

BCAA

YOUR HOME, AUTO & TRAVEL MAGAZINE

THE PUSH *for* PROGRESS



FALL/WINTER 2021 bcaa.com

PM40065475



**Licensed to
make dreams
come true.**

Take the risk out of your reno, by hiring a licensed contractor.



Visit technicalsaftybc.ca/find-licensed-contractor



2:34PM

*The moment the best of
BC was at your doorstep.*

Begin your next road trip adventure with Fairmont. Explore the many delights that could be just around the bend and indulge in an unforgettable experience with this exclusive offer for BCAA Members, valid at participating Fairmont hotels and resorts.

Traveller Tip: Become a member of ALL – Accor Live Limitless to earn Reward points and receive exclusive benefits during your stay. Not a member? Enrol now at all.accor.com

ENJOY
15%
OFF*

FOR RESERVATIONS, PLEASE
VISIT [FAIRMONT.COM/BCAA](https://Fairmont.com/BCAA)
OR CALL 1 877 256 7700.

(PLEASE USE PROMOTION CODE PAAH)

Fairmont
HOTELS & RESORTS

ALL ACCOR
LIVE
LIMITLESS

*Discount may vary by property. Offer valid at participating Fairmont Hotels & Resorts and Swissôtel Hotels & Resorts locations for bookings made by December 15, 2021, for stays from February 8, 2021, to December 31, 2021, on the BCAA Package. This offer is subject to availability of rooms at time of booking. Offer valid for new bookings only, is not applicable to group bookings and cannot be combined with other offers. Advance reservation is required. Deposit and cancellation policies vary by property. Blackout dates apply and vary by property. Rates are listed in the currency of the host hotel, per room, per night based on double occupancy. Rates do not include taxes, fees or resort charges. BCAA Membership cards must be presented at time of check-in.

Community

8 The Push for Progress

Four BC community leaders talk social change: where we've been, where we need to go and how we'll get there.

13 How to Be a Better Ally

Supporting marginalized communities is simpler than you think.

Travel

15 Your Return-to-Travel Guide

The world is reopening, and many Canadians are in trip-planning mode. Here's how to go safely.

Mobility

21 Hello, Evo Victoria

BCAA's popular car-sharing service has hopped the Georgia Strait. Plus: top spots to Evo around the capital.

IN EVERY ISSUE

4 Your BCAA

BCAA Chief Insurance Officer Nathan LaFayette dreams of Italy.

6 Seasonal Savings

Gift hunting? BCAA Rewards partners have finds for all kinds.

26 #BCAASavetheDay

How BCAA helped vaccinate residents of nearly 60 rural BC communities.



On the cover: Musqueam artist and weaver Debra Sparrow blankets the cover in a traditional Salish pattern.

On the Cover: Celebrating BC's Indigenous Culture



For this issue's cover, we were honoured to commission a custom design by *xʷməθkʷəy̓əm* (Musqueam) artist Debra Sparrow (*ᑲᑲᑲᑲᑲᑲᑲᑲᑲ*). Born and raised on the Musqueam Indian Reserve, Debra is an acclaimed weaver, designer and jewellery maker.

Sparrow takes inspiration from Salish designs that date back centuries. For her, the pattern elements represent aspects of nature such as land, water, sky and forest, as well as precious natural food resources, like salmon, upon which we all rely. Her beautiful blankets are on display at UBC and

Vancouver International Airport, among other venues.

In recent years, Sparrow has also woven her work into Vancouver's urban fabric, with a series of installations for the city's annual Mural Festival called "Blanketing the City." These large-scale murals, inspired by her textiles, wrap surfaces of Granville Street Bridge, the Biltmore Hotel, Vancouver City Station and Cathedral Square Park. Vancouver is within the unceded territories of the Musqueam, *Skwxwú7mesh* (Squamish) and *səlilwətał* (Tsleil-Waututh) Nations, yet local Indigenous artwork isn't prominent in public spaces. Through her mural work and other projects, Sparrow hopes to change that.



The "Blanketing the City" mural at Cathedral Square Park in downtown Vancouver.

FIND US



To find your nearest BCAA Service Location, visit: bcaa.com/contact Or, call: 1.888.268.BCAA (2222)

For Roadside Assistance, dial *222 on your cellphone within Canada, or download the BCAA mobile app: bcaa.com/app

WRITE US



BCAA
4567 Canada Way
Burnaby, BC
V5G 4T1

Email: bcaamagazine@bcaa.com

FOLLOW US



BCAA

EDITOR KIRSTEN RODENHIZER

ART DIRECTOR EDWIN PABELLON

PRODUCTION/STUDIO MANAGER LONDON SPENRATH

PRODUCTION SUPPORT TECHNICIAN INA BOWERBANK

BCAA MAGAZINE MARKETING

SENIOR ASSOCIATE MANAGER CREATIVE SERVICES ERIN TARAMPI

DIRECTOR BRAND EXPERIENCE JAMES McDERMOTT

SENIOR VICE PRESIDENT & CMO BRENT CUTHBERTSON

PUBLISHED BY



CANADA WIDE MEDIA LIMITED | canadawide.com

CHAIRMAN, CEO PETER LEGGE, O.B.C., LL.D (HON)

PRESIDENT SAMANTHA LEGGE, MBA

VICE PRESIDENT/HR AND ADMIN JOY GINETE-COCKLE

VICE PRESIDENT/FINANCE SONIA ROXBURGH, CGA, CPA

EXECUTIVE CREATIVE DIRECTOR RICK THIBERT

DIRECTOR/CIRCULATION TRACY MCRTCHIE, BBA

SALES MANAGER ANNA LEE

ERP SYSTEMS ANALYST EILEEN GAJOWSKI

ACCOUNTING TERRI MASON

CIRCULATION KATIE GAJOWSKI, KELLY KALIRAI

OFFICE MANAGER/SALES COORDINATOR LORI NORTH

EXECUTIVE ASSISTANT TO PETER LEGGE CHARIE GINETE-ILON

ADVERTISING IN BCAA MAGAZINE DOES NOT INDICATE AN ENDORSEMENT BY BCAA

© CAA, CAA Plus, Away From Home, CAA Plus RV and Approved Auto Repair Services are trademarks owned by, and their use granted by, the Canadian Automobile Association. BCAA and CAA trademarks are owned by, and use is granted by, the Canadian Automobile Association.

© AAA, CampBook, Show Your Card & Save, TourBook and TripTik are trademarks owned by, and their use granted by, the American Automobile Association.

BCAA Magazine is published two times a year by Canada Wide Media Limited, #230-4321 Still Creek Drive, Burnaby, BC V5C 6S7. Phone 604.299.7311. Copyright 2021. All rights reserved. No part of this magazine may be reproduced without written permission.

