thought of joining our team? What could be more inspiring and motivating than that?

You'll certainly find a challenging place among us. Travel counsellor, Emergency Roadside Assistance tow-truck operator, Customer Service agent... the possibilities are varied. In addition, you'll benefit from numerous advantages, including a well-managed pension plan, comprehensive group insurance and free membership, not to mention the pride of making a real difference in other people's lives.

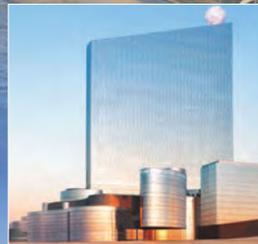
Check out our job openings at CAAQUEBEC.COM/EN/JOB-OPPORTUNITIES/. You can create your personal profile so you won't miss a thing. And if you know someone who might be an asset for CAA-Quebec, be sure to tell him or her about us!



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2018 ROAD SAFETY RECORD

Be sure to buckle up!

According to the SAAQ 2018 road safety record, leaving a seat belt unfastened accounted for 35.5 percent of road-accident deaths among those aged 15 to 24, a 10-percent increase over the 2017 stats. Fortunately, the accident statistics overall – 359 deaths and 1,435 serious injuries – show a slight decrease, which is an improvement nonetheless.



Protecting the most vulnerable: There's more work needed

We can't help wondering, however, if the principle of protecting the most vulnerable, which was introduced in the latest revision of the Highway Safety Code, is generally well understood. While pedestrian deaths have decreased (to 69 from 76 in 2017), the number of injured victims has increased – 66 percent of road accidents occurred while pedestrians were crossing the street.

Moreover, as is the case every year, some stats are surprising:

- ▶ Half of motorcycle accidents involve a single vehicle.
- ▶ A third of pedestrian deaths or injuries occur in the fall.

Less surprising but more deplorable is the fact that, in most cases, the main cause of collision in 2018 was distraction, affecting both pedestrians and drivers alike. That is definitely a message we need to hammer home.

ELECTRIC VEHICLES

Federal incentive program

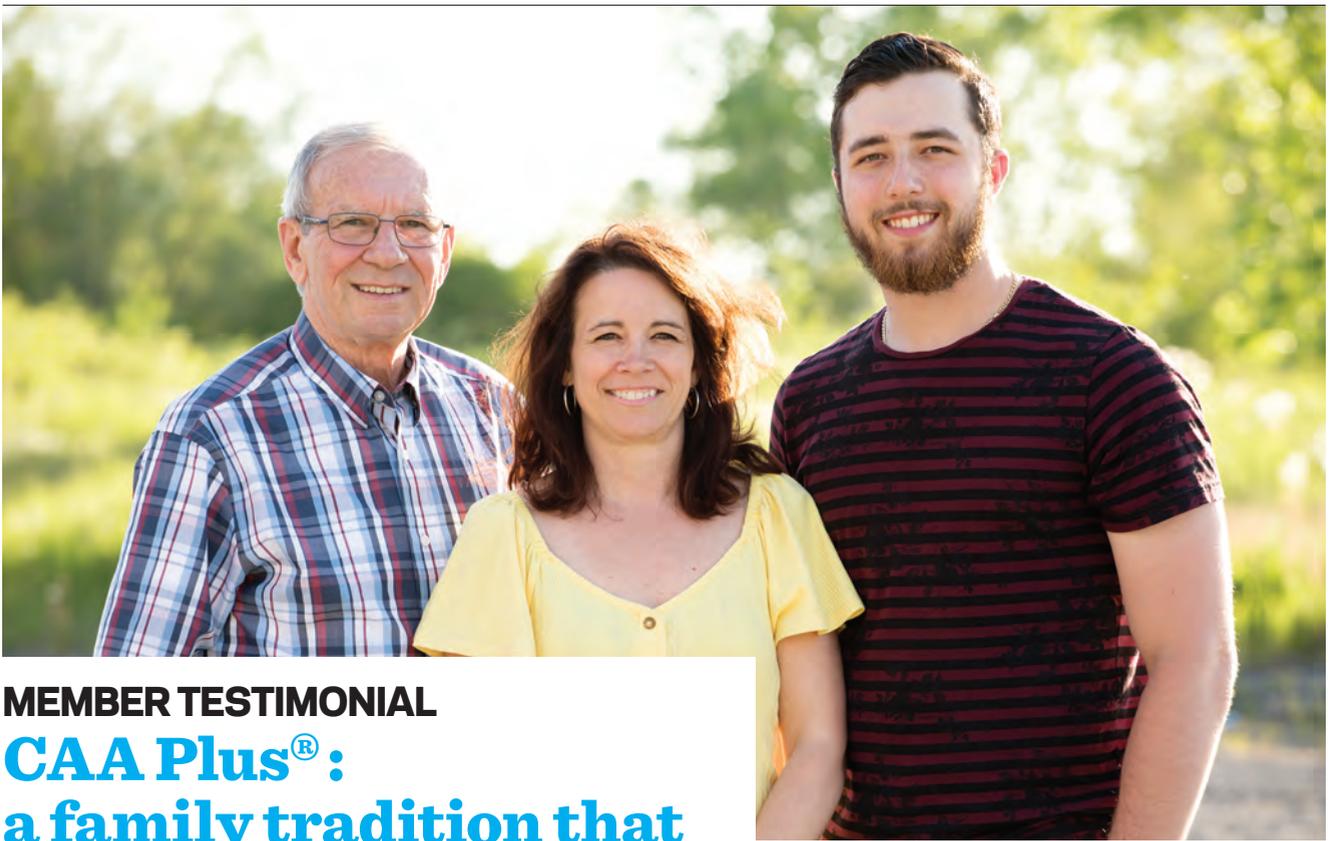


Quebec drivers looking to buy or lease zero-emissions vehicles (ZEV) – either all-electric or plug-in hybrid – can finally avail themselves of a federal rebate of up to \$5,000 – in addition to the \$8,000 Quebec rebate.

The federal offer applies to new vehicles only, right at the point of sale and after taxes. Some 20 models are eligible, including SUVs and minivans.

This new rebate significantly reduces the price gap between electric and gasoline vehicles. Consumers who drive less than 20,000 kilometres per year or plan to keep their vehicles for a long time will benefit from further advantages by switching to electric cars.

YOU HAVE A QUESTION ? ▶ CAA-Quebec Automotive Advisory Services experts are standing by to answer your questions at 1-888-471-2424, Monday to Friday, 8:30 a.m. to 5 p.m. Call them!



©ERIC WYRE

MEMBER TESTIMONIAL

CAA Plus® : a family tradition that reassures parents

Stuck on a mountain road at four in the morning, Nancy Bergeron and her son came to appreciate the real meaning of the words “no stress.”

Bergeron can laugh about it today, but she was not in a happy mood that night when, in the middle of the Adirondacks, her son’s car simply stopped dead in its tracks. “We had been returning from a vacation in Myrtle Beach,” she recalls. “My son, Alexandre, and his girlfriend, Audrey, were in his car. My husband, Luigi, our daughter, Sabrina, and I were following them in the family car. Then out of the blue, white smoke started coming out of Alex’s muffler and we signalled for him to stop. (We eventually found out that the engine had seized.) There we were stuck on the side of the road, in the dark. None of that was really in our plans.”

So they dialled the Road Emergency Assistance number for the United States, as indicated on the back of their CAA-Quebec card. Thirty minutes later, a tow truck arrived and Alex’s car was transported to the border. “From there, we called CAA-Quebec for a Quebec tow truck. We crossed

the border together and kept going until we reached our own garage in St. Leonard. We had excellent service and, better still, none of that towing service cost us a single penny – thanks to our CAA Plus membership!”

Nancy Bergeron has been a CAA-Quebec member since 1987, when she received it as a Christmas gift from her father who wanted reassurance regarding her safety. “Since I often drove his car, it would have been rather hard for him to come to my help if I ran into a problem. By giving me that membership, he was comforted, and so was I.” When Alex began to drive, I gave him the same present. He’s often on the road, especially for his hockey activities. As a parent, I’m reassured because I know he can call for help anytime of the day or night. In a few years time, I’m going to continue the family tradition for Sabrina.”

