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Standing against discrimination

BCAA stands in solidarity with our Asian communities, customers and team members against racism in British Columbia, and around the world. Vancouver alone has experienced a 97 per cent rise in hate crimes and a 717 per cent rise in anti-Asian hate crimes over the past year, with more than 900 incidents reported across Canada since the onset of the pandemic.

At BCAA, we believe in diversity, inclusion and acceptance, but we also acknowledge we must do more for all British Columbians. To everyone impacted by racism, we see you, and we support you. We are committed to standing up and speaking out against racism and injustice in all forms.

BCAA and Block Watch work together to expand community safety in BC

As British Columbians continue to stay local and spend more time at home, keeping you, your family and your community safe is top of mind for us. That's why we're excited that BCAA and the Block Watch Society of BC are teaming up to increase community safety through the power of both organizations' Members.

Our shared goals around disaster preparedness and prevention, building safer neighbourhoods and engaging our communities to keep British Columbians safe mean we can make a positive difference across the province. Keep an eye on our social media channels for news about upcoming joint safety initiatives.

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WRITE US



BCAA
4567 Canada Way
Burnaby, BC
V5G 4T1

Email: bcaamagazine@bcaa.com

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EDITOR KIRSTEN RODENHIZER

ART DIRECTOR EDWIN PABELLON

PRODUCTION COORDINATOR LANDON MARIE 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

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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 McRITCHIE, BBA

DIRECTOR/SALES BRIANNE HARPER

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

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Introducing BCAA Small Business Insurance

At least once a week someone asks us if we sell small business insurance. At BCAA, none of us likes saying no – I’m pleased to report that soon we will no longer have to. I’m excited to share that this summer we’re launching BCAA Small Business Insurance to help BC entrepreneurs protect their businesses.

According to the BC Government’s Small Business Profile, 98 per cent of all businesses in BC are considered small businesses, and nearly 20 per cent of the workforce is self-employed. That’s a significant driver of our economy. What concerns me is that 25 per cent of those businesses are underinsured.

As we manage through tough times, BCAA wants to be there to help small businesses, understanding the vital role they play in our overall prosperity, but also the social fabric of this province. Some businesses have been in families for years; many were born out of a passion and unwavering belief in an idea. Owning a small business takes grit and tenacity, and can come with a heavy weight of responsibility to families, employees, customers and communities.

I know this firsthand, as my parents have owned and operated a small business for 40 years. The first commercial kelp farm in North America, their enterprise on the west coast of Vancouver Island continues to produce kelp seed for kelp farmers and conservationists today. “Find your kelp” is not just a promotional slogan, but a battle cry, for my parents. Over the years I have seen the effort they have put into protecting their life’s work.

Whether it’s a new business or one that’s been operating for decades, BCAA is here to help. As a BC-based



BCAA President and CEO Eric Hopkins on the west coast of Vancouver Island, where his parents own a kelp farm.

organization, we understand the needs and concerns of local small businesses. We also know small business owners’ time is at a premium. So, we’re making it quick and simple to get a quote and buy online, with a team of Small Business Insurance experts ready to help over the phone.

As we all emerge from dark days, it will be BCAA’s great privilege to do our part to support and protect BC’s small businesses as we rebuild our economy.

Eric Hopkins
President & CEO

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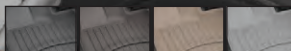
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129-21

MOBILITY

Split Focus: Why Are We Still Driving Distracted?

Ask British Columbians about the biggest threat to their safety on the road, and most will say distracted drivers, without skipping a beat. Yet in BCAA's 2021 Distracted Driving Survey, nine out of 10 respondents said they "multitask" in their cars – or ride with drivers who do. That means everything from talking on cellphones to eating, drinking, fiddling with climate controls, switching music and interacting with passengers. One in 20 respondents said they've been in a collision as a result, and one in five have had a close call. "We've been conditioned to think of multitasking as this positive, praiseworthy ability," says Shawn Pettipas, Director of Community Engagement at BCAA. "But there are no gold stars for 'doing it all' behind the wheel. The reality is, our brains can only handle so much, and multitasking is just another word for distraction." ►

Responses like these keep Cpl. Mike Halskov awake at night. The veteran police officer, now a spokesperson for the RCMP's BC Highway Patrol based in Surrey, has watched distraction surpass impaired driving as a leading cause of traffic fatalities in BC over the past decade. Today, around one in four fatal crashes is caused by distraction.

After years of campaigns and giving out tickets, Halskov thinks the message is starting to break through. But there are still far too many losses.

"It's tough to change human behaviour," he says. "Across the

province, we dedicate a lot of resources to this issue, because we understand that if left unchecked, it's going to result in more people dying on our roads."

What is distracted driving?