Send change-of-address notices (both old and new address), the covers of undeliverable copies and subscription orders to: BCAA Magazine, P.O. Box 6680, Vancouver, BC V6B 4L4 or telephone 1.888.268.2222. Printed in Canada by tc. Transcontinental. ISSN 0316-0315.

Publications Mail Product Sales Agreement #40065475.

The statements, opinions and points of view expressed in articles published in this magazine are those of the authors, and publication shall not be deemed to mean that they are necessarily those of BCAA, the publisher, editor, Canada Wide Media Limited, or BCAA Holdings Ltd. The publishers cannot be held responsible for unsolicited manuscripts and photographs.

BCAA acknowledges that we operate and support Members and customers on traditional and contemporary territories of First Nations across what is known today as BC. BCAA is headquartered on the lands of the hanq̓m̓ihem and Skwxwú7mesh speaking peoples, known today as the City of Burnaby.





Dreaming of Italy and a New Way to Travel

British Columbians love to travel. We may live in a beautiful place, but that doesn't stop cravings for adventure beyond our borders. Many have missed the roads not taken the last two years, but as we vaccinate and accept that travel will be different going forward, the suitcases will come out of the closet again.

Our family's last trip before COVID-19 was to Nashville, for my son's baseball tournament. My wife, daughter and I got to enjoy the local food scene between stints hanging out at the baseball diamond. We went with no agenda, just checking out whatever caught our interest. The crowds were part of the attraction and, man, the people-watching was something else! When I think about the ease of that trip – popping in and out of stores and music venues, booking excursions on a whim – it feels like a different world.

As you can imagine, travel insurance hasn't been in high demand since the pandemic started. We are proud to see British Columbians doing their part by following government restrictions and guidelines. However, a recent BCAA Travel Confidence Survey shows many people are starting to think about travelling again, some sooner than others. While next year gets the popular vote, some snowbirds say they may plan their escape this coming winter. If you are looking ahead to a future trip, I hope you will check out the

story in this issue about how to travel safely in our new world (p.15).

As British Columbians think about returning to travel, BCAA is here to ensure they are protected. Our travel insurance now includes free COVID-19 medical coverage for those who are vaccinated. As well, we now offer 24/7 virtual medical care, giving customers quick, convenient access to medical advice without leaving their hotel rooms. We'll continue looking for ways to reduce risk and keep British Columbians safe as they ease back into the world.

As for my own overseas adventures, my wife and I have been thinking about a trip to Italy. My wife's paternal grandfather is from the Abruzzo region of Italy, east of Rome. We got a taste for family history a few years ago when we went to Cape Breton Island, Nova Scotia, to learn more about her mother's side of the family. We would love to do something similar for the other side.

For me, the nature of travel may change. I can see going places with purpose and intent; taking the time to drink in every sunset, coastline view and cobblestone street. I'm not sure when I will feel ready, but when the time is right, we will avoid the crowds and adjust our travel style. I know it will be well worth the wait.



BCAA Chief Insurance Officer Nathan LaFayette on vacation pre-pandemic in Nashville, Tennessee; (top) with the world reopening to travel, LaFayette is now dreaming of Abruzzo, Italy.

Nathan LaFayette

BCAA Senior Vice-President and Chief Insurance Officer

Seasonal Savings

BCAA MEMBER DEALS & MORE

THE PERFECT MATCH

Running out of time to shop for every giftee in your life? BCAA Rewards partners have finds for all kinds! Plus, more great partner deals at: bcaa.com/rewards

THE ASPIRING CHEF



REMY OLIVIER BRETON CASSEROLE DISH

\$189.99 | thinkkitchen
5% off in store

THE FASHIONISTA



WOMEN'S ONE-BUTTON BLAZER

\$159.99 | RW&CO.
10% off in store & online

THE COFFEEHOLIC



OUI ARCH HANDLE MUG

\$12 | Indigo
Up to 5% back in CAA Dollars®

THE MAKEUP ARTISTE



READY TO ROLL BRUSH SET

\$92 | Sephora
5% back in CAA Dollars

THE HOMEBODY

AZMIN LUMBAR PILLOW

\$29.99
Bouclair
5% extra off in
store & online



THE SWEET TOOTH



ASSORTED GOLD CHOCOLATE GIFT BOX

\$34.95

Godiva

5% back in
CAA Dollars

THE BUDDING BUILDER

JIMU CHAMPBOT BUILDABLE ROBOT KIT

\$169.99

The Source

Up to 20% off in
store & online



THE OUTDOOR ENTHUSIAST



FACET 60 OUTDRY MEN'S HIKING SHOES

\$170 | Columbia Sportswear

8% back in CAA Dollars

THE FURRY FRIEND



YARNIMALS ZEBRA DOG TOY

\$15.99 | Ren's Pets

10% off in store & online

THE LINKS LOVER



LEATHER GOLFER'S KIT

\$50 | Simons

4% back in CAA Dollars

HOW TO USE THE BCAA E-STORE



Start by visiting:
bc aa.com/estore

Shop Now



Select your
favourite retailer



Enter your 16-digit
BCAA Membership
number



Shop online!



Automatically earn
CAA Dollars



Use CAA Dollars
toward your
Membership renewal,
BCAA Insurance
and more!

The PUSH for PROGRESS

Four BC community leaders talk social change: where we've been, where we need to go and how we'll get there

BY THE NUMBERS, BC is the most diverse province in Canada. Around 30 per cent of us are recent immigrants. A quarter are people of colour, and five per cent identify as Indigenous. Around 15 per cent are people with a disability, and an estimated 200,000-plus are members of the LGBTQIA2S+ community.* And while we've made some progress toward inclusion, there is still work to do, as recent events have underlined – from a deeply disturbing rise in anti-Asian hate incidents, to ever-painful reminders about the treatment of Indigenous people. Here you'll meet four leaders who are doing that work, and helping others follow in their footsteps, pushing for change and pointing the way forward.

by Catherine Tse (she/her)

BOB JOSEPH (HE/HIM)

Oral tradition is the cornerstone of many Indigenous societies, where cultural knowledge, history and memories pass through speech from one generation to the next. But when oral tradition clashes with the conventions of Western society, the result can be “communication chaos,” says Bob Joseph, founder of Indigenous Corporate Training Inc., a company he

started in 2002 to provide Indigenous-relations training to governments and individuals. A member of the Gwawa'enuxw, one of 18 tribes that make up the Kwakwaka'wakw Nation, Joseph grew up near Campbell River and lives on Vancouver Island.

Western conversation patterns are based on point-counterpoint – one person speaks, another responds, and

then they go back and forth, sometimes over one another, because speed is perceived as proficiency. “Oral societies communicate much differently,” says Joseph. “I’m allowed to talk, stop talking, gather my thoughts, start talking again, stop again.”