In case you’re wondering, Alex has since got a new car and his mother has renewed their CAA-Quebec membership.

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.

THE ASSISTANT

A COLLEAGUE AT WORK HAS SHINGLES. IS IT CONTAGIOUS? IF I SHOW SYMPTOMS, WHAT SHOULD I DO?



THE ASSISTANT FOR HEALTH REPLIES

► Shingles is a reactivation of the varicella-zoster virus. The disease generally manifests itself on one side of the body, by causing first a burning sensation then tingling and pain along a nerve or nerve cluster. Next come chicken-pox-like blisters filled with a fluid containing varicella-virus particles. The blisters can last 7 to 10 days. Shingles itself is not contagious, but the fluid is. If you've never had chicken pox, you can catch it from exposure to this fluid. As for those who've already had chicken pox, exposure can trigger the dormant virus to reactivate as shingles, especially if the person is over 50 or has a weakened immune system.

It is highly recommended that those at risk see a doctor as soon as the first symptoms appear, because antiviral drugs are more effective if taken within three days of such appearance.

Vaccination is the best protection against shingles and its complications. Having a healthy lifestyle and diet, engaging in sports activities, and sleeping well can also contribute to maintaining good health.

► The Assistant, available exclusively to the holders of the No-Stress Policy™ offers guidance and advice in several areas including the law, identity theft, health, daily life, pets and home maintenance. Contact us at caaquebec.com/en/theassistant. CAAQUEBEC.COM/THEASSISTANT

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Concrétisez
vos rêves!

A must event for travel fans this fall

The event is called *Concrétiser vos rêves*. Imagine a travelling travel show: Quebec City to Trois-Rivières, then Saguenay to Gatineau, Sherbrooke to Montreal (North Shore then South Shore).

Pop in to attend our travel experts' conferences about fabulous destinations in Europe, South America or Asia. Disney destinations, too, will be a featured attraction. Check the date for your region at CAAQUEBEC.COM/VOYAGES (October 6 to December 1). Don't miss the chance to discuss your plans with our knowledgeable partners, participate in our contest – it could take you places – and while you're at it, why not book your next trip, buy travel insurance and even new suitcases? CAA-Quebec Travel's event *Concrétisez vos rêves!* is a must for every traveller.

FOR YOUR FILE

SPECIAL FEATURE

SNOWBIRDS

All you need to know to prepare
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EXPERIENCE THE BENEFITS

SAFEGUARD THE HOUSE

Before leaving, take the time to claim-proof your house.

- ❑ Cut off the water supply and drain the pipes by opening all the taps in the lowest part of the house, which is usually the basement. If the refrigerator has an ice dispenser, CAA-Quebec residential advisor Guy Charest suggests turning off the water valve and emptying the container of ice so, when the power is off, it doesn't melt and spill over.
- ❑ Turn off the water heater.
- ❑ Lower thermostats to 15°C.
- ❑ Unplug as many devices as you can: TV, computers, small electrical appliances...
- ❑ Empty the refrigerator of all perishables.
- ❑ Secure doors and windows with safety bars or wooden boards.
- ❑ Deactivate the automatic garage-door opener.

DON'T FORGET

Your home insurance

Tell your insurer how long you'll be away and provide the contact information of the person who will check on your house. If your policy is due to expire while you're away, CAA-Quebec Vice-President (Insurance) Suzanne Michaud recommends opting for authorized pre-payment and emailing (rather than just mailing) your renewal to avoid cancellation due to non-payment.



Tips for keeping intruders out

- ❑ Ask a trusted relative or friend to visit your home at least twice a week.
- ❑ Resist the temptation to broadcast on social media your trip and its duration.
- ❑ Stop mail and newspaper deliveries. Ask a neighbour to remove all flyers.
- ❑ Enable call forwarding or regularly retrieve your phone messages remotely.
- ❑ Arrange for snow removal from the driveway, balconies and especially the roof (in anticipation of heavy snowfalls).
- ❑ Ask a neighbour to park his or her car on your property from time to time to give the impression that someone is home.
- ❑ Make the house appear inhabited. Charest suggests setting timers on interior lights and installing outside lighting connected to photosensitive switches.
- ❑ Store jewellery and important documents in a safety deposit box. Attach a sticker on the house indicating that your valuables are engraved.
- ❑ Include trusted emergency contact names and numbers on your central-alarm-monitoring list.

TOP UP YOUR HEALTH UNDER THE SUN

A happy traveller is a healthy traveller. Here are the secrets to a worry-free sojourn.

Pre-travel checkup

“See your doctor before you leave to make sure you’re fit to travel,” advises Dr. Geneviève Ostiguy of Clinique Santé-voyage de la Fondation du CHUM. “Your medical conditions must be stable prior to departure. The doctor will assess your general state of health, review your medications (if any) and make specific recommendations.” Ask that a written summary – describing any allergies, current medications and treatments – be done in English in case you need to consult a doctor abroad. Also before departing, you must notify your insurer of any change to your health, medication or dosage.

Have you heard of Tele-medicine?

If you have a minor health issue and are insured with CAA-Quebec travel insurance, an assistance-services agent may offer you one of two new options: video-conference with a local doctor (using your smartphone or tablet) or have the doctor make a house call. The doctor will follow up on your condition and write a prescription if needed. Imagine: No need to waste time in the emergency waiting room and, best of all, your vacation won’t be completely spoiled.



Other precautions

- Make sure you’re up-to-date with your basic immunizations. Tetanus shots, for example, must be renewed every 10 years. If you’re 65 or older, also consider flu and pneumonia shots.
- Plan to bring adequate supplies of prescription drugs, plus a bit extra just in case. Keep them in their original packaging with your name on the labels. Also bring a list of medications (and dosages) you’re currently taking. For essential needles and syringes, you must have an accompanying doctor’s letter attesting to their personal and medical use, says Dr. Ostiguy.
- Take out comprehensive travel insurance adapted to your situation. (See the article “Your travel medical insurance” on opposite page.)



WHAT DOCUMENTS TO BRING?

It's important to review your travel documents before leaving home. Here's what you need to verify.

Your credit card

If you rely on travel insurance provided by your credit card, be aware that each credit-card coverage is different and it's therefore essential to know exactly what yours includes. Does it cover only the cardholder? What are the protections and coverage amounts? Is there a maximum length of coverage (beware that length often varies according to age)? For a list of verifications, consult the article "Travel insurance with your credit card: Check what's covered" on CAAQUEBEC.COM.

FOR CAA-QUEBEC MEMBERS ▶ The National Bank CAA Rewards® Mastercard® may prove handy, allowing them to accumulate CAA Dollars on all purchases charged to the account. Members can use such windfalls to pay for membership renewal or other treats.

Document validity

Be sure your travel documents – like your passport and driver's licence – are valid throughout the duration of your trip. If necessary, you can have your passport photos taken in mere minutes at any CAA-Quebec Travel Centre (VOYAGE.CAAQUEBEC.COM/EN/). Members get 25-percent off the cost of the photos, and if they are refused by the Passport Office, they can be redone free of charge.

Remember that, to be covered by RAMQ, you must remain in Quebec for at least 183 days per calendar year, from January 1 to December 31. If your trip goes beyond this deadline, you need to advise RAMQ before your departure. Also, inform your auto insurance company before leaving since changes to your policy may be required for trips lasting seven consecutive weeks outside Quebec.

183 DAYS/YEAR

If you spend more than four months per year in the United States, you are already familiar with the Internal Revenue Service (IRS) form 8840. To know more, read the article "Form 8840: A must following multiple extended stays in the United States" at CAAQUEBEC.COM.

Your travel medical insurance

The Quebec Health Insurance Plan (RAMQ) reimburses only a small portion of health care services received outside Quebec. Moreover, some expenses are not covered, like prescription drugs, ambulance transportation or repatriation. So it's important to buy travel insurance for the entire duration of your trip, or an annual multi-trip plan, which will cover all your trips during the same year. With this option, you'll start saving with the second trip and, if insured with CAA-Quebec Travel Insurance, you'll also get unlimited-period coverage during trips within Canada.

It's also possible to get insurance for extended stays.

