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SUMMER 2021

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YOUR BACKYARD

MOBILITY
AN E-BIKE PRIMER

CÔTE-NORD CASTS ITS SPELL



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to fight the virus.**

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- * Follow self-isolation guidelines

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[Québec.ca/coronavirus](https://quebec.ca/coronavirus)

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COVID-19 ALERT: HEALTH AND SAFETY FIRST

The contents of this issue were finalized and went to press in late March, reflecting information available at that precise moment regarding the COVID-19 pandemic. Government guidelines therefore supersede all travel proposals and ideas contained therein.



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The entire magazine is available at CAAQUEBEC.COM. Follow us on social media to ask questions, consult our tips and advice pages, and interact with our community.

A DIFFERENT KIND OF VACATION



© CATH LANGLOIS PHOTOGRAPHE

THE UNCERTAINTY OF THE LAST YEAR HAS BROUGHT TO THE FOREFRONT THE NEED TO PREPARE WELL AND BE READY TO ADJUST TO FAST-CHANGING SITUATIONS.



Richard Lachance
President and CEO

Most Quebecers spend their summer vacation within the province every year. Indeed in 2020, a great number of our families and friends set out to discover or revisit the wonders of Quebec! The lingering memories of extraordinary landscapes, regional delicacies and outdoor fun and games are such that many of us can hardly wait to rev up and hit the road again. The desire to explore and sample Quebec flavours (its terroir, so to speak) has never resonated more firmly than at this moment.

And so, in the midst of a still uncertain summer season, our vacation recommendations run along the same lines. We offer a range of options to suit every taste, from adventurous road-trippers and RVers to telecommuters in search of a change of scenery. There's something for everyone in this issue, including the best places to practise water sports, must-have items for your patio, Quebec regions to discover, and what to look for in an e-bike.

There's no need to focus on it being all bad – a staycation is certainly not a Plan B. What's more, over the past year, our Residential Advisory Services have assisted thousands of our members who embarked on renovations or makeover projects. A newly designed backyard can be reason enough to stay put and relax in the comfort of your own home.

We're here to help

Like you, we continue to dream of future travels. But regardless of scope or destination, the uncertainty of the last year has brought to the forefront the need to prepare well and be ready to adjust to fast-changing situations. Armed with hope and good ideas, our teams are standing by to help you plan your travels with caution and care – but always in solutions-ready mode.

Summer is an ideal time to recharge your batteries. The benefits are as many as the possibilities. Whether you decide to spend your vacation at home or on the road, in Quebec or elsewhere, just remember that we're here to guide you.

Be safe, be healthy and enjoy summertime!

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PHOTO CONTEST



WINNING PHOTO

ÎLE AUX LIÈVRES, RIVIÈRE-DU-LOUP ▶ As a die-hard camper, I am forever on the lookout for just the right spot to pitch my tent. And I instantly fell in love with Île aux Lièvres last summer where I woke to the sound of birds and waves only a few metres away. As I perched on a rock with a book, I could hear – and glimpsed – a lone whale swimming upstream. The next day, two seals came by, not to mention eider ducks and birds unseen in urban settings. And at sunset, I saw at a distance a family of fraternizing belugas. Accessible only by boat, this island is now my favourite camping destination. It is a highly therapeutic place to dream.

📷 **DOMINIC NOËL – MONTREAL**

Send your favourite vacation photo (5 megabytes) to CAAQUEBEC.COM/CAAQUEBECMAGAZINE before May 14, 2021, along with a description of roughly 80 words. You'll have a chance to see it published and earn 250 CAA Dollars.

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TELEWORK WITH A CHANGE OF SCENERY

After spending endless months working from home, who wouldn't want a change of decor? Some hotels in the province are ready to oblige! They have repurposed their rooms into stimulating telework environments, and you can also indulge in a little well-deserved R & R at the same time. / BY NATHALIE DE GRANDMONT

Nothing sparks creativity and concentration like a pleasant view or an enchanting environment. A number of hotels – whether in the city or countryside, on the waterfront or at the edge of a forest – now offer telework packages, for stays ranging from a night or two to several weeks.

Rooms with a view

The *Origine artisans hôteliers* network includes 30-plus independent hotels and inns scattered across Quebec – in Montérégie, Saguenay-Lac-Saint-Jean, and the Eastern Townships. Their relaxing and cheerful locations promise agreeable strolls at the end of a work-filled day, whether you feel like admiring the sunset over the lake or striding along mountain trails. Some hotels feature suites equipped with kitchenettes, while others offer room-service meals to accommodate guest preferences or because their dining facilities remain closed. All, of course, have high-speed internet connections and an efficient working environment, with the added bonus of a gym, spa or indoor pool – just the recipe for winding down from a Zoom meeting! Note that the *Origine artisans hôteliers* network is a Rabais Dollars CAA program partner.



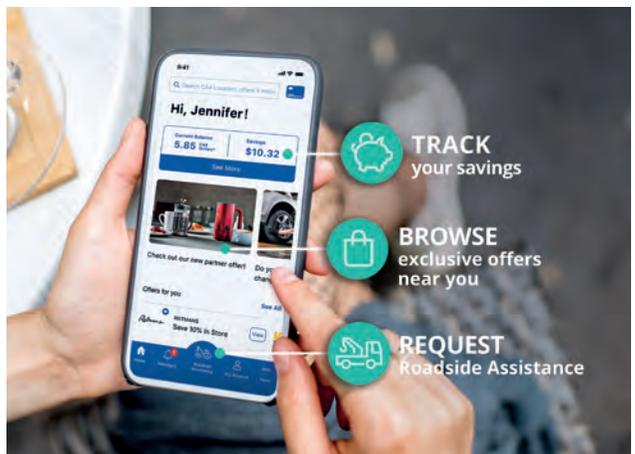
Should you require more than just a change of scene, why not opt for a rental cottage or campsite accommodation with high-speed internet access? Imagine working remotely from a camper or trailer: now that's a one-of-a-kind experience!



A number of Fairmont hotels also offer offices with pastoral views – of Mont Tremblant, for example, the St. Lawrence River or the wooded Outaouais countryside. Here again, you'll be encompassed by stunning landscapes between two work sessions. Fairmont packages also include spa discounts.

Working hard is all very well, but why not take an opportunity to recharge your batteries between virtual meetings? Some packages include sports activities like tennis, yoga and Nordic walking; guided cultural and heritage tours; or mixology workshops. Others offer them for a nominal fee. So do your research.

One thing you can count on: Hotel and inn telework packages are here to stay, getting more attractive and adding a welcome incentive as we move forward. And no doubt those establishments will do their utmost to provide ideal conditions to help improve your productivity and creativity.



We're here for you!

To make the most of your member benefits, download the mobile app.



BEFORE HEADING OUT

Except for the basic services offered by reputable hotels, be sure to check the hotel's flexibility regarding arrival and departure times, telework arrangements, the quality of its internet connection and room soundproofing. But first thing first: Make sure that your employer is fine with this mode of telework. CAA-Quebec Travel offers "Télévacances" packages designed to nicely combine remote work and vacation. Contact a travel counsellor to book accommodations that will meet both your business needs and other considerations.

Paddle-boarding

QUEBEC'S MOST SCENIC BODIES OF WATER

Stand-up paddle-boarding (SUP) has been a craze in Quebec in the last few years. Here are five places to practise this water sport, for beginners and beyond.

BY MALIK COCHEREL



MALBAIE RIVER, CHARLEVOIX

If you vacation in Charlevoix, think about an SUP journey on the Malbaie River. As you paddle through Parc National des Hautes-Gorges-de-la-Malbaie, you'll be treated to spectacular vistas like the tallest rock-faced cliffs this side of the Rockies. Equipment (board, paddle and life jacket) is available for rent at Sépaq for various lengths of time: one hour, four hours, or the entire day.

LE PARC DE LA RIVIÈRE-DES-MILLE-ÎLES, LAVAL

Protected from wind and currents, the largest wildlife reserve in the Montreal region is the perfect place for Montrealers to learn or practise stand-up paddle-boarding. Among the four suggested routes – all featuring abundant plant-, animal- and birdlife that inhabit the islands – Le Septième Ciel lets you paddle-board or kayak through the Cordeau marsh in the company of herons, ducks and geese. You can rent a paddle-board or kayak on site at Aventure Mille-Îles, either for the whole day or two-hour intervals.

LA RIVIÈRE SAINT-AURICE, MAURICIE

Locals take pride in what they consider the region's most spectacular river descent. It's no wonder that the majestic Saint-Maurice, called *Sipi Tapiskwan* ("River of the Threaded Needle") by the Attikameks, entices more and more watersport enthusiasts each summer. Based in Trois-Rivières, Maïkan Aventure offers guided river excursions of various lengths by paddle-board or kayak. Each run contains a few easygoing rapids to spice up the experience. It's a great way to discover the region's rich history that includes its famous iron works.

LA GROSSE ÎLE AU MARTEAU, CÔTE-NORD

For intrepid adventurers, Grosse Île au Marteau is definitely worth a trip to Côte-Nord. At Havre-Saint-Pierre, the outfitter Les Vagues – Marine Adventure organizes half-day guided SUP tours. Paddlers must have reached the intermediate level and feel comfortable with the prospect of paddling alongside marine mammals. One must also be prepared for the endlessly blowing wind while crossing to one of the Mingan Archipelago's most beautiful islands.



**SAFETY IS PARAMOUNT –
WHETHER YOU PADDLE ALONE
OR WITH A COMPANION.**



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- **10 PERCENT BACK IN CAA DOLLARS** on regular priced items bought at the CAA-Quebec Boutique.
- **15 PERCENT OFF** SUP board rentals with Outgo.

LA RIVIÈRE-ROUGE, LAURENTIDES

Only 30 minutes from Tremblant in the Laurentians, the Rouge River is known as much for its splendid stretches of sand as for its calm, shallow waters. It's a choice destination for those novices eager to combine SUP with swimming and picnicking on its sandy shores. The on-site outfitter Descente de la Rouge not only rents equipment but also transports it to the river's edge. An outing typically covers 25 kilometres and lasts six to eight hours.



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Nathalie used her CAA Dollars to make her son an additional member.



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Côte-Nord

SO FAR YET

SO CLOSE

When the time comes to travel again - without fear or constraint, that is - Côte-Nord beckons. Awaiting you are wilderness spaces that smell of spruce and pine, golden sandy beaches basking in sea breezes, picture-perfect fishing villages... Here's a guide of picturesque places to stop at and fun things to do along the extensive road northward.

