

# info CITO

Corporation de l'industrie touristique du Québec

VOLUME 7 > NUMBER 1 > **DECEMBER 2009**

## Furniture and bathroom linen quality in hotel and bed and breakfast establishments in Quebec

The quality of furniture and bathroom linen are among the new criteria introduced in the most recent update of the classification criteria for hotel establishments and B&Bs. CITO data show, in this connection, that 61% of bedrooms in bed & breakfast establishments in Quebec scored 4 for furnishings, and 37%



of bathrooms in hotel establishments scored 3 for bathroom linen.

See the Tourist Accommodation in Figures column inside for more information on the quality of furniture and bathroom linen in these establishments in Quebec, and their maintenance and upkeep.

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## BEDBUG INVASION

Everyone thought they had gone, but they're back, all over the world. Bedbugs are causing such serious problems that many countries have taken steps to fight this invasion.



Earlier this year, the US Environmental Protection Agency (EPA) organized a national summit to study the impact of this invasion on homes and the hotel industry, the factors contributing to this growing problem and the response by public health authorities. Closer to home, the city of Montreal launched a vast awareness campaign in January, along with a major action plan to combat the spread of bedbugs in the city.

The CITO invites all operators to read the brochure included with this issue, for information on detecting the presence of bedbugs and how to get rid of these unwanted guests.



**PLEASE NOTE** → The CITO 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.

[www.laroutedesgitesduquebec.com](http://www.laroutedesgitesduquebec.com) See our contest – \$3,500 in prizes to be won **info CITO**



**MESSAGE**  
from the Chair of the Board

## Best Wishes

The holiday season is fast approaching and, on behalf of my colleagues on the Board of Directors, I would like to offer you all our best wishes for health and happiness. Let's hope that 2010 brings a return to prosperity in our industry, after the difficult times we have experienced in recent years.

For the CITQ, 2009 has been an exceptional year in several respects. The Corporation carried out the most extensive classification tour in its history this year, in response to a long-awaited change in the classification program. In future, all classes of establishments classified by the CITQ will be evaluated on a scale of 0 to 5 stars, with the exception of bed and breakfasts, which will retain their scale of 0 to 5 stars.

2010 also promises to be full of achievements of all kinds. The CITQ plans to undertake a vast review of its classification grids for hotel establishments and tourist homes. Following the adoption of amendments to the *Act respecting tourist accommodation establishments* in June 2009, a new regulation will also take effect in 2010.

Many exciting challenges lie ahead, and I would like to take this opportunity to thank the whole CITQ team for their professionalism and commitment. I would also like to thank all operators for their co-operation, and I invite them to continue sending us their comments and suggestions. Lastly, my very special thanks to Tourisme Québec for its renewed confidence in us, and to all our clients and partners for their unflinching support.

Natasha Desbiens



## Classification criteria for hotel establishments and tourist homes soon to be updated

Over the next few months, the CITQ will be undertaking a vast review of the classification grids for hotel establishments and tourist homes. Many industry associations, operators, experts of all kinds and representatives of the travelling public will be called upon to take part in this detailed review, at both the regional and provincial levels.

Although new classification guides for these classes were published in 2007 and 2008, respectively, it has been five years since they were last updated. The CITQ submitted changes to the criteria for these classes to the Minister of Tourism in 2005, and a classification scale of 0 to 5 stars for tourist homes.

Let us know what you think about the classification criteria for hotel establishments and tourist homes:

- by e-mail, at [ts2010@citq.qc.ca](mailto:ts2010@citq.qc.ca),
- by fax, at 450 679-1489 or
- by mail, at 1010 De Sérigny Street, Suite 810, Longueuil, Quebec J4K 5G7.

**NOTE:** Only messages including the author's and establishment's names will be considered.

## READ IN THE BLOGOSPHERE

In his blog, *Coups de cœur pour le Québec*, Michel Julien, a well-known photographer in the tourism industry, describes some little irritants facing guests in hotels and, we imagine, many other classes of tourist accommodation establishments. Here are two of the irritants he mentions.