CAA-Quebec Travel Insurance offers many benefits (conditions apply), including:

- 24/7 expert assistance services anywhere in the world;
- Coverage even for a particular health condition;
- Up to 35 percent discount with the addition of a deductible;
- Round-trip fare to Quebec for an emergency or medical treatment during your stay;
- Discounts on prescription drugs bought at CVS pharmacies in the United States.



PSSST! ▶ CAA-Quebec members get a 25-percent rebate in CAA-Dollars on the cost of passport photos taken at any CAA-Quebec Travel Centre.

Live each moment to the fullest with CAA-Quebec Travel Insurance!

Get more for less

- **10% off** for members, their families, and their travel companions
- Children insured free of charge¹

Special benefits that make all the difference

- Coverage for pets (veterinary care, boarding, and repatriation)²
- Unlimited coverage for vehicle returns
- Free round-trip ticket in the event of an emergency in Quebec²
- Eyeglasses and hearing aid replacement²

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Get care by video call or a house call at your hotel³



1. Children must be age 25 or younger and must be full-time students. Depending on the number and ages of the insureds, the total of individual premiums may be less than the family premium. 2. Some restrictions apply. 3. Services offered for minor ailments and subject to availability. 4. Travel insurance premium rates are subject to change without notice. 5. According to the 2019 Gustavson Brand Trust Index.

CAA-Quebec Travel Insurance is underwritten by Orion Travel Insurance Company and distributed by CAA-Quebec Travel.



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Travel Insurance

EXPERIENCE THE BENEFITS

IS YOUR CAR READY?

Update all paperwork

Check to see whether the car is still under either **factory or extended warranty**. And make a **list of people** to contact in case of an emergency. Your **driver's licence** is recognized in the United States, but in order to simplify matters, it's recommended that you have as many relevant documents as possible in both French and English, starting with your auto insurance certificate. Ask your insurer to send it to you by email or regular mail – it's free – **and always be sure to have it on hand.**

Pre-trip car inspection

You can inspect a few parts yourself by following the CAA-Quebec-recommended steps. But it's safer to get an inspection by an experienced mechanic. Opt for one of the 17 CAA-Quebec inspection centres to enjoy their advantages, including a 25-percent discount. Or go to a CAA-Quebec-approved garage and get a 3-percent rebate in CAA-Dollars. Other advantages are extra guarantees, eco-responsible practices and expert quality service.

Preparing your car for the road also entails familiarizing yourself with certain features that you've never had time to learn about. For safe use of automotive technology, follow the UPP method: a) Understand how your vehicle's various systems work (GPS, Car Play or Android Auto, etc.); b) Pair your mobile device to the systems and c) Program all the systems before setting out. To know more, read the tip "Driver Distraction" at CAAQUEBEC.COM.

Carry the right cards

CAA Plus and CAA Premier cards can come in very handy for frequent travellers. They offer, for example, an RV option as well as additional towing. The CAA Premier optimal-assistance level includes free towing for up to 500 kilometres (on top of the "160 kilometres for 3 services" offer) and two free passport photos per year.

Did you know that CAA-Quebec Travel Insurance offers coverage specifically designed for extended stays? Basic-coverage benefits include free return of your vehicle (or RV) to your home

should illness or another unexpected incident prevent you from doing so yourself.

Don't pay twice

An auto insurance policy is often enhanced by all kinds of additional coverage, including the famous Endorsement 27 that will cover you for damage to a borrowed or rented vehicle. Note, however, that if you already have Endorsement 27, there's no need to get insurance for a rental car.

A car is like home

While the car itself is protected by auto insurance, its contents (such as personal belongings or electronics) are generally covered by home insurance. For one and the same event – a theft or an accident, for example – involving two policies, most insurance companies will require just one deductible (the higher of the two). Now that's reason enough to bundle your auto and home insurance with the same insurance company.

HEADING SOUTH

TripTik™ travel planner

The exclusive CAA/AAA TripTik personalized travel planner continues to evolve. It now comes in a digital version for users to consult online or download to their smartphone. More than just a Google-Maps-style itinerary, TripTik dispenses step-by-step directions while, at the same time, providing information about real-time traffic conditions (including road construction and/or closures), gas prices, recommended stops, and more. The service is free for CAA-Quebec members.

Driving laws en route

Be sure to bone up on the driving laws of every state you'll be travelling through to your final destination. At DRIVINGLAWS.AAA.COM, there is a comprehensive list, from move-over obligations and drivers' legal blood-alcohol levels to states where you can be fined for driving too slowly in the passing lane.

If you get a ticket

Never argue! Pay the entire amount as quickly as possible so you can quietly go on your way. It's best to deal with all the fines before moving on, if only to be spared additional fees, especially those relating to the cost of maintaining an outstanding file.

In case of an accident

In theory, the safest place to wait for help is inside the vehicle, with your seat belt fastened. Park on the shoulder, as far as possible from the road, and switch the hazard lights on. If you have to leave the car, do so from the passenger side, with the flashers on or road-side reflectors placed behind the car.

While waiting for help to come, make notes and take pictures of the accident scene, exchange relevant details with the other driver and record any witness accounts (on camera if they agree).

HOW LONG IS THE JOURNEY TO FLORIDA?

By plane: about three hours (direct flight)
By car: 24 to 30 hours



Driver relief

If you're not keen to drive the long hours all the way to Florida but still want your car there, why not have it transported? Some transportation companies will ship cars between any terminal in Quebec and one in Florida.

Take the train part of the way

You could drive to Washington DC then take the train the rest of the journey. Amtrak's Auto Train will transport both you and your car to Orlando. The 1,550-kilometre journey takes about 18 hours non-stop and the round-trip train fare is US \$800 (with no sleeper) for two passengers and their car. AMTRAK.COM/AUTO-TRAIN

Breakdowns on the road

Don't leave home without your CAA-Quebec member card. You need only dial the toll-free number shown on the back of the card and the rest will be taken care of promptly, including expert car diagnosis and access to one of North America's largest network of approved auto-repair shops.

SNOWBIRDS

TRY THE CRUISES

An extended stay in Florida is an ideal opportunity to try a cruise. Several companies offer short-duration cruises (two to five nights) from Fort Lauderdale, Miami or Port Canaveral at better than affordable fares. Pre-book your cruise at any CAA-Quebec Travel Centre to take advantage of purchases in Canadian dollars.

Explorer Pass® for Miami and the Keys

Florida is a beautiful and large-enough state to travel through and make discoveries. The good news is that CAA Travel has made available a pass that offers flexibility and substantial savings. Valid for 30 days, Explorer Pass® lets you choose three, four or five attractions – complete with discounts on admission tickets – among a wide selection. Download the pass directly on your smartphone – no redemption voucher required.

Rent a car...

CAA-Quebec members get discounts and exclusive advantages on any vehicle rental with Enterprise, Alamo and National. In addition, they can accumulate one CAA Dollar per day on a full-sized car rental for up to 10 consecutive days (in other words, 10 CAA Dollars). You can obtain a quote online or at any CAA-Quebec Travel Centre.

... or an RV with CAA-Quebec Travel

CAA Travel offers a wide range of RV rentals for couples or larger groups. This mode of travel allows you to see the country differently, giving you 100-percent freedom to fix your own itinerary, avoid restaurant eating, travel at your own pace without paying for accommodation, and more.

If your itinerary includes major cities, then enquire beforehand about RV parking facilities. Note also that motorized RVs are not allowed on some rural routes (there's usually a sign informing drivers if this is the case). The CAA/AAA TripTik trip planner can be useful in this regard, and it's free for members.



Interesting discounts for you!

NEW LOOK ▶ 2-percent rebate in CAA Dollars + 10-percent discount on prescription-free sunglasses.

WALT DISNEY WORLD ▶ Up to \$12 off ticket prices.

UNIVERSAL ORLANDO RESORT ▶ Up to \$50 off ticket prices as well as discounts on hotel packages (\$50 credit at Universal Hotels or \$25 at partner hotels).

FOR YOUR EXTENDED STAY

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Safety first!

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Then comfort

It makes for an enjoyable journey.

TRAVEL PILLOW

▶ Attach the memory-foam cushion to the plane headrest and settle in for an enjoyable flight!