BY JULIETTE RUER



Exploring a region also means visiting its food artisans and producers – and sampling their wares. The Côte-Nord agri-food scene is decidedly creative. By taking advantage of the opportunity, you'll live up your journey and contribute to the local economy at the same time.

The first stop has to be in idyllic Tadoussac if only to visit its eponymous microbrewery. To stay overnight, the majestic-as-ever and charming Hôtel Tadoussac is a good bet. If you'd rather rough it a bit, then Tadoussac Campground has excellent ready-to-camp packages – in a set-up tent or a small wooden lodging – to suit all tastes.

Route 138 takes you to the Manicouagan Peninsula and its magnificent beaches, dotted here and there with pretty wooden *cabanes à livres* (shingle-roofed book shacks) for anyone with an urge to read. If you feel like a little snack, stop at Ferme Manicouagan to gorge on its honeyberries, strawberries and raspberries.

The Baie-Comeau Jardin des Glaciers (Garden of Glaciers) is another must-stop. This unique multimedia interpretative site allows you to learn, through a multi-sensory experience, how the four-kilometre-thick Laurentide Ice Sheet – one of the world's largest glaciers – was formed in this region 20,000 years ago. Then, if adventure bites, continue on to the Daniel-Johnson dam to check out the Manic-5 generating station. Reservation is a must, but it's free and really worth the visit.

Bounty of the Gulf

At Poissonnerie Fortier in Sept-Îles, fish and seafood products are supplied by the native fishing community of Mingan and processed on the premises. Its specialties – cooked shrimp, snow crab and Mingan scallops – make for excellent picnic fare.

And be sure to stop at Rivière-au-Tonnerre for its dramatic name and also for a tour of Maison de la Chicoutai, which sells products based on the region's emblematic *chicoutai*, or cloudberry. The shop's owner, Bruno Duguay, is a chicoutai expert. Here, cloudberry-leaf tea and especially cloudberry-flavoured butter – rich in Vitamin C – are the ingredients for a deliciously different kind of breakfast staple.



The strange and magical landscape of the Mingan Archipelago



The limestone cliffs of Anticosti Island

FROM TADOUSSAC TO BLANC-SABLON, FROM SCHEFFERVILLE TO ANTICOSTI ISLAND, THIS MAGNIFICENT REGION BOASTS MORE THAN 300,000 SQUARE KILOMETRES OF UNIQUE LANDSCAPES.

Located opposite the Mingan Archipelago National Park Reserve, in Havre-Saint-Pierre, is the recently opened Distillerie Puyjalon that has produced and marketed the popular Betchwan Gin and Eskimo Vodka. Foodies will be interested in Raynald Thériault, an expert in sea-urchin fishing who sells his catch to the United States and Japan. Sea urchins are a known delicacy but first you must know how they are prepared. In any case, it's well worth a detour.



Natashquan

A tour of Natashquan

It was in Natashquan, on the water's edge between the sand and the rushes, that Quebec's famous and beloved native son, Gilles Vigneault, was born. His childhood home has been restored and all five buildings that make up the Vigneault family property will eventually be open to the public. (Due to COVID-19, guided visits and events may not be held. It's prudent to inquire beforehand.) Natashquan – or *Nutashkuan* in the Innu language – means “the place where we hunt black bear.” The annual *Festival du conte et de la légende de l'Innucadie* is an excellent venue to learn more about Vigneault's poetry as well as the region's Acadian and Innu cultures and artistic creativity. Before leaving Natashquan, be sure to stock up on organic food and beauty products at De Baies et De Sève. There you'll find Labrador tea (divine on both the taste buds and the body), balsam-fir tonic syrup, seaweed and black-spruce cleanser, and many more delights. INNUCADIE.COM

VISIT CÔTE-NORD WITH CAA-QUEBEC TRAVEL

CÔTE-NORD - ANOTHER SIDE OF QUEBEC ▶ A nine-day, eight-night road trip, available from June 28 to August 22, 2021.

See more “Explore Quebec” packages at VOYAGE.CAAQUEBEC.COM/DESTINATIONS/EXPLORE-ORGANIZED-TOURS/. Over and above the 25-percent discount offered by the Quebec government, CAA-Quebec members get a rebate in CAA Dollars.



Dreaming of summer vacation?

Our advisors have tons of ideas to whip you up a personalized vacation just for you.



Funky camping

Parks Canada has come up with a novel concept for outdoor shelters. Called Ôasis, the teardrop-shaped “cabin” is mounted on a stand, high up or low to the ground, and comes with a sofa bed and a hammock loft above. Added amenities include battery-powered lighting and a fire pit outside for cooking. Spend the night under the see-through canopy to gaze to your heart’s content at the stars above.

Ôasis facilities are available at the Havre-au-Sauvage Campground (on Île du Havre) and the Barachois Campground in Montpetit (Grande Île). Both islands are part of the Mingan Archipelago National Park Reserve. PC.GC.CA

Diving without getting wet

Imagine seeing the bottom of the St. Lawrence River in real time! You are at the Marine Environment Discovery Centre in Les Escoumins where you stand in front of a high-resolution digital display and communicate with divers who describe to you what they are seeing. The Saguenay-St. Lawrence Marine Park is a unique flora-and-fauna universe, great for family outings. By the way, did you know that there are 13 species of whale right here in the St. Lawrence River? PARCMARIN.QC.CA



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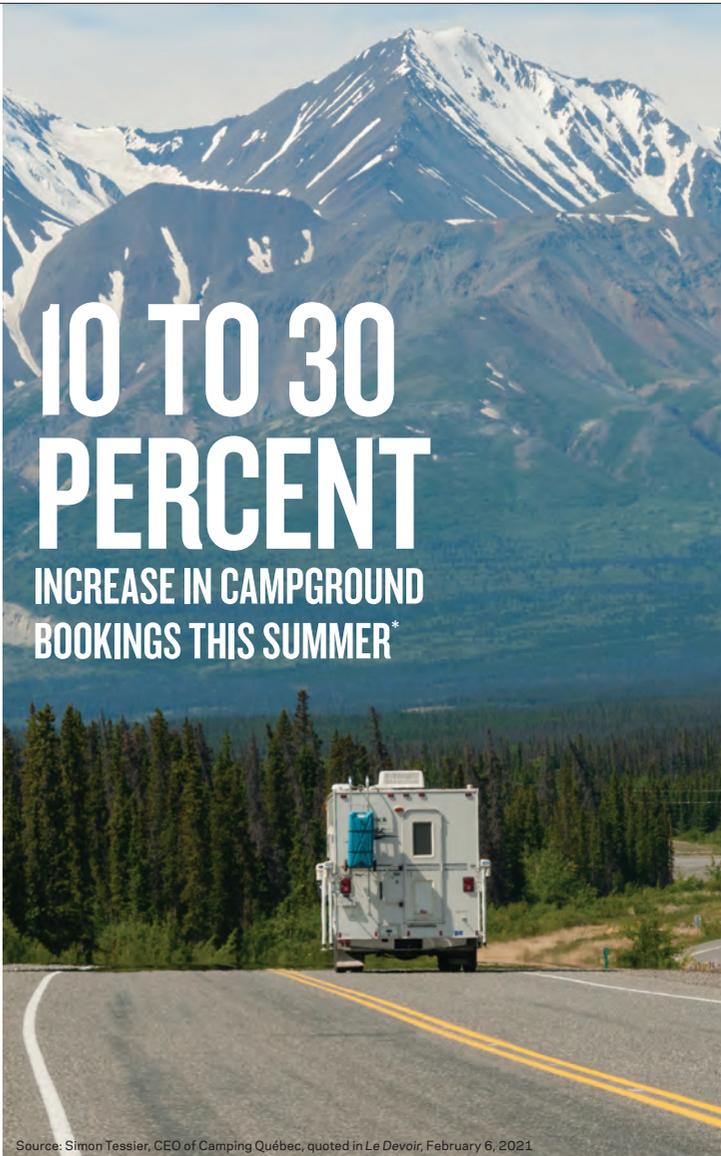
* Suggested retail price of \$31,108 (taxes extra) for the 2021 Forester 2.5i (MJ2 25), with automatic transmission. Freight and preparation (\$1,800), air conditioning surcharge (\$100), specific duty on new tires (\$15) and administrative fees (\$198) are included. Finance and lease offers also available. Licence, registration (depends on purchaser's particulars) and insurance are extra. Dealer may sell for less. Technical specifications are subject to change without any notice. 1. EyeSight® is a driver-assist system which may not operate optimally under all driving conditions. The driver is always responsible for safe and attentive driving. System effectiveness depends on many factors such as vehicle maintenance, and weather and road conditions. See Owner's Manual for complete details on system operation and limitations. 2. Ratings are awarded by the Insurance Institute for Highway Safety (IIHS). Please visit www.iihs.org for testing methods. See your local Subaru dealer for details. Forester and Subaru are registered trademarks.

A BEGINNER'S GUIDE TO RVs

Interest in RV travel has skyrocketed in recent months. Now that you've got your own summer road trip finally lined up, this article will itemize the basics for a worry-free RV vacation.

BY MALIK COCHEREL





Source: Simon Tessier, CEO of Camping Québec, quoted in *Le Devoir*, February 6, 2021

Step one is to consult the CAA-Quebec RV Guide at CAAQUEBEC.COM to familiarize yourself with the different types of RVs, new and used, as well as accessories, maintenance, driving tips, etc. Armed with that information and the following insider tips, you'll become an RV pro in no time at all.

Calculate your vehicle's towing capacity

If you opt for a trailer, make sure that its maximum gross weight is within the towing capacity of your SUV or van. This information is generally indicated in the owner's manual. Note that "towing capacity" includes not just the trailer's weight, but also what you take with you for the trip – luggage, equipment, and passengers.

The CAA-Quebec Automotive Advisory Services can also help you determine the towing capacity of your SUV or van.

Estimate your fuel cost

On average, an RV consumes between 12 and 30 litres per 100 kilometres. The larger the vehicle, the more fuel it burns. The consumption of each model is indicated on its technical specifications sheet. Note, however, that this figure represents the lowest level of consumption, calculated under ideal conditions (highway driving, no wind resistance etc.). So when calculating your fuel budget, be sure to add three to five litres per 100 kilometres in order to account for less than ideal conditions.

If you're towing, you can conserve fuel by keeping the trailer's weight down. The lighter the load, the more you will save at the pump. You might also consider reducing your speed and, if your itinerary permits, opting for more level routes, with fewer slopes or hills.