The difference can have real-world consequences. He presents a scenario: a police officer approaches an Indigenous person raised in the oral tradition – talking, pausing, talking, thinking. This could be misinterpreted as suspicious behaviour, resulting in a cross-cultural miscommunication based on ethnocentric bias.

Working to understand cultural norms is one step majority groups can take toward inclusion of Indigenous people in daily and working life. Joseph offers some other suggestions: read up on the Indigenous history of BC and Canada. Learn about the original inhabitants of the land you're on, and

Bob Joseph



CARMEL TANAKA (SHE/HER)

As part of her work as a community engagement professional, Carmel Tanaka guides Cross Cultural Walking Tours in Vancouver's oldest neighbourhood. Against a backdrop of murals painted on buildings in Hogan's Alley, Jewish Strathcona, Paueru-gai (Powell Street) and Chinatown, Tanaka describes life in the area, past and present. Participants are often shocked to hear of the atrocities levelled against Indigenous, Black, Jewish, Japanese, Chinese, Ukrainian, Italian and other communities over the decades.

One much-loved mural by Cheng Shu Ren (Arthur Cheng) at Columbia and East Pender streets depicts three scenes of Chinatown pioneers. This summer, there was a jarring defacement: each man, woman and child in the mural was covered in splotches of red paint, intended to look like bullet wounds. This was a clear message. This was anti-Asian hate.

And it was far from an isolated

acknowledge their traditional territories. Learn how inherited and lived traumas, such as from residential schools, affect Indigenous people today.

In the spirit of breaking down barriers, Joseph offers many training materials for free on his website. His ebook, *23 Tips on What Not to Say or Do When Working Effectively with Indigenous Peoples*, was downloaded more than 10,000 times in the first six weeks of publishing, in 2019.

His blog (ictinc.ca/blog) offers an enormous amount of information on topics ranging from how to help after the discovery of unmarked gravesites at BC residential schools, to why cultural appropriation is disrespectful. One early post, "21 Things You May Not Have Known About the Indian Act" became such a viral sensation that it evolved into a nationally bestselling, award-winning book of the same name.



Carmel Tanaka

incident. According to the California-based Center for the Study of Hate and Extremism (CSHE), Vancouver experienced a 717 per cent spike in anti-Asian hate crimes from 2019 to 2020. No one in Tanaka's world was surprised.

"Across Canada, there's an increase in anti-Asian racism and hate crimes," she says. And the statistics we see

aren't even representative, she adds, because some community members aren't comfortable reporting incidents to authorities. "The verbal assaults, the physical assaults – this has been happening for a very long time," says Tanaka. So, when she was approached last year to help create Elimin8Hate, a new advocacy arm of the Vancouver Asian Film Festival

(VAFF), setting up a framework to document anti-Asian hate crimes was a priority. The reporting website, elimin8hate.org/fileareport, is a partnership with project1907, an organization dedicated to amplifying the voices of Asian women (its name an homage to Vancouver's anti-Asian race riots of 1907). From there, Tanaka got to work on the Elimin8Hate mission to highlight and eliminate anti-Asian racism.

These days, Tanaka has moved on to other projects, but she's still fighting hate, anti-Asian and otherwise. As the granddaughter of Holocaust survivors and interned Japanese Canadians, she's also an activist in the Jewish community, having founded Genocide Prevention BC and JQT Vancouver, the first Jewish queer and trans non-profit in the province. "I'm trying to break the cycle, but also to help others along the way," she says. "I want to make sure that this world is a better place than when I found it." carmeltanaka.ca

Amil Reddy



AMIL REDDY (THEY/THEM)

Several years ago, Amil Reddy approached their mother to tell her they were changing their first name; dropping it in favour of their gender-neutral middle name, Amil. They weren't sure how she'd react.

Reddy is a transgender Asian Pacific Islander who has dedicated a 13-year career to empowering traditionally marginalized groups, from homeless youth to queer, trans and Two Spirit people (an Indigenous umbrella term describing diverse gender identities). Most recently, as principal at Amil Reddy Consulting (amilreddy.com), Reddy delivers diversity, equity and inclusion training to BC businesses and organizations.

This kind of work is personal, and in order for it to resonate, you have to share a part of yourself, says Reddy. As rewarding as this is, it's emotionally exhausting. People drawn to it often arrive after a lifetime of discrimination,



Mary Falade

MARY FALADE (SHE/HER)

from microaggressions (everyday slights and indignities that compound over time) to gaslighting (a form of manipulation when other people undermine personal truths and experiences). “Whether or not they were intentional, they created the feeling [in me] of not being enough,” says Reddy.

There are simple actions people can take to become better allies and support marginalized communities, offers Reddy. Know your own pronouns and start introducing yourself with them, for instance. “This is such a low-barrier way to really show support for gender-diverse folks,” says Reddy. “It signals to others that it’s OK to have different pronouns.” Another: practise conscious consumerism to make a positive social, economic or environmental impact.

Marginalized communities are disproportionately affected by things like poor housing conditions, lack of food security and climate change, so it makes sense to support brands that in turn support their whole communities.

Sometimes, a small act of validation can make all the difference. When Reddy’s mother learned about the name change, for example, it proved to be a turning point. “She looked at me then said, ‘That makes complete sense. I gave it to you for a reason. It means worthy in Sanskrit.’ After that, I felt worthy. I’m worthy to take up this work, I’m worthy to be myself in my queerness; in my mixed race,” says Reddy. “I’m worthy of love, I’m worthy of success, I’m worthy of being safe, of feeling heard, feeling seen and valued. And I’m worthy of doing this work to ensure everyone can feel the same.”

High school is hard enough. But as a first-generation Nigerian who immigrated to Canada in 2010 at age 10, and moved to Kamloops at 11, Mary Falade also felt like an outsider in her new home.

“As soon as I started going to school in Kamloops, all the other kids, even adults, were very aware of the fact that I was a different race,” recalls Falade. “There were a lot of times where I would get left out, or when I tried to join a conversation, there would be this disconnect, and they saw me as someone who couldn’t relate or understand, so I would just fall to the sidelines. There were also times when they would just continuously mention the fact that I was Black; [their] way of constantly calling out the fact that I was different.” There was never anyone explicitly saying she wasn’t welcome,

INCLUSION AT BCAA

BCAA is committed to supporting a workplace that represents, respects and celebrates the diversity of BC. Here are a few steps we're taking:

- Implementing diversity and inclusion practices, including a committee that guides activities, listens to employees, reviews programs and measures progress.
- Providing employee resource groups that support mental health, working parents, diverse cultures and diverse abilities.
- Evaluating our hiring practices and policies to ensure we attract and retain diverse talent, and help these individuals grow at BCAA.
- Providing inclusion, allyship and unconscious bias training.
- Advancing inclusive language across BCAA, including encouraging the use of pronouns.

but that didn't make it excusable, she adds. "Racism is racism, even when it's implicit. And that is what I experienced."