ANTI-UV HAT

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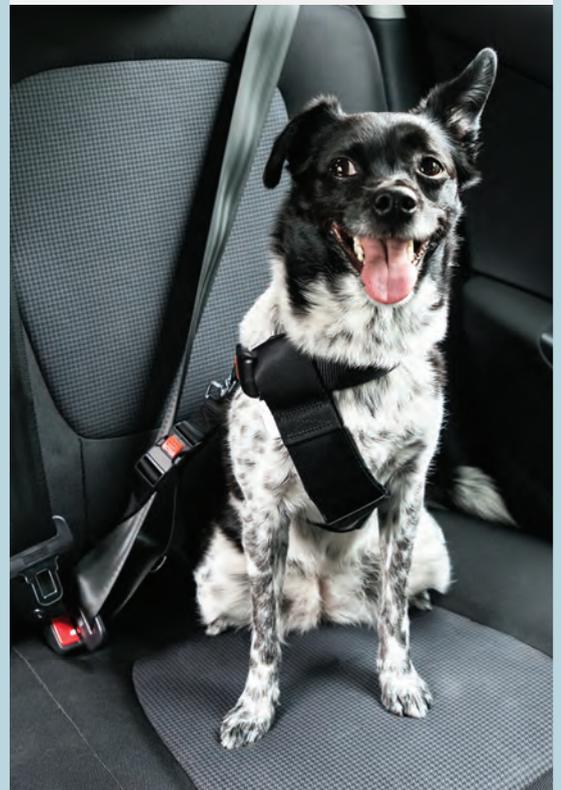
▶ To keep your electronics dry, seaside or poolside.

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Think of your companion pet

- Six weeks before departure, make an appointment with the vet to update all vaccinations.
- Keep your pet's health and vaccination certificate on hand to avoid delays at the border.
- During the journey, always keep your pet on a harness or in a properly sized and well-secured cage.
- Stop every three hours to let your pet do its business, drink some water and briefly exercise.
- Make sure the animal doesn't stick its head out the window, as the wind could harm its eyes and ears. This will also avoid any chance of injury or ejection during an abrupt stop.

Most insurance companies will not cover pet-animal care. One of the rare exceptions is CAA-Quebec travel insurance, which will reimburse you for the cost of emergency veterinary care (up to \$300) if your pet or pets were injured during the trip. **N.F.**



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SUZANNE MICHAUD,
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- INSURANCE

YOU ASKED US

The CAA-Quebec Insurance team has more on its plate than just finding better ways to protect your property, personal well-being, health and travel. It also aims to help you navigate more confidently through the sometimes complex world of insurance. This section is intended to answer your questions.

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Saturday and Sunday

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QUESTION / Is it risky to head south in autumn during hurricane season? - JOHANNE C., CAP-SANTÉ

ANSWER / Hurricane season is an annual fact of life, but exactly where, when and at what strength hurricanes will arrive is totally unpredictable too far ahead of time. Frankly, it would really be a pity to deprive yourself the pleasure of relaxing down south – and at a lower cost than other times of year. But you would do well to protect your investment with trip-cancellation and trip-interruption insurance.

Trip-cancellation insurance will reimburse you for the amount of prepaid, non-refundable expenses like airfare, accommodation, all-inclusive packages, additional excursions and tours.

Trip-interruption insurance is just as useful. It will reimburse you for all additional expenses incurred by a situation out of your control that occurs during your trip, like a major hurricane requiring authorities to issue a travel warning. This coverage might also reimburse you for the cost of meals or accommodation in case of a cancelled or delayed flight, as well as air-ticket change fees to return home earlier than planned.

Ideally, it's preferable to buy comprehensive coverage, which includes trip-cancellation and trip-interruption insurance when you purchase your tickets or make the first deposit. Be sure to get coverage for the most cancellation or interruption situations as possible. Naturally, few insurers will cover you for cancelling or interrupting your trip for reasons that would be known before the purchase.

Compare the per diem amounts for accommodation and additional meals.

Also, watch for Government of Canada travel warnings advising you to avoid going to certain parts of the world. This is important because it could impose limits on your travel-insurance coverage.

And if you're inclined to forgo trip-cancellation insurance because you've opted for a package at the last minute, think long and hard about it! Your prepaid expenses (like accommodation, excursions, tours) will not be protected and you will not be able to request reimbursement for unused portions of the trip if an event forces you to cut your vacation short.



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LÉVIS

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

MONTREAL

1180, rue Drummond / 514-861-5111

POINTE-CLAIRE

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2600, boul. Laurier / 418-653-9200

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1700, boul. Talbot / 418-545-8686

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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.



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Cellphone: *CAA

Member Services

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Travel Agency

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514-861-9746 (Montreal)

Automotive Advisory Services

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418-624-0613 (Quebec City)

Residential Advisory Services

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Star Wars: Rise of the Resistance is not available at opening and will open December 5, 2019.

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INDOOR AIR QUALITY



The air we breathe at home is vulnerable to pollutants from dust mites, mould, building supplies, household cleaners. Here's how to make it healthier.

BY JACQUELINE SIMONEAU

CONTROL HUMIDITY LEVELS ▶ Excessive moisture in the air promotes the proliferation of mites, mould and bacteria. “That’s especially true during the warmer months,” says Solange Lévesque, president of Airmax Environnement Inc. “So it’s best to keep the home-humidity level in summer around 45 percent.” There are simple ways to reduce moisture: Turn on the range hood when cooking or the bathroom fan when taking a shower or bath, repair any water damage and promptly fix the cause of any leaks, avoid air-drying laundry in the house,

and install an air-conditioner. If necessary, use a dehumidifier.

AERATE ▶ An air exchanger or central air conditioning both work well for replacing indoor pollutants with fresh air. If you have neither, then open the windows in each room every day for 15 minutes – ideally in the early morning, in the evening or at night when outdoor pollutants – like fine particles and pollens – are at their lowest levels. But keep the air conditioner on and the windows closed during periods of widespread smog or elevated outdoor humidity (65 percent and higher).

INSTALL A DOORMAT ▶ “Shoes can bring contaminants – dust, dirt, pollens, pesticides – into the home,” says Lévesque. “A doormat is a good idea as it encourages people to scrape the soles of their shoes or even remove their shoes before entering.”

CHOOSE ECO-FRIENDLY MATERIALS ▶ If you're taking advantage of good weather to renovate and remodel your home, be sure to use products with low VOC (volatile organic compounds). These include paints, solvents, glues, varnishes, adhesives, building products, furniture and flooring. Look for the EcoLogo label. If your project involves demolition, beware of potential sources of asbestos (plaster walls, for example) in your home. Keep inside-the-house dust to a minimum and work as much as possible outside.

MAINTAIN YOUR VENTILATION EQUIPMENT ▶ Over time, dust and debris of all kinds collect in ductwork and pollute household air. "Inadequate maintenance of ventilating systems can result in harmful gas emissions," says Lévesque. "To reduce pollutants, routinely replace or wash the filters, drain stagnant water from air conditioners and have all ductwork (heater units, heat pump, AC units) professionally cleaned every 5 to 10 years."

KEEP THE HOUSE CLEAN ▶ Vacuum regularly to eliminate dust, allergens and contaminants. Be sure your vacuum cleaner is equipped with a high-efficiency particulate air (HEPA) filter that, unlike conventional filters, absorbs virtually all airborne particles. And dust often, using a damp cloth. Use only EcoLogo-certified products – common household cleaners may contain dangerous chemicals.

AVOID COMMERCIAL AIR FRESHENERS AND ROOM FRAGRANCES

Sold in gel or liquid form, as scented candles, sprays or plug-in dispensers, and designed to mask odours, freshen or perfume ambient air, these products contribute significantly to poor indoor air quality, according to Solange Lévesque. Why? Most of them contain volatile organic compounds (VOC), including phthalates and formaldehyde, which are health hazards. Prolonged exposure to these substances can cause a variety of illnesses, especially eye, nose and throat irritations. They can also cause migraines, respiratory problems, even cancer. So don't take a risk. To change the ambient air, eliminate smelly odours at the source then aerate or resort to a mechanical ventilation system.



CHECK FOR RADON ▶ Radon is an odourless and colourless gas that can surreptitiously seep into your home, eventually causing lung cancer. Install a dosimeter to test for such gas and measure gas concentration. To get a significant measurement, tests should be conducted over a period of at least three months. Results must be sent to a certified lab for analysis.