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Do routine checks

Engine inspection is paramount. Make sure the oil is changed regularly and there's enough coolant in the system. A well-maintained engine will spare you many a misfortune while at the same time ensuring an eco-friendly vacation. The brake system, too, needs checking. If your trailer has electric brakes, it's recommended they be adjusted every 6,000 to 7,000 kilometres.

Also to be checked are lights and headlights. Gaskets and seals need to be verified on a regular basis so as to prevent catastrophic and expensive water leaks. As well, see to it that the battery is in good condition and fully charged. For an RV, the use of a 12-volt deep-cycle battery is recommended to feed all household appliances.

Use the proper tires

Trailer tires are by no means the same as motorhome tires. The former are built to resist tipping and to glide smoothly over the road surface, especially around curves. The latter are designed to provide passenger comfort and road grip while cornering. Do not, therefore, install motorhome tires on a trailer.

Indispensable accessories

- ▶ Walkie-talkies
- ▶ Retention bars for cabinets and fridge
- ▶ Ecological lighters
- ▶ Hand sweeper
- ▶ Retractable clothesline
- ▶ Citronella candles and mosquito repellents
- ▶ Treatment products for toilets and waste holding tanks
- ▶ Septic-safe toilet paper (specifically designed for RVs)

All these / and more are available at the CAA-Quebec Boutique.



What's more, it's important that your tires are pumped up to the pressure recommended by the vehicle manufacturer. A properly inflated tire will increase fuel efficiency. To get the best possible mileage, make a point of checking the air pressure every time you stop for gas. Also avoid using tires that are over six years old and watch out for evidence of wear and tear. Poor tire maintenance is one of the most common causes of accidents. To obtain top quality services for tire installation or general RV maintenance, don't hesitate to consult the list of CAA-Quebec Approved Auto Repair Services.

Buying an RV? We're here for you!

- Advisory services
- Vehicle Inspection Centres
- Registration
- RV insurance
- Approved Auto Repair Services
- Special Roadside Assistance for RVs

Enjoy your
member benefits





A few practical tips

An unglamorous aspect of RV road-tripping is emptying the waste holding tanks: black water (toilet) and grey water (shower and sinks). Always monitor the content levels to prevent clogging the RV plumbing system. To empty the black tank, wait until it's at least two-thirds full so you can give the septic tank enzymes time to break down the solid waste. Tip: Drain the black tank first, then use the soapy water from the grey tank to rinse the sewer hose.

Insects and rodents are another RV issue. To prevent any problems, always keep food hermetically sealed. Some essential oils (citronella, lavender or peppermint) are excellent pest repellents. So keep them handy.

INSURANCE NEEDS

Like auto or home insurance premiums, the cost of RV insurance can vary significantly depending on the RV class (travel trailer or motorhome) and how often you use your RV: for a road trip, for example, or simply to get to a campsite and stay put all summer. Quebec law requires that RV owners hold civil liability coverage of at least \$50,000. But insurers recommend \$1 million or \$2 million if you venture outside Quebec. For peace of mind, also consider roadside-assistance services like CAA Plus RV, which will make things so much easier if you do break down. And don't forget to insure the contents of your RV.

If you rent an RV, there is insurance that covers a range of circumstances (vehicle loss, accidents, damage or injury, lost or damaged personal belongings). Travel insurance is recommended for road trips outside Quebec.



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caaquebec.com/gift

The reward is 25 CAA Dollars for enrolling a primary member and 10 CAA Dollars for an additional member (person aged 14 or over living at the same address as the primary member, or a child of the primary member living at a different address if he or she is aged 24 or under and is a full-time student). The gift membership must be a CAA Classic membership or higher membership option. This offer cannot be combined with any other. Other conditions apply. 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. *Members must have the CAA Plus® RV or CAA Premier RV option to be covered for an RV or quad.



CAA-QUEBEC AND *PROTÉGEZ-VOUS*, A WINNING PARTNERSHIP FOR CONSUMERS

In our intensely competitive world, where we're constantly bombarded with information from every direction – ads and a zillion other messages – it can be hard to find reliable, unbiased and credible data. That's why, sharing similar values, CAA-Quebec and *Protégez-Vous* (a reliable source of consumer research and testing) have joined forces to conduct research on electric bicycles (consult our article on page 47), just as we had done on Breathalyzers a few years ago (CAAQUEBEC.COM).

Methodology and rigour

Ten electric bikes were tested and evaluated, using strict protocol. The findings, presented in a grid, were published in *Protégez-Vous* magazine and on its website.

Protégez-Vous conducted a market study to determine which models to test, based mainly on availability. For example, it was decided to exclude models offered as limited-time promotions in big-box stores. Once the test protocol was established, an outside tech lab was mandated to assess the selected models in terms of:

- ▶ maximum speed
- ▶ handling
- ▶ braking distance
- ▶ motor power
- ▶ assistance levels, and
- ▶ battery capacity and performance.

Five experienced cyclists – three males and two females – carried out the road tests. Using a pre-established chart, they evaluated, in a more qualitative manner, aspects like handling, stability and ease of use of the controls. The final findings were analyzed and compiled in a consumer-friendly report.

For its part, CAA-Quebec informed consumers about the practical side of biking, such as insurance (for both bike and cyclist), road-safety and road-courtesy rules and, of course, roadside assistance.

Our Automotive Advisory Services, which now include electric mobility, are available to answer member questions about e-bikes. If you have a problem while out cycling, just call our Roadside Assistance.



The comparative chart of the 10 tested e-bikes and related articles are available free of charge on the *Protégez-Vous* website (in French only). For more information and expert advice on e-bikes, visit the *Electric mobility* section at CAAQUEBEC.COM.

ROADSIDE ASSISTANCE: ALWAYS AT THE READY

Despite the lockdowns, curfews and other pandemic measures last winter, CAA-Quebec Roadside Assistance stood ready and available as always to assist members – no matter what time of day or weather condition. From December 1 to March 1, our teams responded to 205,000 service calls.

Battery Service, in particular, became wildly popular since the onset of the pandemic. Here again, we're proud of our teams who handled your calls whether on the road or by telephone.

Drive with peace of mind

The pandemic has obviously altered motorists' habits and assistance priorities. Some people drive less frequently because they now work from home, while others still drive around everyday (but are gratefully spared the usual traffic congestion). Regardless of circumstances, we all deserve to drive with peace of mind – day or night, in good weather and bad. That's why over the course of the past year, CAA-Quebec has spared no effort to maintain this vital service, all in accordance with government guidelines and, especially, without compromising the health and safety of our members, employees and partners.

As we all await a return to normalcy, motorists would do well to adapt their driving to each season and conditions and keep up good habits, like respecting the maintenance schedule included in the car owner's manual. This is a priority for the health of your vehicle and the valid status of your warranty.



Get ready to cast your vote for *Worst Roads*

The return of spring brings the return of potholes on Quebec roads. Luckily, it also means the return of the *Worst Roads* campaign so you can shine a light on roads that are crumbling, cracked, pot-holed or with poor signage. Speak out and you'll be heard. Just read the following testimonials.

“The repairs to Montreal's Gouin Boulevard East are a great victory for our neighbourhood and for the *Worst Roads* campaign. Gouin has been on the Top 10 list for years, so much so that the powers that be had no choice but to fix it.”

– Corinne Tastayre, a Rivière-des-Prairies resident who has long fought to have the route repaired.

Ditto for the Traverse de Laval in Lac-Beauport: “I think the *Worst Roads* campaign has had an enormous impact. When I lobbied [Quebec Minister of Transport] François Bonnardel for that particular area, I mentioned the Traverse being on the Top 10 list and that it was a provincial disgrace. My argument caused the Minister to decide to grant my – and local citizens' – wish.”

– Sylvain Lévesque, MNA for Chauveau

Want to drive on safer roads? Voting starts soon at WORSTROADS.COM.

THE YEAR 2020 IN REVIEW**CHANGE, CREATIVITY AND RESILIENCE**

Caught in the unprecedented COVID-19 pandemic, our teams remained mobilized and engaged, continuing to display creativity, agility and a great capacity for resilience. That was what enabled us to navigate through the turbulence and adjust our delivery of services to ensure the safety of all concerned: members, employees and partners.

Looking back over the past year, we can all be proud of our accomplishments and, most especially, for staying on course and being there when it counts for our 1,308,650 members.

Here's the rundown of the extraordinary year we won't forget anytime soon.

Mobility assistance

Roadside assistance was made a top priority from the start of the crisis, and we remained ready on the road for our members. Demands for battery assistance, in particular, saw a significant increase.

Traveller assistance

Our travel counsellors reassured and assisted thousands of travellers in various circumstances, like repatriation or filing for compensation, not to mention advising clients on the new travel realities. Also noteworthy was our enhanced annual travel insurance, newly upgraded to include telemedicine at home for minor health issues.

Asset protection

The pandemic lockdown and restrictions significantly reduced the number of claims, and so our car-insurance clients benefited from a rebate on their premiums. And our auto- and home-insurance agency celebrated its fifth anniversary in 2020.

Tips for everyday life

The lockdown saw a spike in home renovations, reported our Residential Advisory Services. They were kept very busy guiding members through their projects. The Automotive side, too, got its share of inquiries – about car batteries, in particular.

Still more member discounts and rewards

New partners joined our ranks, including CanaDream, La Boîte du Chef, Pool Supplies Canada, Inabuggy, SOS Lab-yrinthe and the Citadelle de Québec Museum.

**Great achievements to highlight**

- ▶ CAA is named most trusted brand in Canada;¹
- ▶ *Magazine CAA-Québec* is Canada's most widely read French-language title,² with nearly 2 million readers;
- ▶ The new, more user-friendly CAA app;
- ▶ Debut of online classes for driving schools;
- ▶ CAA-Quebec and its Foundation continue to represent its members on the public stage and to support their concerns over a variety of issues including travel, transportation infrastructure, active mobility, and school-zone safety.

Life is unpredictable and, as ever, we are proud to be there when it counts for our members.

Richard Lachance

President and CEO

1. Annual Gustavson Brand Trust Index, conducted by the Peter B. Gustavson School of Business at the University of Victoria.
2. Vividata Study, Fall 2020. Readership (18 years and up) of French-language magazines published in Canada, July 2019 – June 2020.



ELECTRIC VEHICLES DEADLINE: 2035

Last winter, the Quebec government announced a ban on the sale of new gasoline-powered vehicles starting in 2035. Should we be worried? Not necessarily.

First, there's a caveat: The ban would only affect vehicles that cannot plug in to the electrical grid. Dealers would still be allowed to sell rechargeable hybrid cars and minivans. What's more, gasoline-powered vehicles already on the road would remain legal, without restrictions, and it would always be possible to buy and sell them.