### LACK OF COUNTER SPACE IN THE BATHROOM

*A pedestal sink may look nice, but it's a pain if there's nowhere to put your beauty/cleanup kit. In a room in a resort hotel generally occupied by two guests, there ought to be enough room to spread out toothbrushes, razor, hair brush, lotions, deodorant and all those little jars of miracle creams.*

### A LOVELY BATHROBE, BUT NO HOOK TO HANG IT UP IN THE BATHROOM

*How many times have I had the pleasure of discovering that the hotel where I was staying provided me with a bathrobe – but nowhere to hang it up in the bathroom! A few \$2 hooks on the back of the bathroom door are all it takes. Same thing in a hotel spa: no hook where I can hang my bathing suit and bathrobe while taking a shower in the change room."*

Source: Michel Julien, July 10, 2009. *10 petits irritants à l'hôtel*.  
Online. <http://coupsdecœurpourlequebec.com>. Consulted July 23, 2009.



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# TOURIST ACCOMMODATION in figures

Data compiled by the CITQ on the classification of hotel establishments and B&Bs show that the level of maintenance and upkeep of furniture and bathroom linen is very often similar to their level of quality.

## HOTEL ESTABLISHMENTS

Evaluation score	FURNITURE QUALITY	FURNITURE APPEARANCE
	% of bedrooms obtaining this score	% of bedrooms obtaining this score
0	0%	0%
1	2%	1%
2	13%	9%
3	38%	41%
4	43%	43%
5	3%	6%
	100%	100%

43% of the rooms in hotel establishments in Quebec scored 4 for both furniture quality and appearance.

## HOTEL ESTABLISHMENTS

Evaluation score	BATHROOM LINEN QUALITY	BATHROOM LINEN APPEARANCE
	% of bathrooms obtaining this score	% of bathrooms obtaining this score
0	1%	1%
1	13%	0%
2	26%	10%
3	37%	48%
4	20%	37%
5	3%	4%
	100%	100%

37% of bathrooms in hotel establishments in Quebec scored 3 for bathroom linen quality, and 48% scored 3 for linen appearance.

## BED & BREAKFASTS

Evaluation score	FURNITURE QUALITY	FURNITURE APPEARANCE
	% of bedrooms obtaining this score	% of bedrooms obtaining this score
0	0%	0%
1	1%	0%
2	4%	2%
3	29%	33%
4	61%	56%
5	6%	9%
	100%	100%

61% of bedrooms in bed & breakfast establishments in Quebec scored 4 for furniture quality, 56% scored 4 for furniture appearance.

## BED & BREAKFASTS

Evaluation score	BATHROOM LINEN QUALITY	BATHROOM LINEN APPEARANCE
	% of bathrooms obtaining this score	% of bathrooms obtaining this score
0	0%	0%
1	2%	0%
2	14%	2%
3	40%	30%
4	40%	58%
5	2%	10%
	100%	100%

40% of bathrooms in bed & breakfast establishments in Quebec scored 4 for bathroom linen quality, and 58% scored 4 for linen appearance.

Source: CITQ database, October 27, 2009.

NUMBER OF VISITS OBJECTIVE 4,500

## AN EXCEPTIONAL TOUR

In 2009, the CITQ carried out the most extensive classification tour in its history, covering nearly 4,500 establishments throughout Quebec.

The CITQ had to visit all tourist homes, resorts, youth hostels, educational institutions and hospitality villages this year, to apply the new 0 to 5 star classification scale. This major change to the classification program was approved by the Minister of Tourism in 2008.

The CITQ wishes to thank all operators for their exceptional co-operation and their contribution to the success of this equally exceptional classification tour.

## Training

ADVERTORIAL

### FREE COURSE OUTLINES for businesses A new approach adapted to your needs

If you're looking for winning ideas to support your business and help it stand out, you're bound to be interested in THE perfect approach to training that will make your team perform better.

With this in mind, the CQRHT has developed a series of course outlines that offer ongoing training for occupations in the hotel industry and food and beverage services. Available free on request, these course outlines are based on the *emerit* occupational standards.

Specially designed for those already working in these jobs, they offer various learning activities to be done using *emerit* training tools, available both online and in printed form. These activities make it possible to validate acquired skills and to develop new ways of doing things that are recognized across Canada. One of the possible uses of these outlines is to prepare workers to obtain a certificate of competency for their occupation through the *emerit* Professional Certification Program.

Would you like to see the content of the *emerit* occupational standards, obtain the course outline for a specific occupation, or hear what trainers who are already working with these tools have to say about them?