FOR MORE INFORMATION ▶ consult CAA-Quebec's *Your Healthy-Home Guide*. CAAQUEBEC.COM/EN/AT-HOME/GUIDES/YOUR-HEALTHY-HOME-GUIDE/



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5

HOME INSURANCE exclusions you need to know

Did you realize that there are certain kinds of damage that insurance companies won't cover even if you've added supplemental coverage to your policy? Here are five exclusions about which you need to know to avoid a nasty surprise.

BY JACQUELINE SIMONEAU

1 DAMAGE CAUSED BY ANIMALS AND INSECTS

Unfortunately, no home insurance policy covers damage to property caused by carpenter ants, insects, birds, rodents, raccoons, skunks, bats or other animals. The only exception involves glass damage (like if a large bird breaks a window by flying right into it). So, it's a sensible idea to circle the house every fall to plug all openings or install mesh wiring to keep most pests out.

2 WATER DAMAGE

Some losses, but not all, are covered by basic home insurance or through endorsements to the policy. According to the Insurance Bureau of Canada (IBC), damage caused by continuous water leakage or overflows – whether known or unknown to the insured – is never covered. Water damage caused by “a pipe in the basement that's been leaking for months, a repeatedly overflowing toilet, or a 25-year-old water heater that's rusted or corroded and has been slowly leaking are excluded,” explains Suzanne Michaud, CAA-Quebec

Vice-President – Insurance. Note that the average life of a water heater is 10 to 15 years, and yours may already have surpassed its lifespan.

3 GRADUAL DAMAGE

Your home needs re-roofing but you've been putting it off year after year. As a result, water infiltrates the attic space, causing mould and rot. This type of damage is excluded by insurance policies since it slowly developed over time rather than suddenly. Damage caused by wear and tear, gradual or intermittent deterioration, rust, corrosion, humidity, excessive temperatures, rot, fungi or spores is considered an excluded peril, except if it is directly linked to an insured event. Let's say, for example, that your kitchen caught fire and its walls must be replaced. If mould is discovered while the walls are being demolished, you will be covered since the principal cause of the damage is the fire. However, if the mould is discovered in adjacent walls untouched by the fire, then their repair will be done at your own expense.

4 NATURAL EARTH MOVEMENTS

Damage directly or indirectly caused by natural earth movements (earthquakes, mudslides, sinkholes, landslides, erosion, freeze-and-thaw cycles, extreme cold or heat, droughts, irrigation or drainage problems) are excluded from basic home insurance. "These exclusions apply regardless of the existence of another peril or covered loss that would have contributed to the damage," says Michaud. Thus, even if you are covered for a problem that is part of the damage but is not its principal cause, your insurance won't apply. Note, however, that earthquake endorsements do exist, although the premiums are high and they're currently unpopular in Quebec.



5 POLLUTION DAMAGE

In this context, pollution refers to the consequences of an emission, discharge, escape or dispersion of pollutants. For example, this might occur if you live near an industrial plant that emits pollutants or residues into the atmosphere. The damage such pollutants cause to your house (by altering the colour of its exterior cladding, for example) is not covered.

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CHOOSING THE RIGHT FIREPLACE

Nothing beats a fireplace for bringing warmth and coziness to a home. But what's the best model to buy? Normand Brosseau, president of Les Foyers Mirabel, weighs the pros and cons of units now available on the market. / BY JACQUELINE SIMONEAU

Wood stoves

PROS ▶ Wood is a renewable, eco-friendly fuel. According to the Association des professionnels du chauffage (APC), the latest EPA-certified models allow 80-percent heat recovery and at the same time sending almost 90 percent less smoke and fine particles up the chimney.

CONS ▶ A wood burner involves its own set of chores, like buying and storing wood, lighting the fire, arranging the logs, removing ashes and wood residue, dealing with fluctuating temperatures, and professionally cleaning the flue or chimney at least once a year.

WHAT'S NEW? ▶ The EPA emissions standard is 4.5 grams of smoke per hour (g/h), which, in 2020, will be lowered to 2.5 g/h for models using pellets and conventional or eco logs, and 2.0 g/h for rarer units using wood chips. Wood stoves have clearly become less and less polluting.

Natural gas or propane fireplaces

PROS ▶ An exhaust pipe or vent is all it takes; no need to store or transport logs; no smoke; no ashes to dispose of; no chimney to clean; easy to operate (by clicking the remote control or thermostat on and off); can be pre-set to run at a desired time or temperature; instant and steady heat; excellent backup heater during a power outage (several models operate without electricity or come with battery-powered electronic ignition systems).

CONS ▶ Gas and propane are more expensive than wood; a propane unit must be connected to an outside tank that has to be refilled when necessary; burners require yearly professional maintenance; both natural gas and propane are non-renewable fuels and produce greenhouse gases.

WHAT'S NEW? ▶ Some models produce modulating flames that automatically lower when the pre-set temperature is reached.



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BEFORE MAKING YOUR CHOICE, IT'S IMPORTANT TO INQUIRE ABOUT MUNICIPAL REGULATIONS. NEW STANDARDS HAVE ALREADY BEEN IN EFFECT IN MONTREAL SINCE LAST FALL.

Pellet-burning stoves

PROS ▶ No chimney necessary, just an exhaust pipe or vent; commands are done through a thermostat; pellets (compressed wood residue) are eco-friendly, cheap and easy to use; no need to watch or build up the flames (once the pellet chamber is filled, the fire can burn non-stop up to 24 to 48 hours, depending on the capacity of the chamber); constant heat; excellent energy efficiency (the appliance transforms about 80 percent of combustibles into heat); pellets are sold in bags, making for easy storage.

CONS ▶ Lots of maintenance (regular ash cleanup; glass door needs cleaning after each pellet loading; yearly professional maintenance needed, although some models come with a glass self-cleaning system); backup power source (generator or battery) necessary in case of power outage; noisy.

WHAT'S NEW? ▶ Hot-air dispenser on offer as an option, handy for distributing heat to other rooms in the house; quieter models available.



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Electric fireplaces

PROS ▶ Cheap and safe; clean; does not release harmful particles; no chimney or exhaust pipe; easy to operate (you need only plug it into an electric outlet); several models come with an integrated thermostat, remote control and commands for adjusting light intensity and flames; little or no maintenance required.

CONS ▶ Inoperable in case of a power outage; provides little heat (about 1,500 watts, or 5,000 BTU).

WHAT'S NEW? ▶ Flames are more realistic than ever.

Planning to get a backup heating system? Contact a CAA-Quebec-approved home supplier.



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8 USEFUL TIPS for a cleaner car

How to prepare your car for winter

BY ANDREW RAVEN / ADAPTED BY ALAIN TITILEY

1 PROCEED SLOWLY AND AT THE RIGHT TIME

It's always recommended that you wash your car regularly, no matter what the season, because salt and grime stains on the bodywork can cause rust to form on damaged or unpainted areas. Choose an overcast day to wash the exterior, or start early in the morning in the shade so the sun's rays won't turn droplets of soapy water into tiny lumps that may damage the paintwork. Water that dries too quickly on a hot metal surface will tarnish the paint.

Be patient: Allocate at least three hours to swab the inside and outside of your car. If necessary, spread the process over a couple of days.

2 REMOVE THE MAXIMUM OF DIRT

The key to a good clean is removing as much dirt as possible before you start washing, on and under the bodywork. You can use a power washer to blast away the most stubborn residues. In most cases, though, a simple water hose will do – and it won't harm the paint.

3 DON'T SKIMP ON SOAP

Make sure you only use soap designed for washing cars. Other cleaners can dry out the rubber seals around your windows or damage any wax coating you may have applied. Dish soap in particular is a no-no. It can be hard to rinse away, leaving stubborn residue behind which can only be removed by a detailer.

Remember: Always wash the car from top to bottom so you won't soil areas that have already been cleaned. Work in small sections, rinsing often (roof, hood, rear trunk, spoilers and doors). Rinse your wash mitt regularly with clean water to dislodge dirt and grime that may scratch the paint. Better still, use a separate mitt and bucket for the rims and undercarriage, often grimmer than the rest of the car.