In Quebec today, electric vehicles (EVs) are the exception rather than the rule. But gasoline-model restrictions are already in effect pretty much everywhere else in the world to motivate manufacturers to electrify. Costs are trending downward, and technology and available models are evolving rapidly (including minivans and SUVs).

The provincial government's plan represents a daunting challenge, but it's not as extreme as it appears. Remember back in 2012 when the government gave itself eight years to put 100,000 EVs on Quebec roads? It seemed unrealistic then but we came very close, with 92,000 EVs on the road at the end of December 2020.

To learn more about EVs, contact our Automotive Advisory Services. And consult our EV road tests and tips in the *Electric mobility* section at CAAQUEBEC.COM. Our Automotive Advisory Services can also answer your questions.



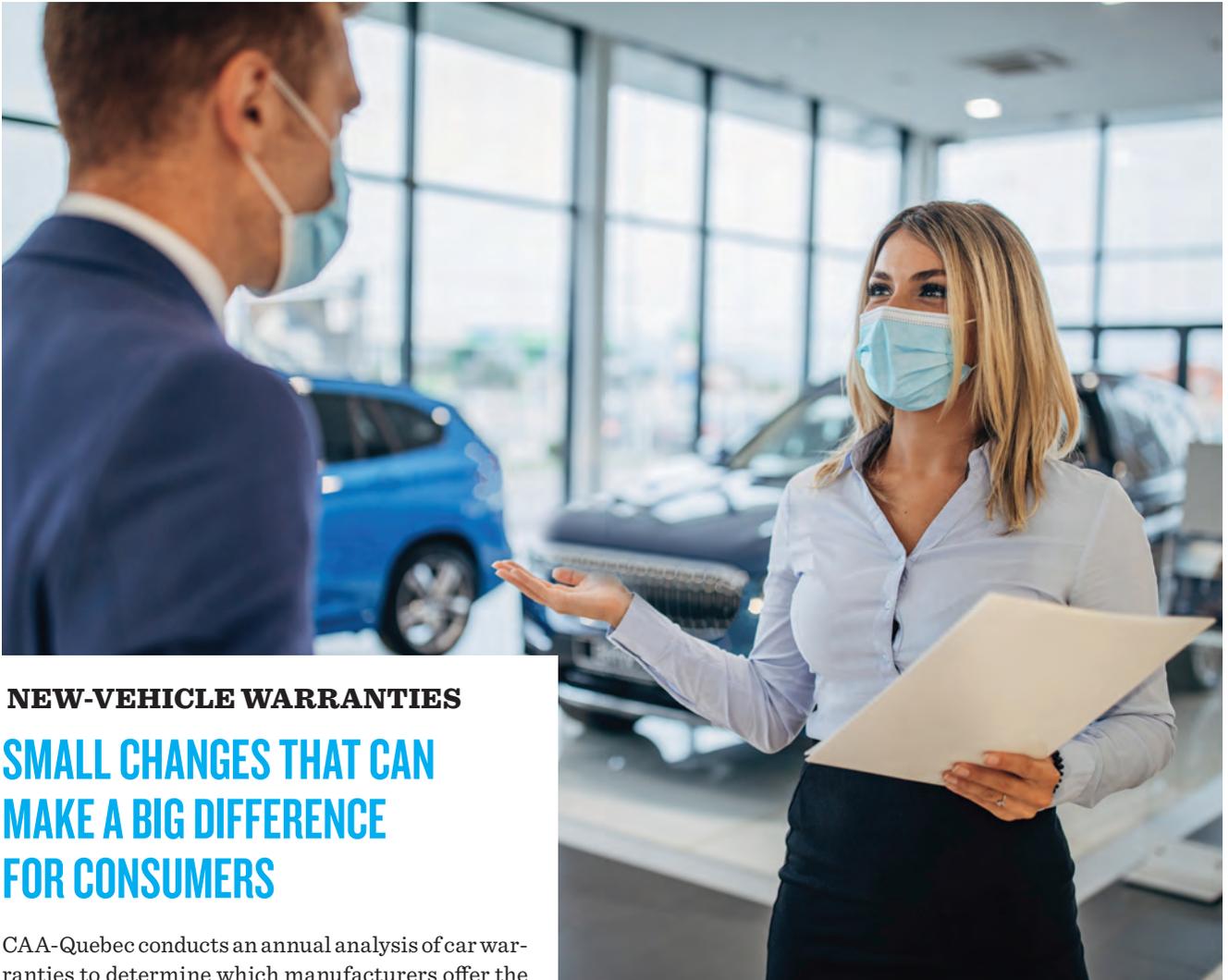
DON'T FORGET ▶ to check out our latest podcast *Sans détour*, an eight-part series on electric vehicles including e-bikes (in French only). You'll find answers to all your questions. To listen, log on CAAQUEBEC/ELECTRICMOBILITY.

J'embarque pas

If you have any doubt at all about your driver's competence behind the wheel, don't get in the car. That's the message conveyed by the CAA-Quebec Foundation in its *J'embarque pas* awareness campaign. Aimed at young people between the ages of 16 and 20, the campaign seeks to instil sensible reactions through peer influence. If your best friend disapproves of something you've done, that will surely make you think twice.

While the pandemic has seriously interfered with partying plans, this "pause" is a perfect opportunity to allow a seed of caution to germinate and reach this age group. Through social-media posts, contests, school posters and funny GIFs (look for "J'embarquepas" on giphy.com), the #jembarquepas campaign will encourage youth to quickly recognize potentially dangerous situations and learn how to confront them by refusing to get in the car, for example. Go to CAAQUEBECFOUNDATION.ORG for more details.





NEW-VEHICLE WARRANTIES

SMALL CHANGES THAT CAN MAKE A BIG DIFFERENCE FOR CONSUMERS

CAA-Quebec conducts an annual analysis of car warranties to determine which manufacturers offer the best coverage. Hyundai, Kia, Mazda and Mitsubishi remain the most generous overall. But there are two worrisome findings for 2020.

Kia has reduced the maximum mileage for its electric-car battery warranty to 150,000 kilometres (down from 160,000), in effect lowering the battery-replacement threshold to 65-percent capacity (down from 70 percent). There's no question that the battery will still be replaced if there's a problem – that's a given. But the new battery will likely get more wear and tear than would have been the case previously, and you'll have had to drive less frequently to qualify for coverage. Such changes may appear insignificant, but it recalls when certain food products were slightly reduced in size but not in price. Will other manufacturers follow suit? And will all this affect the resale value of the car? Contrarily, Toyota has extended its hybrid-battery warranty to 10 years or 240,000 kilometres.

There's a lack of uniformity in the data published in owners' manuals. Will we ever find clear, straightforward information presented uniformly by all manufacturers, using standard terms and definitions? For inspiration, they should look to the tire industry where, for example, "195/60R15" refers to exactly the same thing for every tire maker. This may seem trivial but, on the other hand, it doesn't provoke faulty conclusions and mislead consumers. Not long ago, the AAA and *Consumer Reports* raised the same issue, proposing a set of standard names for advanced driver assistance systems (ADAS).

TO KNOW MORE ▶ Consult our study in the *On the Road* section at CAAQUEBEC.COM (choose *Tools and References*).

THE ASSISTANT

WHAT ARE THE STEPS FOR INSTALLING AN ABOVE-GROUND POOL?



THE ASSISTANT FOR RESIDENTIAL ADVICE REPLIES.

First, find out your municipality’s requirements (such as minimum clearances and easement). Second, decide on the pool location. Choose a sunny spot, without too many trees nearby, allowing enough space for a patio or deck. Third, apply for a permit, which will confirm if the chosen location is suitable.

Installation is best entrusted to the outlet where you bought the pool (for warranty). Inform the installers if there had been a pool or a tree on the chosen site and if it will be at the bottom of a slope.

Here’s what you need to do before the installers arrive. Remove all plants from the site. Have an electrician inspect the area’s wiring. Provide access to the yard from the street for all necessary machinery. Provide an area to deposit the removed soil. Also, provide garden hoses and patio stones for the filter. And inform your insurer so they can adjust your policy to include coverage for damage caused to the structure, liner or other equipment.

Installation will take an entire day to complete. Then you must fill up the pool before attaching the ladder. The pool water takes a few days in the sun to warm up but, after that, enjoy!

▶ The Assistant - available exclusively to holders of the residential No-Stress Policy® - offers guidance and advice in several areas including the law, identity theft, health, pets and home maintenance. Contact us at CAAQUEBEC.COM/THEASSISTANT.

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MEMBER TESTIMONIAL

AN OBJECTIVE AND EFFECTIVE ARBITER

In a dispute with a dealer over a newly acquired vehicle, Richard Lessard turned to the CAA-Quebec conciliation program for help. Result: problem solved!

It all began when Lessard arrived at a dealership to test a used SUV he had his eye on as a replacement for his 2006 model that had 320,000 kilometres on the odometer. “During negotiations, I was offered a remote starter for an extra charge. I accepted, only to realize upon delivery that the starter was already part of the SUV in the first place.”

Many discussions with the merchant followed but went nowhere. So Lessard went on CAAQUEBEC.COM to look for information and advice, as he often did when having house or car problems before. And that was how he came across our conciliation program. “I filled out the form online and an agent promptly contacted me. After some back and forth, he confirmed that a conciliation process had been initiated with the Corporation des concessionnaires du Québec (CCAQ).” Lessard was in no hurry. It was summer and, except for the starter issue, he was happy with his new vehicle.

“Finally one day, I got a call from CAA-Quebec saying that the dealership had made an offer,” Lessard reports. “It sounded reasonable and I accepted it on the spot. I was asked to be patient, and patient I was. But things went well and I can’t say enough about the super advice and assistance I got from Denis Noël and Sylvain Légaré. They were so courteous!”



“I’ve been a member for over 40 years and have always trusted CAA-Quebec experts, whether it happened to be about my annual trip south (before the pandemic), travel insurance, car repairs or home renovations. I will keep my membership for sure.”

What more can we say? Thank you, Mr. Lessard, for your confidence!

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.



SYLVAIN LÉGARÉ
AUTOMOTIVE INDUSTRY
ANALYST

YOU ASKED US

CAA-Quebec Automotive Advisory Services is a gold mine of information for everything to do with your vehicle. Take advantage of its expertise.

ANY QUESTIONS?

Contact Automotive Advisory Services, Monday to Friday, 8:30 a.m. to 5 p.m.
Quebec City:
418-624-0613
Elsewhere in Quebec:
1-888-471-2424

Or post your questions online at CAAQUEBEC.COM/AUTOMOTIVE.



