



Question:  
What do **room-ready products** and **next day delivery** have in common?

Answer:  
**Unisource Provides Both**

19 distribution centres across Canada with next day delivery options



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terry products • blankets • pillows • clock radios • hangers • sheeting • pillowtop mattress • coffee makers • irons • ironing boards • laundry bags • top covers • ice buckets • trays • cribs • playpens • tea • coffee • paper towel & tissue • luggage racks • pads • janitorial supplies • sanitizers • hand care systems • robes • odour control • terry towels • amenities • matting • soap systems • toilet seat covers • shower heads • hair dryers • carpet extractors • vacuums • waste baskets • carpet care products • cleaning chemicals • pens • stationery • bellman carts • floor care products • copy paper • batteries

## NEW INDEXES FOR THE DIFFERENT CATEGORIES OF HOTEL ESTABLISHMENTS IN ACCOMMODATION IN QUÉBEC IN 2011

At the request of many operators, the 2011 edition of *Accommodation in Québec* will include a number of new indexes for the different categories of hotel establishments.



All hotel establishment operators have been invited to choose one of the following types of indexes:

- inn
- boutique hotel
- motel
- appartement-hotel
- small hotel establishments (1 to 39 rooms)
- medium-size hotel establishments (40 to 199 rooms)
- large hotel establishments (200 or more rooms)

Over 900 operators replied to this offer, for a 48% response rate. Those establishments that did not reply have been included in the last three indexes.

## Answers to your questions:

### Do I have to apply all the points described in the detailed letter I received in order to earn an extra star?

*No* – Not necessarily. Detailed letters list all the criteria for which you did not reach the desired classification level. These letters are a starting point for discussions with the CITQ concerning the improvements most likely to help you reach the classification level you are seeking.

After thoroughly studying the results of the most recent classification visit and discussions with the operator, we may find that improvements made to certain sections of an evaluation have a good chance of helping the operator reach the desired classification level. This is why the CITQ suggests that operators who ask for a detailed letter then take the next step, of using our planning service to better target their investments to obtain the desired classification results.

### Is compliance with the 48-hour notices handed out by the CITQ, mainly concerning first-aid kits and mattress covers, required to obtain a classification certificate?

*No* – However, failure to comply with these notices leads to a penalty being applied to classification results. Operators are given 48 hours to send the CITQ proof that the material specified in the notice has been purchased. When this proof of purchase is received, the penalty applied to the classification results is revoked. The 48-hour notices issued by the CITQ apply to the lack of fire extinguishers, smoke detectors, first-aid kits, pillow covers and mattress covers, all considered essential for safety and hygiene.

## New conditions for obtaining a classification certificate

Nicole Ménard, the Minister of Tourism, recently announced amendments to the *Act respecting tourist accommodation establishments* and its regulation.

### Waste Recovery

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#### A FIRST IN QUEBEC:

### Join a soap recovery program

#### Innovative and environmentally friendly

The Savon Évolution company is proud to present its new soap, the first quality soap produced from soap recovered from major hotels in Quebec. Savon Évolution has developed the most extensive system for recovering soap from hotel establishments.

#### Certification

Winner of the 2010 local and regional awards for business creation in the operation, manufacturing and production category.

#### Our products

Évolution uses high-quality recovered materials, using an innovative process to transform them into high-end environmentally friendly products.

#### Customers, suppliers and other partners

Our customers benefit from exceptional visibility on our website, through Recyc-Québec and many other media. We also provide them with an environmental certificate.

#### Pick-up

The hand soap collection process:

- simple and free of charge
- flexible frequency
- recovery containers are provided and fit your existing equipment.

To join our recovery program or order our soap, please contact us at 1-877-736-2375 or visit our website, at [www.savonevolution.com](http://www.savonevolution.com)

Jean-François Desormeaux, President  
1-877-736-2375 or 450-436-2375



These new measures, which took effect on January 1, 2011, stipulate in particular that operators of tourist accommodation establishments, including those who already hold classification certificates, must now provide:

- a certificate confirming compliance with local urban planning by-laws regarding land uses;
- proof of at least \$2 million in civil liability insurance.

No classification certificate can be issued unless these documents are provided.

See how and when these new provisions will apply to your establishment, inside.

## AN IMPORTANT CHANGE AFFECTING CLASSIFICATION CERTIFICATES APPLYING TO SEVERAL IMMOVABLES

Under the amendments to the *Act respecting tourist accommodation establishments*, which took effect on January 1, the classification certificate now applies to the immovable or group of immovables, rather than to the operator.

According to Tourisme Québec, an operator who holds a single certificate for several buildings at different addresses must now apply for a separate classification certificate for each immovable or group of immovables or movables.

The CITQ has taken a number of steps to explain to the operators concerned how this new approach will work.

(See the message from the Executive Director, inside.)

**PLEASE NOTE** The CITQ is not responsible in any way for the information in our contributors' advertorials and advertisements, and they are in no way to be considered endorsements. Although these articles and advertisements are intended to provide you with useful information on operating tourist accommodation establishments, we recommend that you shop around and make the appropriate comparisons before choosing a product or service.



**Message**  
from the Executive Director

The amendments to the *Act respecting tourist accommodation establishments* and its regulation, which took effect on January 1, introduce some important changes for operators holding a classification certificate that covers several buildings.

Since the certificate now applies to the building or building complex and not to the operator, some of you will now have to split up your files and submit several separate applications for certificates. That is the case, in particular, for agencies renting tourist homes, for which a single certificate was formerly issued for several buildings at different addresses or in different cities.

**The first step: studying files**

First of all, the CITQ must collect all the relevant information from the operators concerned so that it can properly study each file and determine the new measures that apply to each one.