4 DRY WITH CARE

When the time comes to dry your car, avoid rough towels and rags, which can scratch the paint. Use a microfibre towel or a chamois instead. The latter, whether natural or synthetic, is highly absorbent and doesn't leave spots behind. If unused for a while, it can harden. To soften it up again, you need only wet it before use. These days, synthetic chamois are popular because they're cheaper than the natural leather variety, rot-resistant and require less maintenance.

5 SIMPLE DOES IT

You don't necessarily need special cleaners to spiff up the interior and dashboard. Use a microfibre cloth and the same soap as for the exterior, diluted in water. Household glass cleaners will also do for the car's windows and mirrors, but avoid using ammonia-based products on tinted glass. Good old newsprint – if available these days – is ideal for drying glass because it's highly absorbent and doesn't leave traces behind.

6 PROMPTLY REMOVE SALT STAINS

Big-box stores sell products designed to erase salt stains from car carpets. These stains must be promptly removed because they tend to settle and damage the fibres. But first test the product on a small, inconspicuous surface to ensure it won't discolour or damage the finish. You can also use a damp cloth with a mixture of water and vinegar, but be prepared for the off-putting smell of vinegar for several days.



7 Gear up with the right accessories

You need more than just a bucket and a chamois. Invest in a microfibre mitt to remove the dirt without damaging the paint. Always use two buckets: one filled with soapy water and the other with clean water (to rinse the mitt).

BE PATIENT: ALLOCATE AT LEAST THREE HOURS TO SWAB THE INSIDE AND OUTSIDE OF YOUR CAR. IF NECESSARY, SPREAD THE PROCESS OVER A COUPLE OF DAYS.

8 DON'T FORGET TO WAX

Fast-acting car wax will help give your car an attractive sheen, offer protection against grime, reduces summer insect adherence and facilitates the washing afterward. There are lots of brands available, but experts recommend products that contain a high concentration of carnauba, a wax from a Brazilian palm tree. For best results, use a soft cloth and work on a small section of the bodywork at a time.

SELL IT OR FIX IT?



2005 Hyundai Elantra

When the cost and the nature of the repairs become serious, you wonder if it's time to make a change. / PAR ALAIN MCKENNA

“There’s no perfect moment to raise a question like this, but a detailed inspection can help you decide,” says CAA-Quebec Automotive Expert Jesse Caron. “You can have your car examined thoroughly by your own mechanic or one at a CAA-Quebec-approved garage.”

Apart from mechanical considerations, other factors come into play. Does the car still run? Do you hear strange noises? Have you been neglecting regular maintenance? “These are questions that could come back to haunt you,” says Caron. “A good compromise would be to fix the most urgent elements, then decide if it’s time to sell. In any case, there are obvious signs of wear and tear to watch out for. They indicate it’s probably time to move on.”

HOW MUCH DOES IT COST TO OWN A CAR? ▶ To find out for sure, use the driving-costs calculator at CARCOSTS.CAA.CA.

SELL YOUR CAR IF

- ▶ the cabin or the body have broken or missing parts, or if rust has developed on key components of the car’s frame.
- ▶ major repairs are necessary (like the engine or transmission).
- ▶ you take frequent long road trips.
- ▶ a new vehicle’s warranty and low risk of problems are an important consideration.
- ▶ the new driver-assistance features –like the automatic emergency braking and blind-spot detection systems – appeal to you and don’t exist in your current car.

REPAIR IF THE CAR

- ▶ has no serious damage history, and has been unfailingly reliable.
- ▶ has been meticulously maintained (the engine, transmission, frame, suspension and brakes are still in good working order).
- ▶ has less than 200,000 kilometres on the odometer. (The life expectancy of a car today is 300,000 kilometres, sometimes even longer.)
- ▶ is paid off in full (the last thing you need is a series of hefty monthly car payments).

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Depreciation counts!

We often forget to include depreciation in the annual cost of owning a car. And yet, it's the most important factor since a car loses its value the minute you drive it away from the dealer's lot, dropping by roughly 20 percent after the first year, and 50 percent after three years. The depreciation rate then slows down and varies depending on the model and make.

Are you properly insured?

Did you know coverage is available that is specifically designed to counter the depreciation in value of a used vehicle and which can be added to your auto insurance policy? Depending on the insurance option you choose, if the used car you purchased is declared a total loss, you'll be entitled to a cash payment equivalent to the purchase price, or to a replacement vehicle of equivalent age and mileage to those of your old car at its time of purchase.

► Read the tip "Used vehicle? Choose your insurance wisely" at CAAQUEBEC.COM.



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Decoding dashboard warning lights

Just as computers use pop-up messages to communicate with us, our cars do the same thing with warning lights. Here are the 14 most important signals to recognize in order to react promptly and avoid costly surprises.

There are two types of warning lights: safety and emergency. The latter, usually red, are the most important to monitor. If one of them lights up, stop your vehicle in a safe area as soon as you can. Promptly contact your dealer or garage mechanic and order a tow truck.

To know more about warning lights and what to do when they come on, read “Understand 14 Important Warning Lights in Your Car” at CAA-QUEBEC.COM.

EMERGENCY WARNING LIGHTS

-  **Charging system**
There is a problem with your battery or charging system.
-  **Engine coolant**
The coolant is low or the engine is overheating. This could also indicate a faulty cooling-system component.
-  **Engine oil**
Insufficient engine-oil pressure.
-  **Braking system**
Malfunction or breakage of an activated emergency brake or a component in the braking system.
-  **Open trunk**
The trunk is improperly closed.
-  **Airbags**
One or several airbags are deactivated.

SAFETY WARNING LIGHTS

-  **Seat belt**
Reminds the driver and front-seat passenger to buckle their respective seat belts.
-  **Supplemental restraint system (SRS)**
The airbags or seat-belt pretensioners are malfunctioning. (Pretensioners help the seat belts retract forcefully and adjust occupants to a safer seating position when airbags deploy.)
-  **Operational malfunction (check engine)**
The control module detects an irregularity in engine function or with the emission-control system. This could indicate a major problem. You must immobilize the vehicle and have it towed to your garage.
-  **Tire pressure**
The pressure in one of the tires is low.
-  **Power steering**
There is an irregularity with the power steering.
-  **Anti-lock braking system (ABS)**
The ABS (anti-lock braking system) or emergency brake system (often referred to as the parking brake) is not functioning properly.
-  **Slippery-road hazard**
If the temperature falls below 4°C, this light warns of possible ice on the road.
-  **Loss of traction**
Intervention of the traction-control or vehicle-stability-control (VSC) system.

A WARNING LIGHT GLOWS ON YOUR DASHBOARD? ▶

Be sure to mention it to your mechanic. CAA-Quebec's network of Approved Auto Repair Services (AARS) includes almost 370 establishments throughout the province, ranging from car dealerships to autobody and RV workshops. CAA-Quebec members obtain a 3-percent rebate in CAA Dollars on the cost of maintenance or repairs at any AARS garage, not to mention an extended warranty on repairs.



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* The one hour time is calculated from the moment the car enters the service bay. This guarantee is applicable only to the tire installation service (4 tires) and at participating Point S dealers. Offer available by appointment only. The refund is granted as a non-exchangeable, non-refundable voucher valid for six months at the same dealer who performed the installation. Exclusions: tires 22 inches and larger, pickup trucks and run-flat (ROF) tires. Point S reserves the right to modify or terminate this offer at any time without notice.

‡ Go at www.caaquebec.com/garages to find the participating garages.



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2019 HANDY

TIRE GUIDE



The car tire industry has evolved so much since the advent of radial tires that it's now a little tricky finding our way through it. They are the only points of contact between the vehicle and the road, yet we often forget their importance. These "soles" must be faithfully cared for, repaired and, eventually, replaced.

Important date in Quebec

In Quebec, car tires must be changed twice a year. The Highway Safety Code mandates the use of winter tires during the winter season. And new this year, they must be in place no later than December 1.