QUESTION / I'd like to know the list price of my motorcycle, can Automotive Advisory Services help?

- SYLVIE LADOUCEUR, VICTORIAVILLE

ANSWER / Absolutely! We are more than our name suggests. Besides automobiles, trucks, minivans and SUVs, our information agents also inform and advise members on a multitude of subjects (see list below) relating to sports vehicles and RVs.

- ▶ List prices of motorcycles, all-terrain vehicles (ATVs), and snowmobiles;
- ▶ Sports-vehicle maintenance, purchase or sale;
- ▶ Short- or long-term storage for sports vehicles and RVs;
- ▶ RV travel safety considerations; RV rules, regulations and road restrictions (load capacity, seat belts, trailer, propane transportation, and so on);

▶ Addresses of nearby repair shops for sports and recreational vehicles.

To answer your question about the list price of your motorcycle, we suggest you make an online request in the *On the Road* section of CAAQUEBEC.COM (under *Services*), or call Automotive Advisory Services at 1-888-471-2424. An agent will gladly look up the market value in the *Canadian Older ATV, Motorcycle & Snowmobile Dealers Blue Book*, and provide you with other relevant information to be applied to your motorcycle's particular model, options and general condition.

Car theft: Be careful with your key fobs

We can all picture the oh-so familiar movie scene of a thief unlocking a car door with a coat hanger or Slim Jim, fiddling with some wires under the dash then driving off in the car. Since the advent of key fobs, however, that scene is no longer realistic. In 2020, the 10 most stolen vehicles in Quebec (according to the Insurance Bureau of Canada – IBC) were four years old or newer.

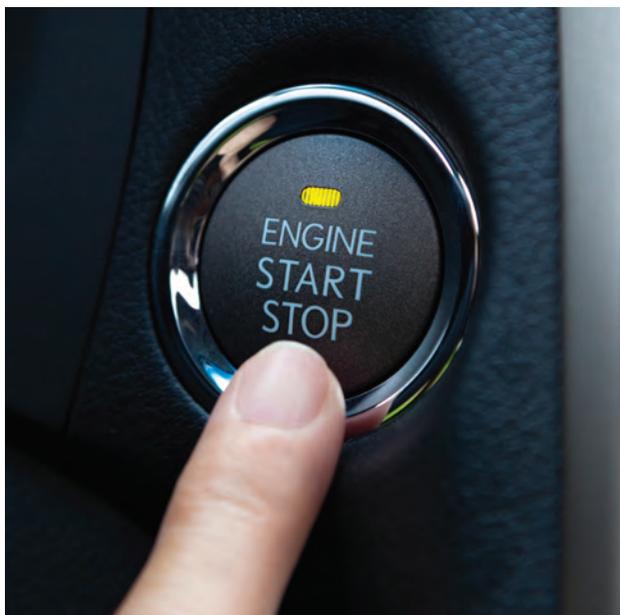
Some thieves use an amplifier to boost the signal from the key fob (usually kept near the door to the house) to unlock the car, start it and drive it away. Most often, they drive unrestricted until they turn off the engine, at a place where the car can be prepared for export or stripped for parts.

How to outsmart “electronic” thieves

Block the key fob’s signal by keeping it out of reach so thieves can’t amplify it. There are three ways to do this:

- ▶ Keep the key fob in a case or pouch that blocks RFID radio frequencies (available at the CAA-Quebec Boutique and several big-box stores);
- ▶ Put the key fob in a closed metal box, like a tea canister;
- ▶ Keep the key fob in a central location upstairs or in the basement, away from windows and exterior doors.

CAA-Quebec Automotive Advisory Services, the IBC, or your insurer can tell you whether your car is especially attractive to thieves. If so, you may want to consider equipping it with a satellite tracking system to help authorities find it in case it is stolen.



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LKQ LAVAL 1448, boul. des Laurentides	1-800-694-1880
LKQ MONTRÉAL 8500, rue Jarry Est, Anjou	1-800-665-7562
LKQ PINTENDRE 914, route Kennedy, Lévis	1-800-463-5158
LKQ SAINT-JEAN-SUR-RICHELIEU 1330, rue Jacques-Cartier Sud	1-800-363-2567
LKQ SAINTE-SOPHIE 2925, boul. Sainte-Sophie	1-800-363-2567

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BY PHONE

Emergency Road Service

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

Member Services

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

Travel Agency

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

Automotive Advisory Services

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

Residential Advisory Services

1-888-627-6666, 514-861-6162 (Montreal)
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See the complete address list at
CAAQUEBEC.COM

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

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

BROSSARD

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GATINEAU

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

LAVAL

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

LÉVIS

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

MONTREAL

1180, rue Drummond / 514-861-5111

POINTE-CLAIRE

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

QUEBEC (LEBOURGNEUF)

500, rue Bouvier / 418-624-8222

QUEBEC (SAINTE-FOY)

2600, boul. Laurier / 418-653-9200

SAGUENAY (CHICOUTIMI)

1700, boul. Talbot / 418-545-8686

SAINT-LÉONARD

7178, boul. Langelier / 514-255-3560

SHERBROOKE

2990, rue King Ouest / 819-566-5132

TERREBONNE

314, montée des Pionniers / 450-585-9797

TROIS-RIVIÈRES

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

COVID-19 ▶ To find out which services are available at any given time, consult our Frequently Asked Questions at CAAQUEBEC.COM. You can always consult a travel counsellor by telephone.

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www.hinf.com

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A WELL-APPOINTED BACKYARD

Get the most out of summer. Here are our tips for must-have accessories: BBQ, lighting, patio heater and outdoor speakers.

BY JACQUELINE SIMONEAU

Barbecue Dining

There are four types of barbecues: gas (or propane), charcoal, electric and pellet. Each kind has its pros and cons depending on your particular needs and situation. Note, however, that BTU numbers are not a guarantee of performance. “A poorly designed barbecue, no matter how many BTUs it produces, just won’t do the job,” says Sylvain Bohémier, co-owner of BBQ Prestige, “whereas a well-built model will distribute heat evenly with fewer BTUs.” So scrutinize the quality of the material of each component: burners, grates, grills, and body. The housing, for a start, must be solid and robust. “Grade 304 stainless steel is the ideal material for most parts,” says Bohémier. “Porcelain-enamelled steel is the most affordable for grates, but the enamel is fragile. The better options here are quality stainless steel or cast iron.” Barbecue size depends on what, and how much you cook on it.





Stay warm on cool evenings

There are four patio-heater models: freestanding, tabletop, wall-mounted and hanging. Most freestanding and tabletop units run on propane and are unsuitable for covered areas. Freestanding models can produce up to 48,000 BTUs of heat and are adequate for a fair-sized space. Tabletop units are smaller, producing between 10,000 and 15,000 BTUs. Always make sure that the chosen model has a heat-adjusting system as well as an automatic shut-off device for anti-tilt protection. The number of BTUs you require depends on factors like the patio's orientation, the area's prevailing winds, the presence of wall(s), the size of the area to be heated and whether or not it is covered. Wall-mounted or hanging heaters generally use infrared light and so are more eco-friendly as they emit no carbon monoxide. But installation may require an electrician. Hanging units have a heating capacity of 1,500 watts and wall-mounted models, up to 5,000 watts.



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DID YOU KNOW?

POOL AND SPA ENERGY SAVINGS

Using good, durable equipment translates into savings. A smart timer for your ENERGY STAR pool or spa pump, for example, will save you up to 45 percent of the water-filtration cost. Above all, get into the habit of doing the things that help your pocketbook, like covering your pool or spa with a solar blanket each evening, lowering the heat-pump temperature (a two-degree reduction would save up to 25 percent of the water-heating cost, according to Hydro-Québec), and putting the idle spa temperature in sleep mode.

Musical ambience

Imagine listening to your favourite music while dining alfresco or lazing by the pool. That's a simple pleasure you can easily create with outdoor speakers. "Speakers can be wired or wireless," says José Adam, owner of Maison Adam. "Wired speakers are hooked up to a stereo receiver while a portable wireless variety – like Bluetooth – uses a rechargeable battery that lasts between 8 and 12 hours." You should expect to pay \$300 or more for a quality model, Adam advises.

According to La Source buyer Carolyn Crowe, an advantage of wireless Bluetooth speakers is that you can take them wherever you please – not just in the backyard, but also to the park, the beach, or even in the pool. And you can connect it to your smartphone, tablet and computer.

Some speakers are unidirectional while others are bidirectional, producing a fuller sound.

The number of speakers you'll need depends on the size of your patio or backyard as well as the proximity to your neighbours. Finally, always make sure that the devices are weather-resistant.

Incidentally, CAA-Quebec has a terrific playlist on Spotify, called *Soirée Terrasse – Evening on the Patio*.

Lighting

Good lighting is essential, whether it's to feature certain plants or structures, create a pleasant mood or make it safe to walk about. Options are plentiful, from bollard and wall lights to spot, recessed, string and hanging. It all depends on your taste and needs. "Most stores stock both solar and electric models," says Lumen lighting consultant Sylvain St-Amour. Solar products are easy to install, but they do not cast the brightest light and have a limited lifespan. Electric models require wiring and cables and can be equipped with a timer. Why not opt for LED bulbs? They consume little energy, don't overheat, offer an excellent luminous intensity and have a long lifespan (approximately 50,000 hours). "Colour temperature is another important factor," says St-Amour. Measured in Kelvin degrees, warm white generates around 2,700 Kilowatts, evokes natural light and is preferable to cool white (at about 4,000 Kilowatts) for creating a soft, appealing atmosphere."



WHY NOT OPT FOR LED BULBS? THEY CONSUME LITTLE ENERGY, DON'T OVERHEAT, OFFER AN EXCELLENT LUMINOUS INTENSITY AND HAVE A LONG LIFESPAN.



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Make your pool more efficient and save.

Can you enjoy your pool and save money on your electricity bill at the same time? It's definitely possible if you know how to save and make your pool last longer. Dive into summer and say hello to the joys of swimming.

Solar pool covers

— Up to 45% savings on water heating costs.

Use a solar pool cover, especially at night and even when it's hot out, and place it bubble-side down, in contact with the water, in accordance with the manufacturer's recommendations. If your pool is heated, you'll recoup the purchase price through electricity savings in the first summer alone.

Pool timer

— Up to 45% savings on filtration costs.

A timer is easy to program and allows you to turn off the single-speed pump without sacrificing water quality. With the savings you'll make on your electricity costs, you'll recoup your investment before the end of the summer. Inquire about which timer is best for your pool at your local pool supply store or hardware store.