That is why I met with many of the managers concerned in recent weeks, to explain the ins and outs of the amendments to the Act, and especially to ask for their co-operation.

Throughout the coming months I will continue these meetings. Please be assured that we will do everything we can to properly inform all the operators concerned and support them in the steps they will have to take.

I would like to ask for everyone's co-operation and I invite you all to contact me if you would like more information on these new measures, which are aimed above all at providing consumers with better information on the quality of tourist accommodation.

Thank you for your prompt co-operation. Please feel free to contact us with any questions.

Michel Rheault

# NEW CONDITIONS FOR

**U**nder the amended *Act respecting tourist accommodation establishments* and its regulation, which took effect on January 1, operators must now submit a certificate confirming compliance with local by-laws and proof of at least \$2 million in civil liability insurance. What does this mean for you?

## CERTIFICATE CONFIRMING COMPLIANCE WITH LOCAL BY-LAWS

### WHAT IS IT?

The certificate of compliance is an official document confirming that the establishment in question complies with municipal urban planning by-laws concerning land uses. No classification certificate can be issued without this document.

### DO YOU NEED ONE?

All operators of new or existing establishments must obtain a certificate of compliance.



### NOTE

*Establishment operators located on lands in the domain of the State (publicly owned land) and Indian reserves are not required to provide certificates of compliance.*

### WHEN DO YOU HAVE TO SUBMIT IT TO THE CITQ?

Operators of **new establishments** must obtain this certificate when they open a file with the CITQ.

Operators of **existing establishments** must submit this certificate to the CITQ when applying for a new classification certificate, when their current certificate expires.

### NOTE

*The certificate of compliance needs to be submitted only once, unless there are major changes to the establishment, such as an increase in the number of rental units or a change in the class of establishment (from a bed and breakfast to a hotel establishment, for instance).*

### WHAT DO YOU NEED TO DO?

The CITQ sends the operator a certificate of compliance showing all information concerning the establishment and the operator. The operator must validate the information and have the certificate signed by an authorized officer of the municipality, borough or regional county municipality (RCM) where the establishment is located.

# OBTAINING A CLASSIFICATION CERTIFICATE

(cont'd from page 1)

## PROOF OF AT LEAST \$2 MILLION IN CIVIL LIABILITY INSURANCE

### WHAT IS IT?

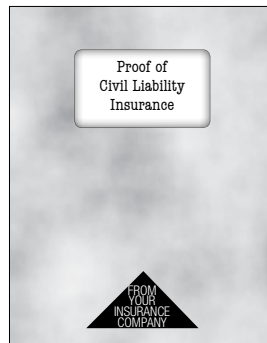
This document attests that the establishment holds civil liability insurance of least \$2 million per incident, covering the risks of operating the establishment.

### DO YOU NEED IT?

All tourist accommodation establishment operators must hold such insurance during the entire period of validity of their classification certificates.

### WHEN DO YOU HAVE TO SUBMIT IT TO THE CITQ?

As of March 1, 2011, all operators must be able to provide proof that they hold such insurance, on request.



## WHAT DO YOU NEED TO DO?

On request, the operator must provide a copy of the page of the insurance policy showing the operator's name and establishment, the name and address of the insurance company, the policy number and a stipulation that the policy includes at least \$2 million in civil liability insurance.

## Insurance

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### Professional liability (errors & omissions) insurance

### Directors and officers liability insurance

Professional liability (errors & omissions) and directors and officers liability insurance are types of insurance that are not as well known as general liability insurance, yet they are just as essential. Establishment operators should be familiar with this kind of coverage, to make sure they are properly protected in the event of a lawsuit. Here is a brief overview of these products and how they can apply to the accommodation industry.

#### Professional liability (errors & omissions, E&O) insurance

A large proportion of accommodation establishments offer related services, ranging from natural health care to spas and massages, etc. In many cases, the people offering these services are independent workers, who can lay themselves open to lawsuits if they cause any harm in their actions or advice. In such situations, errors & omissions liability insurance covers legal defence fees as well as any damages awarded by the court. Many insurance programs are available at low cost to cover individual workers. It is essential that the establishment requires that each person be covered, or discuss the matter with its broker to determine the best kind of protection. Invesa covers many massage therapists and other professionals, and we can provide you with the advice you need.

#### Directors and officers (D&O) liability insurance

Liability insurance for directors & officers protects decision-makers from possible lawsuits targeting them personally. This inexpensive coverage should be taken out by all boards of directors and all non for profit organisations. It is particularly essential in cases involving other people's property, sums of money, labour contracts, layoffs or other decisions relating to employment, i.e. all matters relating to labour law. Courts rarely award damages, but the insurer is often required to defend insured individuals and assume the costs.

For both these kinds of coverage, it is essential that you deal with an independent broker. These products are offered only by specialized insurers available through brokers.

Jean-François Trudel, Vice-President, Operations  
514 382-6560 1 800 561-6560



## New definitions and a new class of establishments

(cont'd from page 1)

The other amendments to the *Act respecting tourist accommodation establishments* and its regulation that took effect on January 1 include:

- a new definition of the "hotel establishments" class:
  - Establishments that offer accommodation in furnished rooms, suites or apartments that have kitchen facilities, including hotel services.
- a new definition of the "bed & breakfast establishments" class:
  - Establishments that offer, for an all-inclusive price, accommodation in rooms in a private residence where the operator resides and rents a maximum of 5 rooms receiving a maximum of 15 persons, including breakfast served on the premises.
- a new class, known as "other accommodation establishments":
  - Tourist accommodation establishments that belong to none of the other classes.

For more details on the amendments to the *Act respecting tourist accommodation establishments* and its regulation, see [www.tourisme.gouv.qc.ca](http://www.tourisme.gouv.qc.ca), under Acts and regulations.