Seasonal tire types

In Quebec, winter tires are mandatory from December 1 to March 15. But the climate here is such that we should keep them on long past the prescribed date. And that's because summer tires lose traction as temperatures fall, even if there's no snow on the ground, whereas winter tires are designed precisely for cold weather. CAA-Quebec has calculated a realistic tire-change date for each region in the province. Generally speaking, October is a good time for installing winter tires and it's wise to keep them on until mid-April. Proper winter tires, designed for driving on ice or in deep snow, are the best. Well adapted to our climate, they are preferable to all-season tires, which are permitted year-round. This more recent tire type, unfortunately, is not as effective in deep-freeze conditions.

Before buying

It's important to identify the kind of tires your car requires before placing an order. Some models are noisy while others have an impressively long life-span. Run-flat tires (or RFTs), on which you can continue to drive for a while after a puncture, are generally tougher than the conventional variety and can make for a harsher ride. Also, RFTs are notoriously difficult to repair if punctured, often requiring costly replacement instead. Sole design is another influential factor in choosing tires, but it's hardly a guarantee of performance.

It's recommended that you install tires adapted specifically for the vehicle and respect the prescribed dimensions in the owner's manual as well as the tire pressure indicated on a sticker posted inside the driver-side door. Sylvain Légaré, CAA-Quebec automotive industry analyst, goes even further: "Some tire models are literally mandated by carmakers. Using an inferior quality can cause long-term alignment or suspension problems and, therefore, is NOT recommended."



ASK THE EXPERTS

Losing sight of the caribou's muzzle on a quarter? Your tire is still good for winter. Be sure to visit the CAAQUEBEC.COM "On the Road" section (go to the "Approved Auto Repair Services" tab) for more information or to speak with an expert.

Buying online or in-store?

It's usually easier to buy online, except when it comes to tire installation. Then you'll need to go to a specialized garage, which may not be happy about installing tires bought elsewhere, notes Jesse Caron, CAA-Quebec automotive expert and road-test coordinator. Beside the fact that the consumer may end up paying more by buying online, Caron says that access to a mechanic or specialized company with customer-service experience is priceless. Online shopping is, therefore, not recommended, if only for the advantages of after-sales service and pre-purchase advice.

Made in China

Over the last few years, tire retailers have been offering made-in-China tires as cheaper options. Some Chinese brands do indeed offer a good quality-price ratio, says Caron, but consumers should do their own research before making a decision. "If a manufacturer doesn't have a Canadian website, then it's up to consumers to ask questions about its business practices here, as well as about its product availability. If there's a problem with the tires, will consumers be covered by guarantees? Will there be enough stock for replacements? These are factors to consider," adds the expert. If you have any doubts, be sure to contact CAA-Quebec Automotive Advisory Services before buying. They'll give you all the facts.



Tire storage: your responsibility

It's up to consumers to store their tires in the proper way. For example, do not stack rimless tires (which may warp) or leave tires outdoors or in the garden shed where they'll be subject to the extreme heat of summer. And your tire-storage space must be well ventilated. Some companies offer annual storage facilities for a modest fee. That would be one less concern for you!

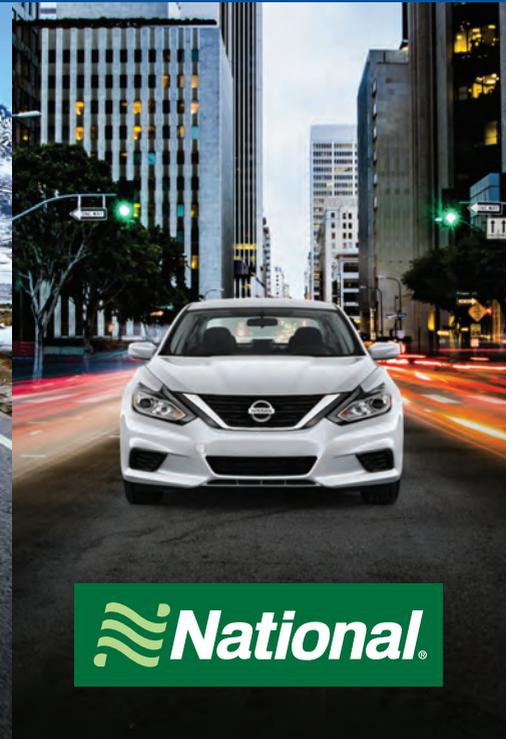
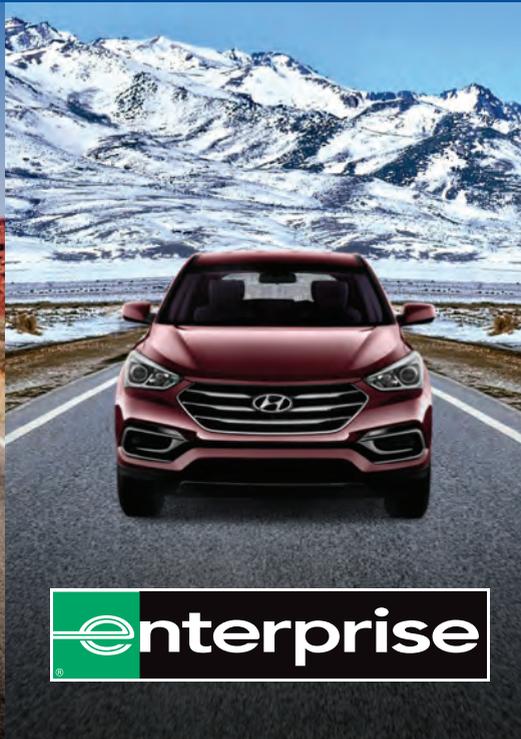
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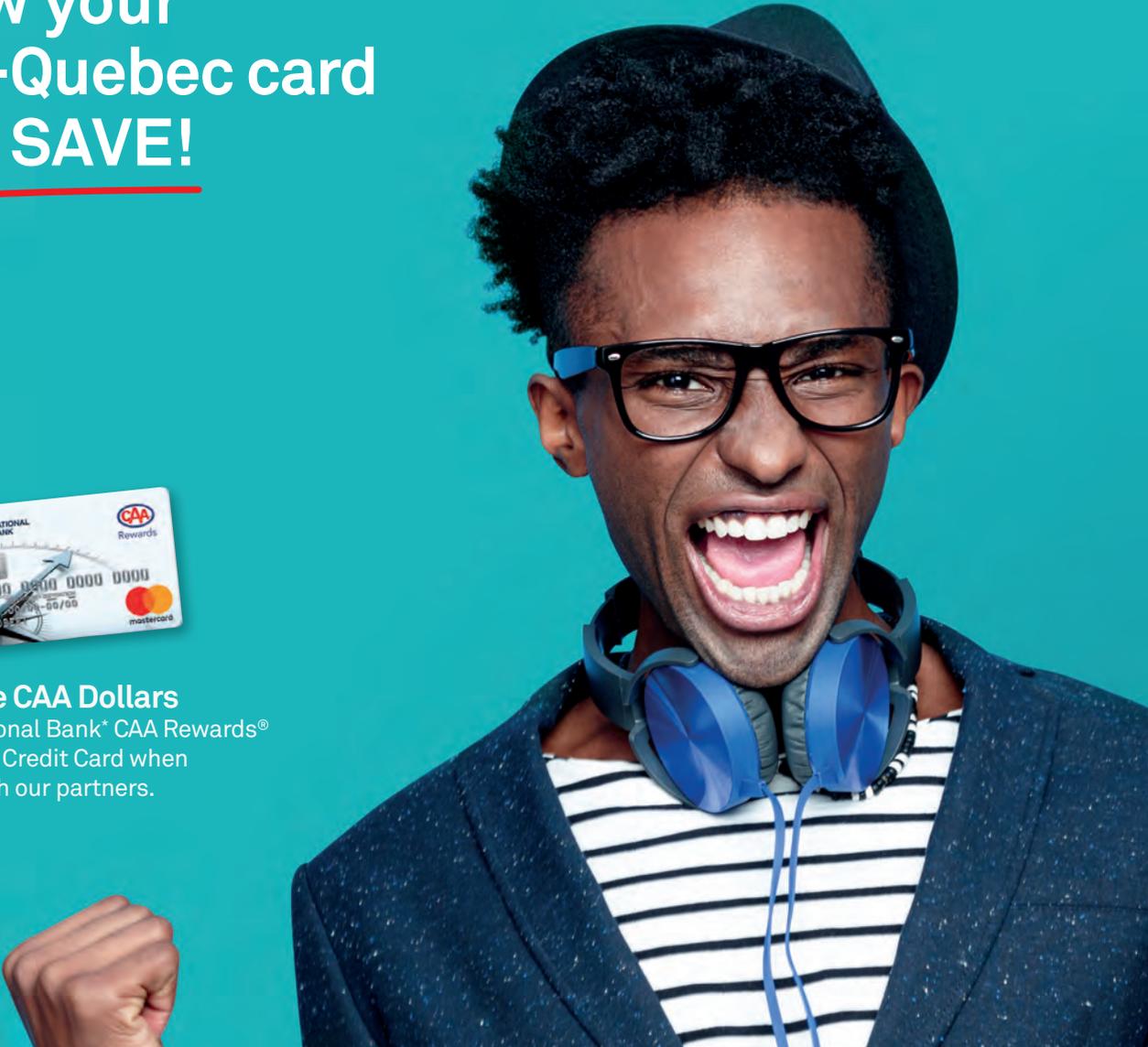
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2019 MAZDA 3