In response to this, Falade teamed up with friend and fellow student Joy Ahlum Kwak in Grade 11, and started a Diversity and Culture Club. The club brought together students of different ethnic backgrounds, and served as an incubator for what would become Motion of Colour, a current anti-racism youth group. (See Falade and Kwak's tips for allies on p.13.)

Falade, who still serves as co-director of the group with Kwak, is now a fourth-year UBC student, aiming to complete a Master's in Organizational Psychology, focused on workplaces. "I want to bring more attention to the emotional and mental health of employees and clients, especially those who are part of minority groups and often experience discrimination," she says. She also remains committed to

addressing racism in Kamloops. After the murder of George Floyd, and Black Lives Matter protests across North America in 2020, Falade started a petition for the Kamloops-Thompson school district to welcome and celebrate Black students. Specifically, the petition called for the district to incorporate Black authors, history and anti-racism into the curriculum, replacing the notion that Canada is a multicultural haven and instead teaching racism as a systemic issue.

"We spend our time in school learning and fixating on the experiences of white Canadians, without ever learning about ourselves," read the petition. "This reinforces prejudiced mindsets and behaviours." The school board agreed and recently committed to working with Falade and Kwak on an update. ■

Catherine Tse is a legally blind writer based in Vancouver.

Off the internet, but not off-the-shelf insurance.

Introducing BCAA Small Business Insurance, a combination of custom coverage with online convenience and expert help when you need it. It's insurance made for busy entrepreneurs, from one BC business to another.

Learn more or get a quote online at bcaa.com/smallbusiness



Small Business Insurance



Small Business Insurance is sold through BCAA Insurance Agency Ltd., a licensed insurance agency, and is underwritten by BCAA Insurance Corporation. Claims are administered by BCAA Insurance Corporation. BCAA trademarks are owned by, and use is authorized by, the Canadian Automobile Association.

217-21



How to Be a Better Ally

Supporting marginalized communities is less complicated than you think

BY MARY FALADE (SHE/HER) AND JOY AHRUM KWAK (SHE/HER), MOTION OF COLOUR

An ally is someone who chooses to stand with, and uplift, people from marginalized communities. Not sure where to start? Read on for some helpful tips.

Educate yourself

Take some time to learn about the history and issues facing marginalized groups. You can read books and articles, watch documentaries and more. Also, we can learn a lot from everyday experiences. So you can be a better ally by making room for marginalized communities in your day-to-day life; for instance, watching movies or YouTube videos by and

about Indigenous, Black, LGBTQIA2S+ people and other minority groups. Buying from minority-owned businesses and following marginalized people on social media are other great ways to show support and learn.

Learn to listen

Let people from marginalized groups define what is discriminatory. Even if your intentions are innocent, your actions can still be hurtful. For example, “microaggressions” result from everyday acts of rudeness in the form of an insensitive comment, question, joke or action. With or without intention, the result is the same.

Acknowledge your own advantages

In some cases, people receive systemic privilege or benefits solely because of the demographics they fall into. This doesn't mean they “have it easy”; it simply means they won't experience systemic hardship due to certain traits. For example, Black, Indigenous and People of Colour (BIPOC) experience racial discrimination during job hiring, an issue white people don't face.

Don't be performative

An ally's role is to support marginalized communities – not focus on improving their own image. If your allyship is only displayed on social media, it might be performative. Make a real-life impact by backing up public statements with action. Attend events, sign petitions, make donations, vocally support marginalized voices and more.

Speak up

If you don't, who will? Marginalized groups can't be expected to end oppression all on their own. When you point out and address instances of discrimination, you're reminding yourself, and others, that it shouldn't be normal.

Know it's OK to make mistakes

Don't get defensive or try to shift blame. Recognize that you made a mistake and learn from it. Ultimately, the focus should be on eradicating the oppression that marginalized groups face. ■

BC INCLUSION RESOURCES

Motion of Colour:

facebook.com/motionofcolour

Resilience BC Anti-Racism

Network: resiliencebc.ca

The Anti-Oppression Network:

theantioppressionnetwork.com

Qmunity: BC's queer, trans and Two Spirit resource centre:

qmunity.ca

Adventures this epic usually involve a wizard or some sort of ring.