Visit the [www.cqrht.qc.ca](http://www.cqrht.qc.ca) site or contact Charles-André at 450-651-6111, extension 257.



This project is financed in part by the Government of Canada's Workplace Skills Initiative (WSI) program and in part by the Fonds de développement et de reconnaissance des compétences de la main-d'œuvre de la Commission des partenaires du marché du travail.

**Insurance**

ADVERTORIAL

**Understanding the Co-Insurance Clause**

Many may have heard of the famous co-insurance clause, but few know exactly what it means.

To better understand the application of the co-insurance clause, included in most property insurance contracts, we must first explain its restrictive purpose. This clause requires that the Insured carry a minimum amount of coverage on his property representing at least the percentage applied on the insurance contract based on the estimated replacement cost value. Co-insurance percentages can be 80%, 90% or 100%. Should the percentage mentioned not be respected, the Insured will become co-Insurer of his own property and be penalized in the event of a loss.

For example:

The replacement cost value of your home is estimated to be \$300,000, and your insurance contract includes an 80% co-insurance clause. To avoid any penalty in the event of a partial loss, and end up contributing along with the Insurer to the cost of replacement of your property, your insurance contract must indicate an insurance limit of a minimum of \$240,000.

Suppose, however, that you should decide to insure your home for \$200,000 instead of \$240,000 and that you incur a partial loss of \$100,000. Putting the co-insurance clause into application, the Insurer will indemnify as follows:

$\frac{\text{Actual Limit of Insurance}}{\text{Minimum Limit Required}}$	$\times$	Amount of loss	$=$	Indemnity paid by the Insurer
$\frac{\$200,000}{\$240,000}$	$\times$	\$100,000	$=$	\$83,333

According to this example, the Insured will be co-Insurer for an amount of \$16,666. However, regardless of the percentage of co-insurance stated on the contract, one must clearly understand that the Insurer will not indemnify more than the limit of insurance mentioned.

Note that the co-insurance clause has been eliminated from most of our special insurance programs, to the benefit of our clients.

Insurance can be very complex. We feel it is important to choose your representative carefully. An independent insurance broker is by far the one best able to meet your needs and expectations. Make sure your broker is well acquainted with your particular industry, and that the products offered meet your specific needs.

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



**Answers to your questions:**

**Is the CITQ responsible for the Green Key and RéserVert programs?**

*Nb* - Although the CITQ was given the mandate of visiting *Green Key* and *RéserVert* certified establishments, it is the Hotel Association of Canada (HAC) and the Association des hôteliers du Québec (AHQ), respectively, that are in charge of these ecological certification programs. The CITQ simply visits the establishments and verifies that they are complying with the program criteria.

For any questions about the *Green Key* program, consult the [www.greenkeyglobal.com/greenkey.asp](http://www.greenkeyglobal.com/greenkey.asp) Website or call 613 237-7149.

For any questions about the *RéserVert* program, consult the [www.hoteliers-quebec.org](http://www.hoteliers-quebec.org) Website or call 1 877 769-9776.

**Do I have to make an appointment with the CITQ when I receive a provisional classification letter from Tourisme Québec?**

*Nb* - A provisional classification is issued automatically when, for various reasons, such as remoteness or the time of year, a classification visit could not be made or, if a visit was made, the results could not be submitted before the certification deadline. A provisional certificate extends the certification already held, allowing the operator to continue using the current classification certificate.



**The CITQ at the Cottage and Country Home Show in Montreal and Quebec City in 2010**

Given the success of its booth at this year's Cottage and Country Home Show in Montreal, the CITQ plans to repeat the experience in 2010 and attend this popular event in Montreal, and in Quebec City as well.

In 2009, nearly 600 tourist accommodation establishment operators visited the CITQ booth at the Montreal show. It was a perfect opportunity for CITQ

representatives to answer all their questions on the official classification program.

The CITQ team will be there waiting for you:

- from January 21 to 24, 2010, at the Quebec City convention centre;
- from February 18 to 21, 2010 at the Montreal Olympic Stadium.



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Publications mail number 40026257

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LIBRARY AND ARCHIVES CANADA 2009  
BIBLIOTHÈQUE ET ARCHIVES NATIONALES DU QUÉBEC, 2009  
ISSN-1710-2405 (PRINTED) ISSN-1715-2496 (ON LINE)