PRICE: \$19,695 to \$33,545

PROS: Solid handling, quick and communicative steering, slick transmissions, quieter ride, welcoming seats, outstanding finish.

CONS: Mediocre visibility, tight rear seating, small trunk for the segment, same or higher fuel consumption, no alternative to classic gas engine.

► The Mazda 3 has enjoyed popular success in Quebec ever since it was launched 15 years ago, but SUVs keep gaining ground. To maintain its edge, Mazda has added a surprise ingredient for 2019: all-wheel drive. Still rare on small cars, AWD is listed for both the sedan and the hatchback. Both get a major styling remake and several mechanical and technology modifications.

The redesigned Mazda 3 elegantly symbolizes the manufacturer's push to move the brand upmarket. The new 3 dominates the segment in terms of finish. It hones the balance of dynamics and comfort, notably thanks to a significant improvement in soundproofing. All-wheel drive adds another layer of safety and precision. But don't expect space and versatility; even in the hatchback, function is sacrificed to style.

TESTED MODEL

ENGINE: 2.5-litre direct-injection 4-cylinder (186 hp)

TRANSMISSION: 6-speed automatic with manual mode

DRIVETRAIN: Front-wheel drive

TEST TEMPERATURE: 4°C to 16°C

TESTED FUEL ECONOMY: 7.5 L/100 km

NISSAN ALTIMA 2019

PRICE: \$29,813 to \$37,113

PROS: Compliant ride, standard (and efficient) all-wheel drive, very comfortable front seats, roomy interior, well soundproofed, good ergonomic design.

CONS: Uncommunicative steering, body lean in turns, transmission slow to downshift, just adequate power, unappealing infotainment system.

► The Nissan Altima launches its 27th model-year as a completely remodelled vehicle. It inaugurates a new platform for the automaker, along with a heavily revised engine and new styling, inside and out. In a declining market segment, Nissan ups the ante by adding standard all-wheel drive for the Canadian market, matched until now only by the Subaru Legacy in the mid-size sedan category.

Comfort, smoothness and peace of mind seem to have been the guiding principles behind the development of the 2019 Altima. Nissan's large sedan responds well when pushed but doesn't encourage it, despite its muscular lines. That's not a complaint, however, since loyal sedan buyers often appreciate refinement more than dynamics. All-wheel drive on its own will likely be the deciding factor for purchasers still hesitating among the many excellent choices in this segment.

TESTED MODEL

ENGINE: 2.5-litre direct-injection 4-cylinder (182 hp)

TRANSMISSION: Continuously variable automatic

DRIVETRAIN: All-wheel drive

FUEL ECONOMY, CITY/HIGHWAY COMBINED (NATURAL RESOURCES CANADA): 7.9 L/100 km





2019 PORSCHE CAYENNE

PRICE: \$76,750 to \$239,125

PROS: High performance, fine balance of comfort and handling, exemplary steering and braking, very comfortable sport seats, luxurious finish, more comprehensive equipment.

CONS: Unpalatable price, advanced safety features are optional, complex controls, high fuel consumption, low driving range (plug-in hybrid).

► Since its launch 15 years ago the Cayenne has accounted for 40 percent of Porsche sales in Canada. And notwithstanding the purists, if Porsche now more than ever has the wherewithal to fine-tune its famous 911, 718 Boxster, 718 Cayman et al, it's thanks to the Cayenne and its smaller SUV sibling, the Macan. Reduced weight, advanced technology, redesigned cabin and, naturally, enhanced performance: enough to qualify as a third generation, even if the overall look is basically unchanged.

Sit in a Cayenne, drive a few kilometres and all of sudden the hefty price tag sorts itself out. The seat quality, trademark gauge cluster, refined drive and vigorous powertrain create an ideal harmony between comfort and dynamics. All that, and above-average dependability in a traditionally capricious segment. Our only regret is that Porsche has fallen into the trap of complex controls, which it avoided quite well up to now.

TESTED MODEL

ENGINE: 2.9-litre twin-turbo, direct-injection V6 (434 hp)

TRANSMISSION: 8-speed automatic with manual mode

DRIVETRAIN: All-wheel drive

FUEL ECONOMY, CITY/HIGHWAY COMBINED (NATURAL RESOURCES CANADA): 11.8 L/100 km

2019 TOYOTA RAV4

PRICE: \$29,805 to \$44,160

PROS: Good handling, vast cabin and cargo area, standard advanced safety equipment, affordable hybrid model, reliability practically guaranteed, strong resale value.

CONS: Very noisy engine, ride sometimes unsettled, numb steering, difficult rear access, some materials look cheap.

► Way back in 1997, the brand-new RAV4 and its eternal rival, Honda CR-V, created a new category of compact SUVs. More than 20 years and dozens of rivals later, Toyota is presenting the fifth-generation RAV4 with new and revised styling, architecture and powertrains. It includes a hybrid model that is more affordable than ever and, on the opposite end of the spectrum, a new Trail model for fans of the rugged all-terrain look of a Jeep Cherokee Trailhawk.

Behind its more rugged appearance the RAV4 is the same safe, practical and fuel-efficient crossover that has won the hearts of so many Canadians. It has evolved just enough in terms of finish and technology and remains a sound rational purchase thanks to its historic dependability and strong resale value. However, Toyota needs to find a way to tone down the noise of the engine in acceleration and to further stabilize the ride on bumpy pavement to improve the everyday driving experience.

TESTED MODEL

ENGINE: 2.5-litre direct-injection 4-cylinder (203 hp)

TRANSMISSION: 8-speed automatic with manual mode

DRIVETRAIN: All-wheel drive

TEST TEMPERATURE: -10°C to 10°C

TESTED FUEL ECONOMY: 9.4 L/100 km





2019 VOLKSWAGEN JETTA

PRICE: \$22,680 to \$36,525

PROS: Stable road dynamics, energetic acceleration, efficient automatic transmission, very low fuel consumption, vast cabin and trunk, relatively simple controls.

CONS: Suspension sometimes harsh (R-Line), overly light steering, front seats too long for short people, lacklustre finish for the price, driver assistance features optional only.

TESTED MODEL

ENGINE: 1.4-litre turbo, direct-injection 4-cylinder (147 hp)

TRANSMISSION: 8-speed automatic with manual mode

DRIVETRAIN: Front-wheel drive

TEST TEMPERATURE: -15°C to 7°C

TESTED FUEL ECONOMY: 7.1 L/100 KM

► The Jetta breaks the mould after eight years, emerging with new sheet metal on the modular platform used by all recent front-wheel-drive Volkswagens. Canadian models can still get a manual transmission, in addition to the new eight-speed automatic. All versions are powered by the 1.4-litre four-cylinder launched in 2016, with the exception of the sporty GLI, which gets exclusive use of a more powerful 2.0-litre engine and an independent rear suspension.

If all compact sedans combined fuel economy, spirit, space and composure as skillfully as the Jetta, the segment might lose less ground to SUVs that are often smaller and more expensive. However, that combination of qualities has become more expensive, even before factoring in the supplement Volkswagen still charges for advanced safety features. But for many buyers, the driving pleasure will no doubt clinch the deal.

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