It's a different world up here.
Learn why at travelyukon.com

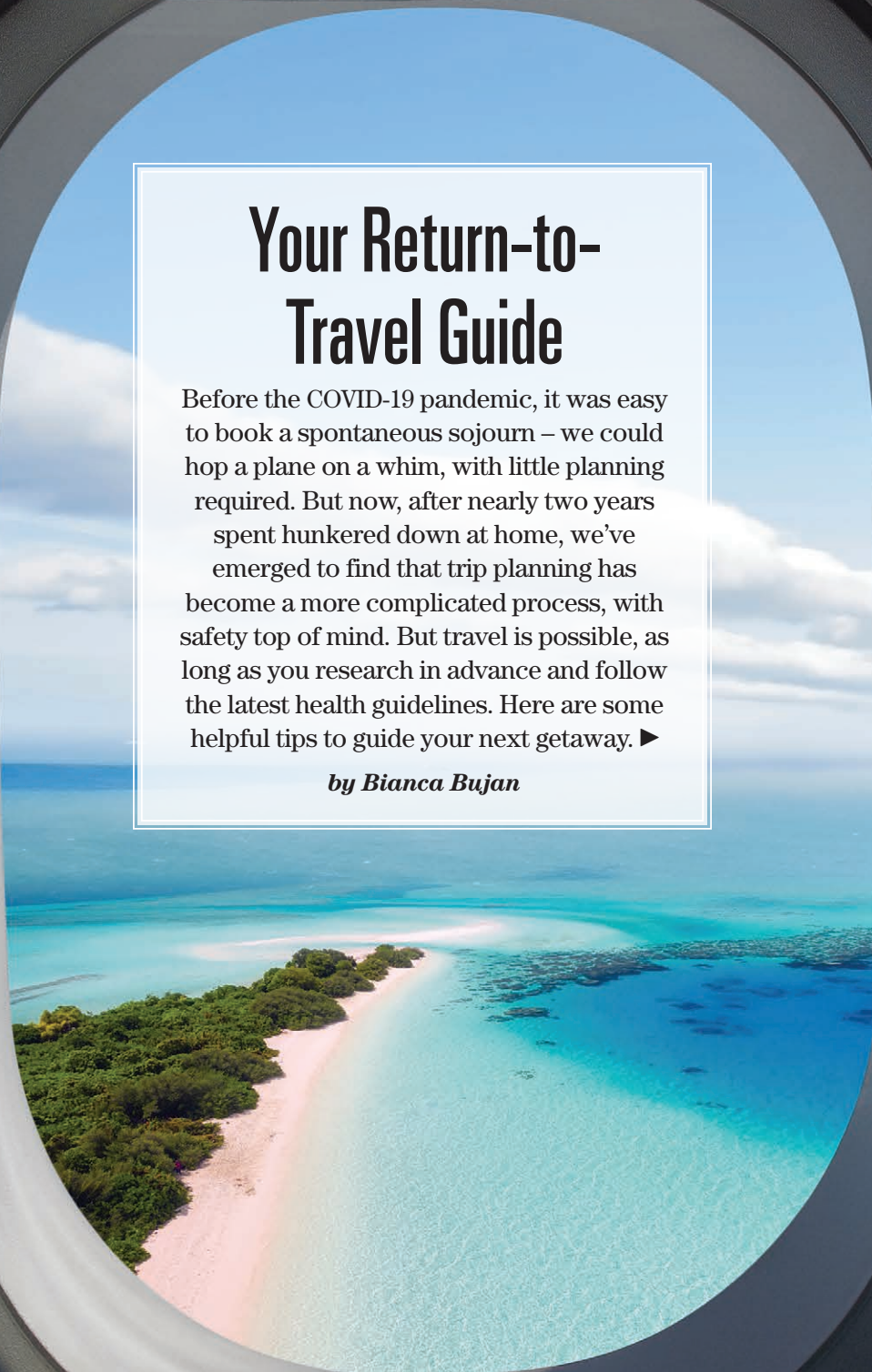


TRAVEL

Your Return-to-Travel Guide

Before the COVID-19 pandemic, it was easy to book a spontaneous sojourn – we could hop a plane on a whim, with little planning required. But now, after nearly two years spent hunkered down at home, we've emerged to find that trip planning has become a more complicated process, with safety top of mind. But travel is possible, as long as you research in advance and follow the latest health guidelines. Here are some helpful tips to guide your next getaway. ►

by Bianca Bujan



With the majority of British Columbians fully vaccinated, and more of the world opening to Canadian visitors, we're starting to get comfortable with the idea of travelling again. According to a recent BCAA survey, 58 per cent of British Columbians feel ready to travel either this year or next.

Where Canadians can travel now

What to expect depends on where you're headed. As winter approaches, Canadians typically set their sights on warm weather destinations. Many of those spots are now open to us again, along with more than 100 countries worldwide. This includes Mexico – the most popular sun destination flown out of Vancouver International Airport – plus Cuba, Costa Rica, the Dominican Republic and many more. As of November 2021,

fully vaccinated Canadian travellers can cross the US border by land. Arrival by air is also permitted, with proof of vaccination and a negative COVID-19 test within 72 hours of departure.

Whether it's safe to travel in general is a personal question. No destination is risk-free, so travellers will have to decide for themselves, says Agnes Gulbinowicz, Manager of Travel Insurance Product for BCAA. Before you go anywhere, check and follow the advice at: travel.gc.ca. "Depending on where you're going, different requirements and restrictions may be in place – something to keep in mind as you plan," she adds.

Essential prep and planning

Begin by ensuring that all eligible members of your travel party are fully vaccinated, at least two

TIP!

Vaccination is your most important travel prep step and best line of defence against COVID-19, abroad and at home.





(left) Adored by Canadians for its white sand beaches, Punta Cana, Dominican Republic, is now open to visitors. Arrivals must fill out a health declaration and may undergo random testing on arrival; (bottom left) jungles and waterfalls are back within reach: Costa Rica welcomes visitors who fill out a health form pre-trip, providing proof of vaccination or travel insurance that covers COVID-19.

weeks before departure. With new, highly contagious COVID-19 variants emerging around the world, this is the best way to prepare and protect yourself abroad.

Once you've picked your destination, allow extra time for research and planning, says Gulbinowicz. On top of entry requirements, read up on rules within your destination. For instance, are masks required in public spaces, like shops, subways, taxis and theatres? Along with your normal travel documents, such as current passports and visas, you'll need to pack proof of vaccination for most places. Some countries have vaccine passport programs similar to BC's Vaccine Card system, so keep your document on hand and ready to produce in museums, restaurants and wherever requested.

During your trip

At airports, patience is a must. You can expect longer lines due to additional security and safety checks. Departure and arrival delays are common, too, so get there as early as possible. Masks are mandatory in lounges, concourses

and other communal spaces. As you board, gate agents may take your temperature, and you'll notice flight attendants checking in regularly to make sure masks stay on, except during meals.

Sensible safety precautions apply as much during your trip as they do back home: wash your hands frequently and wear a mask in all crowded spaces, even when it's not required by law.

TIP!

Travellers returning to Canada must take a PCR test and share info using the ArriveCAN app. canada.ca/arrivecan



A masked tourist snaps photos in pandemic-era Italy. Canadian travellers are now free to visit Italy, as long as they fill out a Passenger Locator Form, take a COVID-19 test 72 hours prior to arrival and provide proof of vaccination.

When possible, stick to outdoor dining and activities in your destination to lower your risk.

You should also self-monitor for COVID-19 symptoms before and during your travel, and isolate if you experience symptoms, even mild ones. And what if you catch COVID-19 while travelling? In most places, you would be forced to quarantine locally at your expense for 10 days to two weeks (or until you needed medical attention). "If a traveller is showing symptoms, we encourage them to call us and get an assessment right away," says Gulbinowicz.

Travel insurance in the age of COVID

If travel insurance was a smart choice before COVID-19 – to cover unexpected delays and out-of-country medical issues – it's even more essential now. Finding a provider that offers COVID-19-specific coverage is key.

BCAA Travel Insurance now includes COVID-19 medical coverage at no additional cost, says Gulbinowicz. Travellers who are fully vaccinated with a Health Canada-approved vaccine at least 14 days prior to

TRAVEL

departure can receive up to \$10 million for COVID-19-related medical expenses outside of Canada. Those who have a first dose 14 days before departure can get up to \$1 million in coverage. Meanwhile, a new BCAA Virtual Care program allows customers to speak to a doctor by phone or video, from anywhere in the world, by dialling the BCAA claims assistance centre. A team member guides the caller through a remote assessment, and assists with accessing the service.

"It allows you to potentially skip having to go to an ER or clinic in person while travelling abroad. You can avoid unnecessary in-person interactions that may put you in harm's way," says Gulbinowicz. The team then works closely with medical personnel to understand your situation, direct you to local medical resources and,



The charming city of San Miguel de Allende, Mexico, is a hot spot for Canadian snowbirds and tourists. Canadian are welcome in Mexico, upon completion of a COVID-19 risk-factor questionnaire.

where possible, set up direct payments for medical costs if needed.