Heat pump

— Up to 75% savings on water heating costs.

Extend the swimming season and save on water heating costs with a heat pump. For additional savings, lower the thermostat on your heat pump by just two degrees and use a solar pool cover when the pool isn't in use.

Efficient pump

— Up to 80% savings on filtration costs.

If you're replacing your pump or installing a new pool, remember that two speeds are better than one for optimal filtration. Choose a two-speed or variable-speed pump, which filter water more efficiently. Maximize savings by opting for an ENERGY STAR® certified model that is suited to the capacity of your devices.

Save your energy for the pool!

Find more tips on how to save at hydroquebec.com/pools





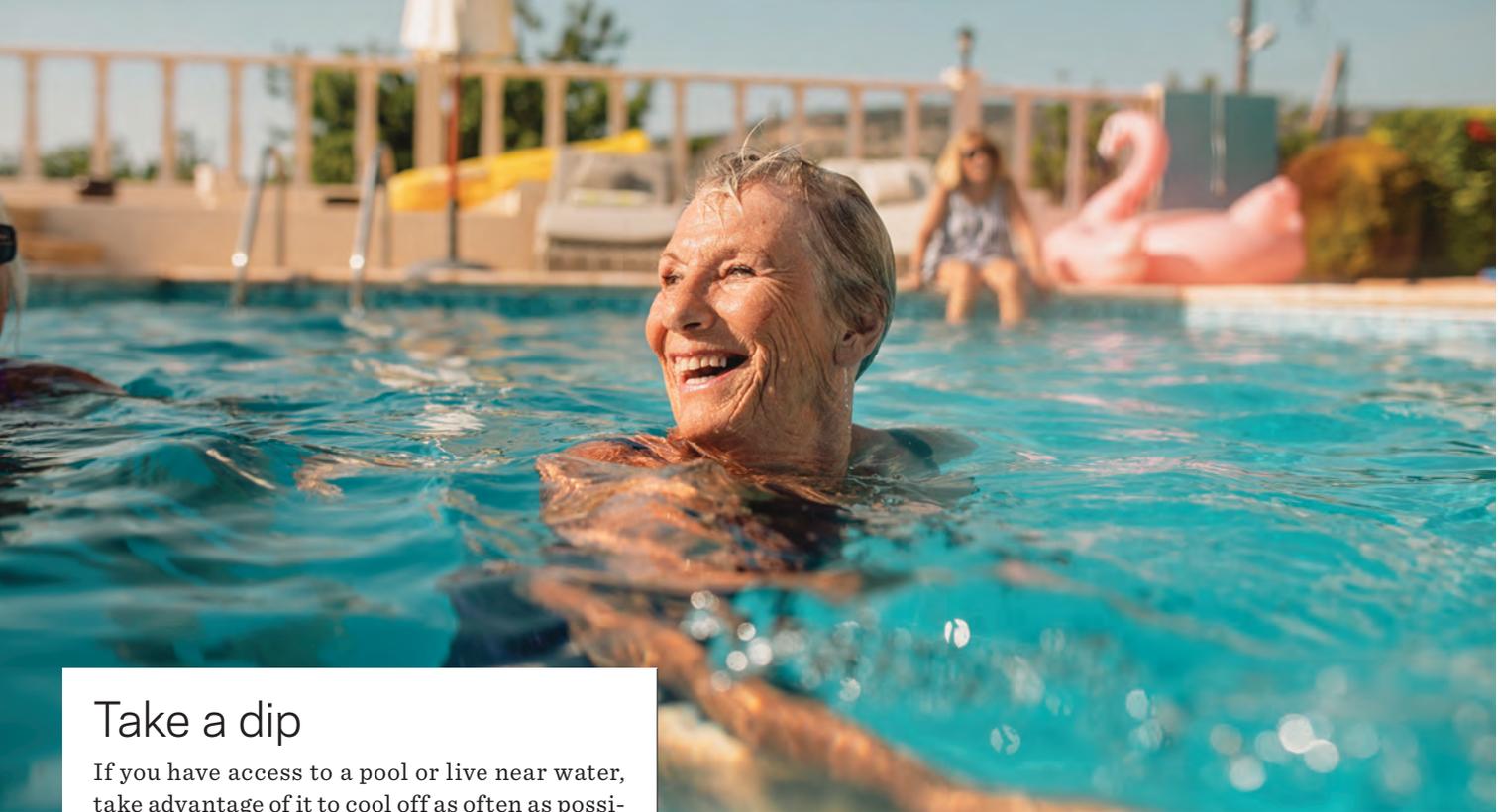
STAYING COOL **WITHOUT AC**

It's sweltering! Luckily, there are lots of ways to keep cool without air conditioning. Read on.

BY JACQUELINE SIMONEAU

Use a fan

While they can't cool a room like an air conditioner, ventilation fans keep the air moving around, which makes you feel cool. Ceiling fans are the most efficient, circulating air throughout the room. But if you're not keen on those, there are other models: pedestal, table, floor, bladeless, portable, on wheels... When buying a particular model, the factors to consider are: speeds, power consumption, noise levels, options (like temperature control, timer, multidirectional airflow) and, of course, your personal needs. Tip for hottest days: Place a bowl of ice or a frozen water bottle – or mist your skin – in front of a fan to make the breeze feel cooler.



Take a dip

If you have access to a pool or live near water, take advantage of it to cool off as often as possible. Alternatives: Take lukewarm showers or wrap your neck or arms in a damp towel several times a day to lower your body temperature. Misting sprays also help reduce the discomfort.

MOIST HEAT IS MUCH MORE UNCOMFORTABLE THAN DRY. A DEHUMIDIFIER, WHICH REMOVES DAMPNES AND MOISTURE FROM THE AIR, MAY BE JUST THE TICKET TO BEAT THE HEAT. THE IDEAL HUMIDITY LEVEL IN THE HOME SHOULD BE BELOW 60 PERCENT.

Avoid heat sources

Using an oven or stovetop in the summer will make your house even hotter, so ditch that idea and, instead, opt for the grill or slow cooker. Consider lowering other heat sources as well. For example, rather than letting it just “sleep,” shut down your computer each night. Also, replace incandescent and halogen bulbs with less heat-generating fluorescent or LED ones, and hang your wet laundry to dry instead of using the dryer.

Keep the sunshine out

To stop heat from entering the house, keep windows, curtains and blinds closed, especially those facing the sun. Install opaque, light-hued window coverings that attract less sunlight. Open the windows in the evening to let cooler air in. Keep in mind that there are blinds and shades designed to absorb UV light. You can also affix a transparent sun-blocking film on the windowpanes.



Create a natural breeze

If your house is multi-level, open all the windows at night. Warm air, which tends to rise, will exit through the upper windows while fresh cool air will enter through ground-floor windows and circulate throughout all the rooms.



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Use plants and shade trees

Plant shade trees in places where the sunlight is strongest. Consider climbing plants as well, like vines, which form a bulwark against the sun. Install light-hued awnings and shutters (dark-coloured models absorb and transfer heat inside).

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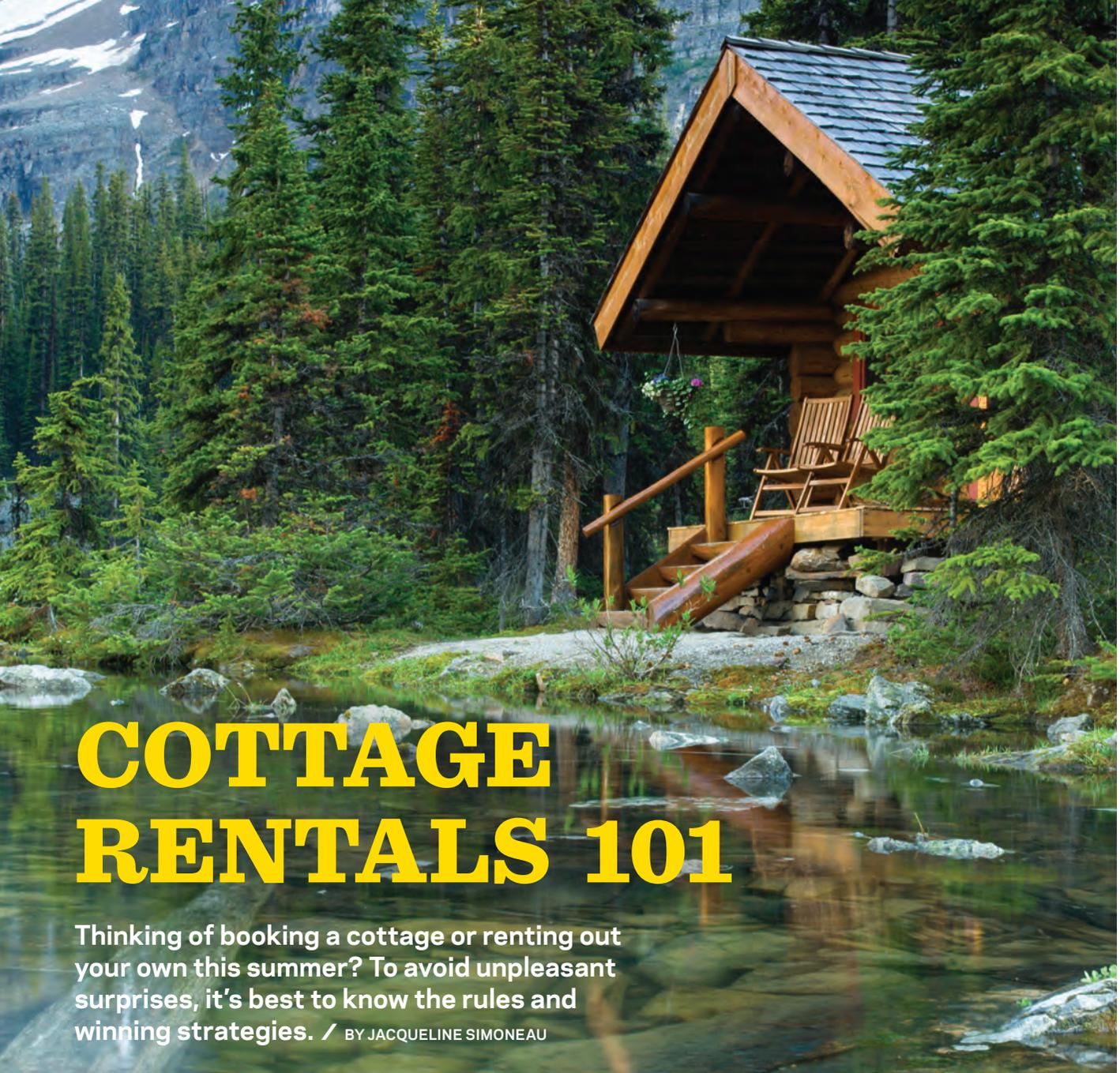
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COTTAGE RENTALS 101

Thinking of booking a cottage or renting out your own this summer? To avoid unpleasant surprises, it's best to know the rules and winning strategies. / BY JACQUELINE SIMONEAU

Renting a cottage

If you take your vacation during the high season, book early to avoid disappointment. And beware of ads that appear too good to be true. Always verify the information and ask questions.