Wherever your travels take you, one thing is certain: the comfort of knowing someone is watching out for you back at home makes it easier to go with confidence. ■

MEMBERS SAVE

Planning a trip? With BCAA Travel Insurance, you get FREE COVID-19 medical coverage and worldwide virtual care. Plus, Members save 10%.
bcaa.com/travel

If you're travelling, we're here for you.

We offer 24/7 virtual care and FREE COVID-19 coverage so you can get the medical help you need wherever you are in the world.



Travel Insurance

Buy online in minutes at
bcaa.com/travel



Travel Insurance is sold through B.C.A.A. Holdings Ltd. dba BCAA Insurance Agency, a licensed insurance agency, and is underwritten by BCAA Insurance Corporation. Insurance claims are administered by Orion Travel Insurance Company and its subcontractors, Active Care Management (2018) Inc. and Global Excel Management Inc. The availability of virtual care depends on your geographic location, the nature of your medical emergency, and remains subject to the discretion of BCAA Claims Assistance. COVID-19 medical coverage is dependent on vaccination status and included at no additional cost with the purchase of a BCAA Travel Emergency Medical Insurance policy. Full product terms and conditions available at bcaa.com/wordings. 217-21

Act now and save
\$1500! Offer includes
Exclusive Shower Package!*

Step into a safer, more comfortable bath.

Our walk-in tub will totally change your bathing experience!

Nervous about slipping? With the Safe Step walk-in tub, you can just sit down and relax. No more worries about falling. And with luxuries like temperature control and powerful hydrotherapy to soothe away your aches and pains, it's a whole new bathing experience, like having your own personal spa. Time for you to get back in the tub? Call us right now to find out more — and if you order by Dec. 31, you'll save \$1500 plus get our *Exclusive Shower Package* with height-adjustable showerhead!



Low sealed door allows easy entry and exit.



Handy remote adjusts heat and hydrotherapy.



Powerful massage action helps relieve aches and pains.

Canadian
SAFE STEP
WALK-IN TUB CO.

North America's leading supplier of walk-in bathtubs.

** Orders must be received by Dec. 31, 2021*

Call for a quote or free info package: 1-800-576-3722 | www.mysafesteptubs.com



Don't believe us?

Scan the code to witness
stains wipe away.



CLEAN FREAKS REJOICE.

THE **NEW** EASY-TO-WASH, LONG-LASTING,
PERFECT-IN-ANY-ROOM PAINT.

Remove stains like never before,
visit Dulux.ca/cleanfreaks to know more.

With a BCAA Membership, get 25% off the regular retail price of
all Dulux manufactured products, plus earn 3% in CAA Dollars®.*

Available at Dulux store locations and other participating locations. See store associate for details. Not available with other promotions and is neither applicable nor available on trade purchases made under a professional account with Dulux Paints. CAA members must show valid CAA membership card at time of purchase. The PPG Logo is a registered trademark of PPG Industries Ohio, Inc. Dulux is a registered trademark of AkzoNobel and is licensed to PPG Architectural Coatings Canada, Inc. for use in Canada only. The Multi-Coloured Swatches Design is a registered trademark and Clean Surface Technology and Diamond Distinction are trademarks of PPG Architectural Finishes, Inc. © 2021 PPG Industries, Inc. All Rights Reserved. CA715007 6/21





Cloverdale Paint



Don't wait for a sale!
SAVE EVERY DAY!

When you bring your BCAA membership card to any Cloverdale Paint Store, you'll receive exclusive discounts and special incentives.



Proudly Canadian Owned & Operated

37 Locations throughout BC to serve you.

Providing quality products and exceptional service to Canadian communities since 1933.

Stay Connected with Cloverdale Paint!



GET WINTER READY WITH WEATHERTECH.



Canadian winters can be tough, but they don't stand a chance against WeatherTech. The laser measured FloorLiner and Cargo Liner perfectly cover your vehicle's floor and cargo area, offering complete protection against snow and salt while providing an exceptional fit. And with a lifetime warranty, WeatherTech can handle anything that winter brings - for as long as you own your vehicle.

WeatherTech®

Auto. Home. Pet. Find Your Fit.

888.905.6287 | WeatherTech.ca

MOBILITY

Say Hello to Evo Victoria

BCAA's popular Car Share has arrived on Vancouver Island

BY JULIA DILWORTH



This summer, BCAA's Evo Car Share hopped the Georgia Strait. Starting with an 80-car fleet, the ultra-popular service launched in Victoria August 1, bringing communal mobility to a whole new set of active city dwellers who have people to see and gorgeous coastal places to go.

Metro Vancouver Evo Car Share Members will recognize the cars from the Mainland: the newest class of five-seat sedan Toyota Prius hybrid, with the signature electric blue roof racks for bikes, snowboards and skis. Whether you're in Victoria, New West or Burnaby, the same pricing applies, too, with trips at 45 cents a minute, \$16.99 an hour or \$99.99 a day.

It's a package that has convinced a ton of Metro Vancouverites they don't need to own a car – or rely on one as heavily – over the past six years.

"You don't have to worry about paying for parking, gas or insurance," says Evo Senior Manager of Business Operations Dave Wharf. "All you have to do is find a vehicle, reserve it, walk to it, open it and drive it to where you want to go, and you can leave it there."

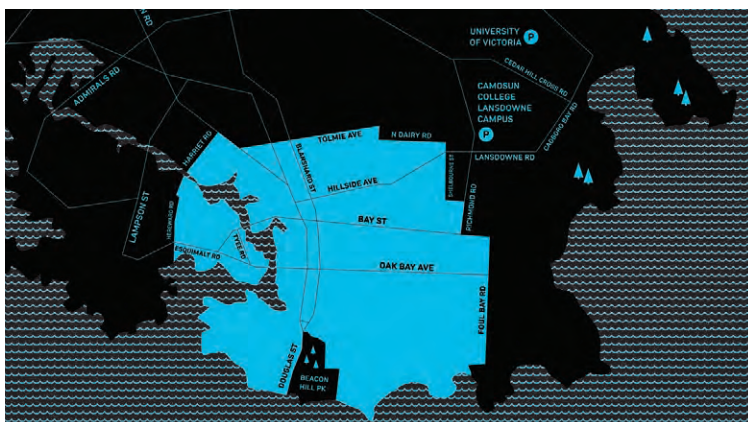
In Victoria, the uptake was immediate. "The first weekend people were up in Tofino with the cars," says Wharf. His team has already been getting requests for Evo to expand its Home Zone to areas such as Esquimalt, Oak Bay and Saanich.

Destination in demand

The Island's strong green ethos was one reason Evo set its sights on Victoria, says Wharf: "Especially here, many people are looking at how to get away from fossil fuels and asking themselves, 'Can I go car-light or car-free?'"

The city also has one of BC's highest population densities outside Metro Vancouver. "Mobility goals are a big thing for us," says Wharf. "It's why BCAA continues to support Evo as a way to help people in BC move around."

Evo Victoria has arrived – seen around town at BC's Parliament buildings (previous page) and the entrance to Chinatown (right); the Victoria Home Zone includes satellite parking at UVic and Camosun College (map below).



Not only that, but Victoria was the birthplace of BCAA back in 1906. "It has always had a special place in our hearts," he adds. "And the city was supportive. They wanted us here."

Home in the zone

Evo's Victoria Home Zone currently includes downtown, with boundaries at Hereward and

5 TOP SPOTS TO EVO AROUND VICTORIA

Now that you have wheels, here are a few suggestions to take in what the city and Island have to offer:



1 MALAHAT SKYWALK
Opened this July, the SkyWalk is a must-stop for anyone day-tripping across the

Island. Around 35 minutes northwest of downtown, this elevated walkway towers above a forest of arbutus trees, ending with a 32-metre timber and glass lookout – and views, views, views. Finlayson Arm, a gleaming Mount Baker; it's almost more than eyes can handle. A 20-metre spiral slide is the quick route back to the bottom.

2 MOUNT DOUGLAS
A 22-minute drive north of downtown, you'll find Mount Doug, with its trails, secluded beach and sweeping panoramic vistas of the Haro Strait and nearby San Juan Islands. Pack in pals or pets and drive to the base, park and walk up. Or, drive all the way to the summit and park there, to take in the coastal scene from your heated interior.



3 MOUNT WASHINGTON SKI RESORT
Vancouver Island may be known for a year-round climate that's oh-so-moderate, but Mount Washington gets some of the biggest snowfalls in North America. More than

TIP!

Evo's year-round mud-and-snow tires may not be suitable for some snowfalls and ice, so use caution.

688 hectares of in-bound terrain call powder hounds from Victoria and beyond, along with cross-country skiing trails, snowshoeing, a dedicated nordic lodge and tube park. Strap boards and skis to Evo's roof racks and make the three-hour drive up-island for a snow-venture day trip or overnigher.

4 FERRIS' OYSTER BAR
Now that you can park anywhere on Yates St. thanks to Evo, it only makes sense to warm up on cold days at Ferris' Oyster Bar. Locals love this downtown haunt for a host of tasty favourites, but the chicken penne soup routinely causes lineups. The fresh veg, cilantro, penne and sweet-and-spicy chili broth are just the opening act for fried wild rice dumplings, which are nothing short of spectacular.



Harriet Roads in the west and Tolmie Avenue in the north. Foul Bay Road marks the easternmost boundary on the peninsula. To the south, the zone encompasses Dallas Road, James Bay, Clover Point Park and all the other beautiful beach spots you'd want to cruise to, with

5 MATHESON LAKE

Located in Metchosin, this 156-hectare regional park is one of the best just-out-of-the-city destinations year-round. A treed, 3.8 km waterfront trail snakes around the water, dotted with lookout points and rocky perches. And nearby My-Chosen Cafe (see what they did there?) is a must-visit for homey baked treats. At 28 km southwest of Victoria, the only practical way to reach this spot is to drive. And wouldn't you know it, you have four extra seats. —J.D.



Protection on the road & for your wallet



SAVE \$20

on an

ASSOCIATE MEMBERSHIP

Limited time offer

Plus, you can save over \$1,000 per year at hundreds of your favourite brands, including:



Save 10% on parts & accessories



Earn up to 5% back in CAA Dollars®



Earn 8% in CAA Dollars



FREE beverage upsize & 10% discount on food



Save up to 20%



Learn more at bcaa.com/wintersavings

Offers subject to change. Some conditions or restrictions may apply. Visit bcaa.com/wintersavings for details. BCAA Primary Members can save \$20 on the cost to add a new Associate Member to their plan. The cost to add an Associate Member varies depending on the Associate Membership plan selected.

217-21

GIVE THE GIFT OF



\$5 MEMBERSHIP + 75 MINUTES*

\$10 FOR 25 MINUTES†

Visit evo.ca/shop

Offers expire 12/31/2021. *\$5 Membership offer is valid on new Evo Memberships only. Promotional value expires 2/28/22. †\$10 offer minutes expire 7/30/22. Order by December 18 to ensure delivery by Christmas.

CREATED BY **BCAA**

the exception of inside Beacon Hill Park. There are also two campus satellite zones where Evo Members can leave cars, at the University of Victoria and Camosun College.

After years of fine-tuning the service in Metro Vancouver, Wharf and his team knew one of the keys to success would be parking. “The ability to leave Evo vehicles at parking meters took us about four years to get in the City of Vancouver,” he explains. It was worth the wait.

TIP!

Road-tripping Vancouver—Tofino, or Victoria—Whistler? Remember: journeys must start and end in the same Home Zone.

“Convenience is the number-one thing for Evo Members. It drives our business; pun intended,” he says. The company is proud to offer the kind of convenience that allows an Evo Member to take a

car downtown and leave it right in front of a restaurant, for example.

Working closely with the City of Victoria, Evo was able to secure parking in residential spots, and metered street parking (other than the 20-minute-max variety), within the Home Zone. And because the city owns or oversees most of the parkades downtown, Evos can park there, too.

For locals who have concerns about a car share using parking spots, Wharf says he hopes to spread awareness that Evo is ultimately taking vehicles off the road. “Car-sharing in general reduces car ownership,” he says.

To get into a Victoria-based Evo, you can be a Metro Vancouver Evo



**Get peace of mind that
you're protected**



Home Insurance

Home Insurance is sold through B.C.A.A. Holdings Ltd. dba BCAA Insurance Agency, a licensed insurance agent, and underwritten by BCAA Insurance Corporation. All trademarks are the property of their respective owners. BCAA and CAA trademarks are owned by, and use is granted by, the Canadian Automobile Association. 217-21



Evo roof racks can accommodate bikes, snowboards or skis to suit the West Coast lifestyle year-round.

Member and get started right away. Or, download the app and sign up by supplying a copy of your driving record. And while you can't take a Vancouver car and leave it in Victoria or vice versa (trips have to start and end in the same Home Zone) there's nothing to stop Evo Members from doing a weekend or longer trip, farther afield.

Mapping the future

Cementing success and doing a great job of supporting Victorians is step one, says Wharf. But the service could expand quickly if residents of neighbouring communities call out for Evo.