Éducaloi lawyer Marjolaine Condrain-Morel recommends getting a written contract that specifies all the essential elements: amounts to be paid (rent, taxes, deposit), length of stay, arrival and departure dates and times, inclusions and exclusions (like bedding, firewood, sports equipment, lake access), cancellation conditions, requirements and agreements. And never pay the full rental amount on signing.

According to Condrain-Morel, the owner must offer a cottage in good condition. If possible, inspect the property with the owner and write down in the

contract any damages you spot. To ensure value for the money, opt for a CITQ-approved cottage.

If the owner doesn't meet these obligations, you have the right to ask for a rent reduction. Should a problem occur, try to negotiate an agreement. But if that effort is fruitless, you can resort to small-claims court for claims up to \$15,000. The Consumer Protection Bureau is also a source of advice.

When it comes to insurance, do not take risks. If you don't already have it, Suzanne Michaud, CAA-Quebec Vice-President – Insurance, recommends that you take out civil-liability insurance (usually included in your homeowners insurance policy). You'll be protected against bodily injury and material damage involuntarily caused to a person and his/her assets.

Renting out your cottage

The first step is to find out what municipal restrictions there are on tourist rentals, advises Condrain-Morel. You'll also need a municipal "certificate of compliance" before you can offer accommodation in return for money. What's more, the *Quebec Act Respecting Tourist Accommodation Establishments* requires that any apartment, house or cottage rented for a period of 31 days or less for tourism purposes must hold an official classification certificate – in the form of a sign issued by the Corporation de l'industrie touristique du Québec (CITQ). Your certificate of compliance is essential to get the aforesaid sign, which must be permanently and publicly displayed.

To attract the most potential clients for your cottage, consider posting ads on websites like Airbnb, RSVPchalets, ChaletsAuQuébec and WeChalet, among others. Some sites are free while others charge a service fee that varies from one platform to another.

Finally, notify your insurer. According to Suzanne Michaud, not all insurers accept tourist rentals. Each company has its own conditions. Some will adjust the coverage for free while others will increase the premium price. It's also possible that even if you are insured, some protections are not covered, like theft and vandalism caused by renters.



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SWITCH TO ELECTRIC BIKES

Need a little push as you pedal to work or try to keep up with a cycling partner? Here's how to choose your ideal electric bike and ride it safely – and with the right insurance coverage.

BY JESSE CARON

Electric or power-assisted bicycles (PABs) are more popular than ever, prompting CAA-Quebec and *Protégez-Vous* jointly to evaluate 10 models currently available in specialized Quebec shops. Below are the basic selection criteria. To know more and for test results, consult CAAQUEBEC.COM/ELECTRICMOBILITY. Note that experts at CAA-Quebec Automotive Advisory Services (see page 35) are available to guide members in their shopping.

Mid-drive or hub motor?

If you need a boost going uphill but otherwise would rather pedal on your own, then opt for a model with a mid-drive motor that works in concert with your pedal power. A hub motor, meanwhile, is fully activated the minute you hit the pedals or push the throttle. *Protégez-Vous* panellists preferred the mid-drive motor, which gives the rider a greater sense of control.

Range and battery charging

The range of a PAB depends on its battery capacity, weight, motor type and cycling style. Generally speaking, mid-drive motors have longer ranges thanks to the cyclist's pedal power. *Protégez-Vous* measured the range of the tested models using a method designed to ensure fair comparisons between the PABs, which didn't always match the manufacturer's calculations.



Recharging is done through a 120-volt household outlet, using a charger that comes with the bike. Batteries are usually removable so they can be charged indoors. The *Protégez-Vous* test has shown that charging times vary widely from one battery to another, sometimes even between same-capacity batteries.

Price and warranty

Electric bikes can be pricey. For example, the models tested by *Protégez-Vous* cost between \$2,000 and \$5,000, roughly the price of a high-end conventional bicycle. A PAB's country of origin, characteristics, construction quality, brand name and reputation are factors that can inflate the price tag. The most expensive models usually have longer warranties than others, except for the battery and motor, both of which are normally covered for two years.

Some big-box stores carry more affordable PABs but the selection changes frequently. This made it difficult to include them in the rigorous CAA-Quebec *Protégez-Vous* test bench. But consumers should apply the same criteria for selection and use here.

ELECTRIC BIKES CAN BE PRICEY, BETWEEN \$2,000 AND \$5,000, ROUGHLY THE PRICE OF A HIGH-END CONVENTIONAL BICYCLE.



Legal and safe usage

Note that electric bikes and electric scooters (or mopeds) are distinctly different. An e-bike has pedals (sometimes removable) and its electric motor can propel it up to 32 kilometres per hour. A scooter, on the other hand, does not use pedals and tops its speed at 70 kilometres per hour. It usually comes adorned with a front panel.

The Highway Safety Code applies to all cyclists, but e-bikers are subject to a few more rules. First, a helmet is mandatory regardless of age. Second, e-bike operators must be 14 years of age or older. Third, operators between the age of 14 and 17 must have a Class 6D moped or scooter licence.

Electric bikes, and “electrocyclists,” are allowed on most bicycle paths. However, they must be mindful of other bike-path users and ride with caution and courtesy.

Insurance

The majority of home insurance policies cover PABs against theft, generally for \$2,000 or \$3,000. If your bike is worth more, contact your insurer to make any necessary adjustments; for example, CAA-Quebec Insurance offers coverage up to \$20,000. Damage sustained after a crash would not be covered if the insurer considers the PAB as sport equipment. That

ROADSIDE ASSISTANCE: YOU ARE COVERED

As a CAA-Quebec member, you are eligible for Bike Assist service if you have a problem with your PAB on a road that is accessible to emergency vehicles. The patroller will attempt a minor mechanical adjustment or transport your bike at no charge to the location of your choice (depending on your membership conditions). Each Bike Assist counts as one of the four free calls to which you are entitled each membership year.

being said, some insurers would accept a claim if the PAB was being used as a means of transportation at the time of the incident, for example, to get to work.

Note: Thirty-seven percent of Quebec renters do not have home insurance, hence no civil-liability coverage should they injure a third party or damage their property while out riding an e-bike.

The Société d'assurance automobile du Québec (SAAQ) only compensates for bodily injury in connection with an accident involving a moving road vehicle. If you fall and break your arm as a result of mishandling your PAB, your injuries will be covered by a group or personal accident insurance – like that offered by CAA-Quebec.

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HOW TO

DISINFECT YOUR CAR

Washing your car is crucial more than ever in these pandemic times. And it's important to go at it correctly - and with the right disinfecting products - until the very last step.

BY NADINE FILION

Let's look on the bright side: Restoring a car's lustre, inside and out, is a big job. So, while you're at it, why not kill two birds with one stone and get rid of potential contaminants like COVID-19?

Before the pandemic, CAA-Quebec already offered videoclips explaining how to properly clean your car inside and out. View them in the *Buying or Leasing My Car* guide at [CAAQUEBEC.COM/EN/ON-THE-ROAD](https://www.caaquebec.com/en/on-the-road) so you can get up to speed on what detergents and techniques to use. You'll also (re)discover age-old but still effective car-washing tricks like using newsprint to clean glass. "It leaves absolutely no streaks," assures CAA-Quebec automobile expert Jesse Caron.



Since the pandemic struck, disinfecting has become a necessary extra step, especially for those who share their cars with other people. You'll want to eliminate all microbial forms that might still linger on frequently touched surfaces even after a thorough cleaning: the steering wheel, shifter, door handles, key or start button, seat-belt buckles, rear-view mirror frame, turn-signal and wiper levers.

In theory, water and antibacterial dish detergents could do the trick, provided you give the car a thorough scrubbing and rinse. But as health guidelines evolve to keep up with new virus-transmission findings, it makes sense to do even more, especially when the aim is to disinfect.

No to bleach, yes to 70-percent alcohol

The good news is that Health Canada regularly updates a list of disinfectants considered effective against the coronavirus. Unfortunately, not all of them are compatible with automobile materials. Bleach is a case in point. Even diluted, this household chlorine solution is banned by virtually all car manufacturers because of its potential to damage or discolour the car interior.

Companies like Nissan approve the use of gels, disinfecting wipes or 70-percent alcohol solutions, but with moderation and not on every surface. "Vinyls and plastics are particularly susceptible to damage," Caron points out. So test them on a small area before starting.

Toyota further recommends that each passenger seat be disinfected with a different cloth (microfibre or soft cloth) to prevent cross-contamination.

To disinfect surfaces like electronic controls and touch screens, it's crucial to dampen a cloth with the cleaning solution. Do not pour the solution directly over the surfaces.

As to the disinfecting solution to use here, alcohol, chlorine, and ammonia are definite no-nos. We recommend using wipes specially designed to clean computer screens before polishing with a dry cloth.

Cleaners take time to work

It's important always to follow disinfectant manufacturer recommendations regarding dilution, application and optimum contact time. Contact time is often misunderstood and therefore neglected. The Quebec Ministry of Health and Social Services defines it as "the time needed for a disinfectant to be in contact with a micro-organism in order to kill it (as determined by the manufacturer during the product's research stage)." Is it one minute, two minutes, or ten? Give the product the time needed to act.

Some final precautions

- ▶ Be mindful of the disinfectant expiry date.
- ▶ Ideally, work in an aerated area.
- ▶ Don't mix different products at the risk of creating skin irritation or even toxic fumes.



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SIX TIPS FOR YOUR

QUAD ADVENTURES

Recreational vehicles have become increasingly popular in recent years. The COVID-19 pandemic has accelerated demands for quad bikes and snowmobiles. Are you tempted? Here are our tips to make four-wheeling fun, safe and worry free. / BY YANN FORTIER

Assess your needs

01 / Control your initial impulse before any purchase or rental:

- ▶ Is your goal to explore Quebec, hunt, fish, or work on your land?
- ▶ Are you looking for performance or comfort?
- ▶ What's your budget?