"I had an area in Vancouver, Victoria-Fraserview, that literally sent in a signed petition with 200 signatures on it that said, 'Please come to our neighbourhood,'" says Wharf. "It was a neighbourhood we hadn't actually thought of. But we started looking at it – where the trips were ending, the Evo Members who lived there – and then we decided to do it. I think the same thing will happen in Victoria. We'll start to hear it. We're really excited to keep expanding Evo on the Island, and throughout BC." ■

MEMBERS SAVE

BCAA Members get FREE Evo Membership and 60 free driving minutes. Plus, save 10% on every trip. Use promo code EVO2BCAA or visit: evo.ca/evo2bcaa



Renew over the phone
from wherever.

Call 1.888.268.2222



BCAA Optional Car Insurance and Autoplan are sold through B.C.A.A. Holdings Ltd. dba BCAA Insurance Agency, a licensed insurance agent. BCAA Optional Car Insurance is underwritten by CAA Insurance Company and Autoplan is underwritten by the Insurance Corporation of British Columbia. CAA and BCAA trademarks are owned by, and use is authorized by, the Canadian Automobile Association. The ICBC Autoplan logo and/or wordmark(s) are trade-marks of the Insurance Corporation of British Columbia. All rights are reserved by the Insurance Corporation of British Columbia.

226-21

WINTER MAINTENANCE PACKAGE

from

\$58

Auto service you can trust



Auto Service Centre

Price is based on a basic oil change package. Includes 5 litres of oil and ProSelect oil filter. Additional charges apply for oil over 5 litres and/or upgrades on the filter. Taxes are additional. See in-store for full details or visit bcaa.com/offers

#BCAASavestheDay

A Dose of Kindness

BCAA helped vaccinate residents of nearly 60 BC communities

This past spring, as vaccines finally arrived in BC, the province faced some big hurdles. For starters, how to get doses out quickly, especially to vulnerable populations in rural communities. So BCAA stepped up.

"When we heard that remote parts of BC needed help getting vaccines to people, we knew we could be part of that solution," says Shawn Pettipas, BCAA Director of Community Engagement.

Working quickly, BCAA transformed a fleet of Mobile Response Units (MRUs), normally used for disaster relief, into mobile immunization clinics. Working with the Interior Health Authority, the MRUs deployed to communities in the Interior, Okanagan and Kootenays. The mission: get as many people vaccinated as possible, as quickly as possible. In all, BCAA MRUs helped deliver vaccines to more than 21,000 residents in around 60 hard-to-reach communities like Lumby, Okanagan Falls and Cherryville.

"We [saw] people coming through the clinic who explained to us that they wouldn't have normally left their community to get a vaccine," says Karen Morash, Director of Health Services for the Interior Health Authority. "It actually [saved] people's lives."

BCAA Members should know they played a part, says Pettipas. "It was a real honour to be part of that process," he adds. "Our employees are so proud that we contributed to British Columbians moving forward." ■

▶ WATCH THE VIDEO: bcaa.com/MRUtents

HAS BCAA SAVED YOUR DAY?

Share your story and you could win a \$50 gift card to one of our Rewards Partners.

Tag #BCAASavestheDay on social media, record a quick video or email: bcaasavestheday@bcaa.com



Thanks to BCAA employees and Mobile Response Units, Interior health authorities were able to vaccinate more than 21,000 people who wouldn't otherwise have had access.

4 WAYS TO PROTECT YOUR HEARING DURING THE WINTER



WINTER IN CANADA is in full swing which means the days of freezing temperatures and harsh weather conditions are upon us. While most people wouldn't think to leave their house without a coat, boots or gloves during the winter, it's just as important to remember to protect your ears when venturing out in the cold.

HOW CAN I PROTECT MY EARS IN THE WINTER?

- **Keep your ears warm and dry**

Your ears are always the first part of your body to get cold because they are comprised mainly of cartilage and contain hardly any insulating fat, putting them more at risk when going outside in the cold winter air. Rain and snow also expose your ears to extra moisture, which can result in a greater risk of infection. Make sure to wear a toque, earmuffs or scarf when venturing outside.

- **Skiers and snowboarders, beware of exostosis**

Excessive exposure to extreme cold and wet weather can increase the risk of exostosis, a rare condition where your body increases bone growth in the ear canal to block out the cold. This can block the ear canal, which increases the risk of infection due to trapped fluid. To avoid exostosis, make sure you are keeping your ears properly covered and dry when taking part in your favourite snow activities.

- **Protect your ears from loud winter noises**

Consistent exposure to loud noise from outdoor machinery can have detrimental effects on your hearing. A snowblower can exceed 100 decibels, and if your ears are exposed to it for enough time (approximately two hours), this can do some serious damage to your hearing. If you need to operate a snowblower, make sure you do so in short bursts and wear proper hearing protection.

- **Take extra care of your hearing aids**

Along with your ears, your hearing aids are also susceptible to the damaging effects of the harsh winter conditions. Take extra care of

your devices during the winter months.

- **Be mindful of moisture**

Along with protecting your ears, make sure to wear a hat or scarf when venturing outside to shield your hearing aids from the rain or snow. However, keeping your hearing aids completely dry is not an easy feat, which is why it's also important to avoid corrosion by wiping away any moisture your hearing aids have collected.

- **Check your hearing aid batteries more often**

When hearing aids are exposed to cold temperatures, the battery may drain faster than usual. The batteries are also susceptible to damage in cold weather. It's a good idea to pay extra attention to the charge on your hearing aid battery during the winter and to ensure you're storing your spare batteries in a warm, dry place.

Your hearing is important. Take care of it. Connect Hearing offers modern and discreet hearing technology at convenient locations open across Canada and in your neighbourhood. Book your hearing evaluation with hearing professionals you can trust visit connecthearing.ca/CAA or call 1.888.486.0177 today.

Did you know CAA Members save up to 20% on hearing technology?

They also enjoy more exclusive benefits: 15% off everyday listening products, five years of free batteries with a hearing aid purchase, and members always get Connect Hearing's lowest price. ■

Facebook: @ConnectHearingCanada

Twitter: @Connect_hearing

Website: connecthearing.ca/caa

Phone number: 1.888.486.0177

*Visit our website or call us for complete terms and conditions.

**Connect
Hearing** 
YOUR HEARING PROFESSIONALS



**Hundreds of thousands
of hectares lost.**

**Tens of thousands of
displaced families.**

**Countless firefighters
and volunteers in action,
helping to move the
province forward.**

To the firefighters and volunteers who didn't rest until our communities were safe, there's truly no way to thank you enough.

To everyone across the province, thank you for your strength and resilience during this difficult time. We'll continue to be here for you, your family and your home as we rebuild.

BCAA has donated \$100,000 to Canadian Red Cross BC Fires Appeal. If you'd like to donate or have questions about BCAA Home Insurance policy go to bcaa.com/wildfires

All donations will be matched by the provincial government until Dec 31, 2021.