Be sure to visit more than one retailer. Explain what you need or want. Consider renting so you can try out the quad bike before buying or making a choice. Start with a small-displacement model since high-performance quads are difficult to manoeuvre. If budget is an issue, there's always the option of buying a used model.

Quad bikes cost about \$7,500 for an entry-level model (400 cc) and up to \$15,000 for more powerful and better equipped machines.



Obey laws and regulations

02 / A new law regulating off-road vehicles was passed in December 2020. Here are some of the provisions.

- ▶ As of September 10, 2021, in order to operate an off-road vehicle on a trail, road, public or private land belonging to a municipality, a person must be at least 16 years old and hold a valid driver's licence as well as a training certificate attesting that he/she has successfully completed the prescribed training.
- ▶ Off-road vehicles are not allowed on a public road, unless authorized by signage.
- ▶ Unless otherwise stated, the maximum legal speed is 70 kilometres per hour for a snowmobile, and 50 kilometres per hour for any other type of vehicle. Moreover, the vehicle operator must reduce his/her speed as circumstances require.
- ▶ A person who leases an off-road vehicle must ensure that the lessee (operator) has received the minimum training.

Ride worry free with insurance

03 / Quebec law requires that quad owners hold civil liability coverage of at least \$1,000,000. But in order to provide for all eventualities, insurers generally recommend increasing this figure to \$2,000,000. The difference in premium costs will be minor, and you will be spared major worries if a problem occurs. Make sure that your existing coverage is adequate and validate it.

It's also a good idea to get personal accident insurance for bodily injury. It will protect you over and above the basic coverage provided by the Société de l'assurance automobile du Québec (SAAQ). Unlike the case for motorists, the SAAQ does not cover injuries sustained during an off-road vehicle accident unless it involves a moving vehicle. Think of the cost of ambulance transportation, hospitalization, adaptations to your home following a serious injury, and more. For generally very affordable costs, you'll have peace of mind.



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- **FREE CONSULTATION** with CAA-Quebec Automobile Advisory Services experts for all your quad questions.
- **25 PERCENT OFF** coverage offered by Airmedic.

Wear the right gear

04 / In addition to the cost of buying a quad, budget at least \$1000 for adequate clothing and gear.

- ▶ Wear a helmet at all times. It's the law.
- ▶ Wear proper boots and gloves. During a spill, the hands are often the first to be used to protect the rider.
- ▶ Wear ATV-specific clothing, available in stores or online at quad dealerships or shops specializing in motor sports. (Light fabrics offer no protection.)



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Think safety

05 / If you want a long riding career, do it safely.

- ▶ Learn how to operate your quad. For example, it's essential to understand how weight transfer works, so you can control the quad while cornering or coasting down a steep slope. Be sure to register for courses.
- ▶ Keep your front and rear headlights on at all times.
- ▶ Always carry a first-aid kit.
- ▶ Pack a GPS with preloaded maps.
- ▶ Have a ready means of communication in case of an emergency.
- ▶ Inform family and friends of your route and destination.

Rely on the pros for ATV maintenance and repairs

06 / Even the most reliable ATV needs an oil change or a new differential from time to time. Maintenance is recommended at least once a year, even more often if the vehicle is operated in winter or amid summer sand and dust. Be sure to consult the owner's manual.

The advantage of going to a specialized maintenance and repair shop is using its staff's knowledge and expertise in leisure vehicles. They can advise you on used quads or even inspect one that you may be thinking of buying.

Another go-to source is CAA-Quebec Automotive Advisory Services. Our specialists will answer your questions, provide list prices or recommend nearby garages that specialize in recreational vehicles.



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PRICE: \$46,680 to \$54,380

PROS: Flexible and dynamic engine, excellent automatic transmission, balanced handling, precise and well-weighted steering, improved driving position, judicious pricing.

CONS: Tight cabin and trunk, complex and frustrating infotainment system, confusing gear selector, overly long turning radius, slow seat heaters.

► With the Acura RLX discontinued, the TLX becomes the flagship sedan of Honda's luxury division. Totally redesigned for 2021, it gains in size, technology, safety and power. It introduces an all-new platform from the Honda group, accompanied by fresh powertrains and standard all-wheel drive. The Type S version expected later in the year will breathe new life into a designation once celebrated by sports car enthusiasts.

The redesigned TLX shows undeniable progress in terms of performance, handling and refinement. Like so many of its rivals, however, it comes with frustrating controls and rear seats undeserving of a car that is nearly five metres long. It also is not a ground-breaking car: Dealers once again will have to bank on reliability and price – despite the increase – to woo buyers away from the German competition.

TESTED MODEL

ENGINE: 2.0-litre turbo 4-cylinder (272 hp)

TRANSMISSION: 10-speed automatic with manual mode

DRIVETRAIN: All-wheel drive

TEST TEMPERATURE: -20°C to 2°C

TESTED FUEL ECONOMY: 9.8 L/100 km

2021 CHEVROLET TRAILBLAZER

PRICE: \$25,598 to \$38,273

PROS: Well-adapted engine, exemplary 9-speed transmission, pleasant handling, standard advanced safety features, logical controls, well-finished cabin.

CONS: Limited trunk space, overly hard seats, stiff suspension, disappointing fuel economy, deficient visibility, high price.

► The Trailblazer version 2.0 – not to be confused with the truck-based SUV of the 2000s – slots between the Trax and Equinox in the Chevrolet lineup. Like its close cousin, the Buick Encore GX, it launched on a new platform by General Motors. The two engines offered are three-cylinder, one paired with a continuously variable transmission and front-wheel drive and the other with a nine-speed automatic and all-wheel drive.

The new Trailblazer subcompact is an interesting addition to the segment. Original styling, pleasant handling and responsive performance (in the city at least) distinguish it from the competition, and fully warrant the extra cost relative to the outdated Trax. However, comfort is not the Trailblazer's forte. Price also is something to think about, especially as compared to the cost of more versatile models, some with a proven track record in terms of reliability and resale value.

TESTED MODEL

ENGINE: 1.3-litre turbo 3-cylinder (155 hp)

TRANSMISSION: 9-speed automatic with manual mode

DRIVETRAIN: All-wheel drive

TEST TEMPERATURE: 3°C to 17°C

TESTED FUEL ECONOMY: 9.0 L/100 km





2021 MAZDA 3 TURBO

PRICE: \$34,650 to \$38,850

PROS: Energetic turbo engine, lively and well-gear'd automatic transmission, sharp handling, enjoyable driving position, upscale finish, good soundproofing.

CONS: Narrow rear seats, limited trunk height and opening (sedan), annoying turbo engine sound amplification, unusual centre screen logic, manual gearbox unavailable with the turbo.

► After the Mazda 6 and CX-5, and at the same time as the CX-30, it's the Mazda 3 compact's turn to get the four-cylinder turbo engine revealed in the big CX-9 SUV in 2016. It is exclusively available in the 100th-Anniversary Edition and AWD GT variants of both the sedan and hatchback. Nostalgic fans of the Mazdaspeed 3, take note: The manual gearbox and track tunings are no more. The automaker is setting its sights on a "good style, good attitude" public drawn to the Audi A3, BMW 2 Series and Mercedes-Benz A-Class who do not want to pay the price.

Despite its abundant power, Mazda's ubiquitous turbo engine does not transform the 3 into a pocket rocket. Instead, its smooth low-rev torque supports the slightly more bourgeois character the 3 displays since its last remake, two years ago. The spirited drivetrain pairs with an upscale interior finish to solidify the Mazda 3's position as the most refined compact on the market, even if not the most practical.

TESTED MODEL

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

TRANSMISSION: 6-speed automatic with manual mode

DRIVETRAIN: All-wheel drive

FUEL ECONOMY, CITY/HIGHWAY COMBINED (NATURAL RESOURCES CANADA): 8.9 L/100 km

2021 KIA SORENTO

PRICE: \$35,845 to \$49,595

PROS: Comfortable suspension and seats, very quiet ride, flexible and energetic engine, commendable dual-clutch transmission, roomy and practical cabin, improvements in advanced safety.

CONS: Less towing capacity, sensitivity to side winds, body lean in turns, adaptive-only cruise control (EX+ and SX), no spare tire.

► The Sorento enters its fourth generation in 2021. It still straddles the compact and traditional midsize SUV segments, but otherwise, it is all new. All models now have six or seven seats and a four-cylinder engine, turbocharged for the most part. Techno content is beefed up and driver assistance is refined. A conventional hybrid and a plug-in variant should follow by 2022, once they are compatible with all-wheel drive, which is standard in Canada.

Despite its muscular persona, the 2021 Sorento is not much more dynamic than its predecessor on the road. But safety, comfort and practicality are progressing, and isn't that what counts in a family SUV? Regrettably, the turbo engine eliminates the advantage the former V6 offered in terms of towing capacity, without bringing any real benefit in terms of fuel economy. It is unfortunate, because it delivers the goods in all other respects.

TESTED MODEL

ENGINE: 2.5-litre turbo 4-cylinder (281 hp)

TRANSMISSION: 8-speed twin-clutch automatic with manual mode

DRIVETRAIN: All-wheel drive

TEST TEMPERATURE: -8°C to 1°C

TESTED FUEL ECONOMY: 10.5 L/100 km





2021 TOYOTA SIENNA

PRICE: \$41,830 to \$60,285

PROS: Impressive fuel economy, sharper handling, efficient powertrain, affordable all-wheel drive, practical dashboard, improved driving position, proven reliability.

CONS: Noisy engine acceleration, stiffer ride than before, non-removable second-row seats, less cargo volume, higher prices.

TESTED MODEL

ENGINE: 2.5-litre 4-cylinder with electric motors (245 hp)

TRANSMISSION: Continuously variable automatic with manual mode

DRIVETRAIN: Front-wheel drive

FUEL ECONOMY, CITY/HIGHWAY COMBINED (NATURAL RESOURCES CANADA): 6.5 L/100 km

► The Toyota Sienna has undergone a full remake for 2021, a decade since the last one. Bold styling accompanies a new platform and available all-wheel drive on all versions, a redesigned interior and, most importantly, a hybrid-only powertrain that promises a 40-per cent reduction in fuel consumption. Visibly, the automaker has pulled out all the stops to attract families for whom the minivan is still relevant in a landscape dominated by the SUV.

Fans of the Sienna minivan may not recognize the 2021 version but they won't be short-changed. True, they will have to relinquish some of the smoothness and refined quiet, and especially the versatility of the former model, since the middle-row seats can no longer be removed. For many buyers, however, better handling, wider availability of all-wheel drive and lower consumption, not to mention the promise of unrivalled reliability for the segment, should clinch the deal.

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