Behind the wheel, a distraction is anything that splits a driver's focus. According to experts, sources of inattention can be visual, taking your eyes off the road; manual, taking your hands off the wheel; auditory, interfering with sound cues; or cognitive, causing your mind to wander. Framed this way, it's easy to

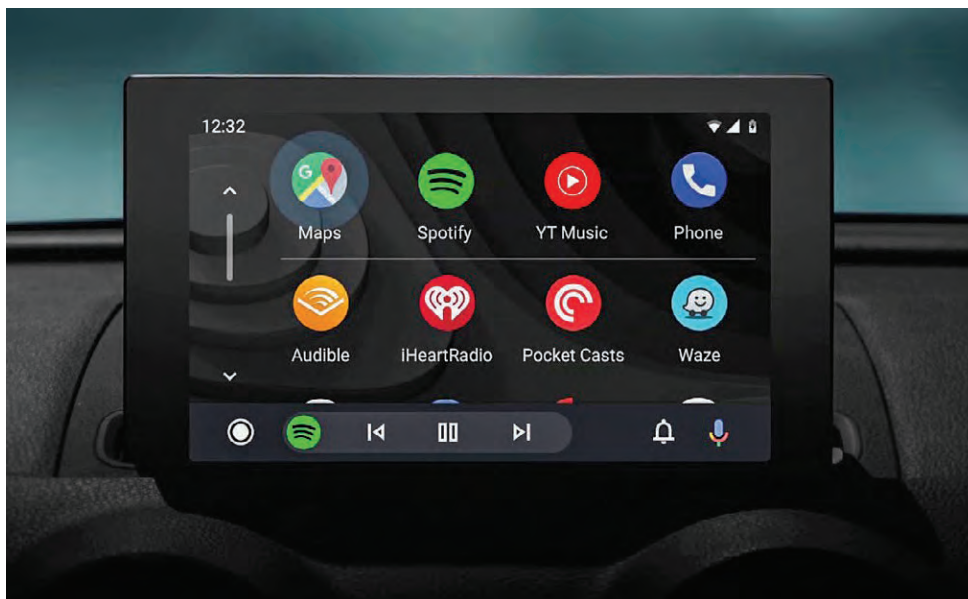
see why normally harmless activities – listening to music, fiddling with dials, scarfing burgers, refereeing squabbles – turn risky in the driver's seat.

Then there are smartphones, which wrap multiple distractions and temptations into one potent package. "Our cellphones aren't just phones anymore," says Halskov. "They're instruments we use to text, surf the Internet, listen to music and podcasts. It's very difficult for people to just put them down and focus on what they need to focus on." Meanwhile, modern vehicles are becoming technology-



TIP!

Keep your mind and eyes on the road, not passengers.



(opposite and below) Passengers and pets can be sources of mental, visual, auditory and manual distraction inside a vehicle; (left) smartphone interfaces like Android Auto are designed with features to limit distraction, but any infotainment system can pull focus from the road if the driver isn't diligent.



saturated, too, with all kinds of shiny diversions built right into the dashboards. Between touchscreens, digital displays, buttons, Bluetooth, GPS aids and infotainment systems, there's more competition for drivers' attention than ever before.

Your brain on distraction

When someone has been driving for years, the act feels like second nature. But to the brain, it's still a symphony of motor-visual functions: pressing gas and brake pedals, turning the wheel, watching the road, reacting to other vehicles, gauging speed and distance. When we pile on extra workload, or distractions, the brain diverts mental resources from the task at hand.

It's a cognitive trade-off, says neuroscientist and UBC psychology professor Dr. Todd Handy. "The brain can only engage with so much at once," he says. "If we're paying attention to one thing, we're ignoring another." And if we're steering a big metal box down a road at high speeds, the results can be deadly.

Our minds have a natural ability to relax and wander when performing a familiar task like driving, adds Handy. Normally, they can snap to attention



TIP!

Secure pets and kids before leaving, and don't turn around to interact – pull over.

quickly when something unusual happens, like another car swerving. But if you're already concentrating on something else – a podcast, a TikTok video, your reflection – you probably won't be able to refocus quickly enough.

Studies performed in a lab setting confirm that distracted drivers miss visual cues and have slower-than-normal reaction times, much like substance-impaired drivers. "We've all seen distracted drivers out there, and [the vehicles] really exhibit the same sort of symptomology as an impaired driver," says Halskov. "They might be weaving within their lane, straddling the centre line or the dividing lines. They could be speeding up, then slowing down. Or, they come to a lurching stop." Distracted drivers are also prone to "inattention blindness," meaning they may look at, but not really see, what's in front of them. This is why mental distractions are so dangerous.

It's also why "hands-free" doesn't translate to risk-free. Voice-only phone calls are permitted under BC's driving laws (see the sidebar on p.13), but there is a huge amount of evidence they're distracting; much more so than conversations inside the vehicle. This is partly because drivers and passengers

share an awareness of what's happening on the road, naturally modulating their conversation to the situation. But a remote caller has no clue, and may keep chatting away, even if the driver gets into trouble.

Drive away distractions

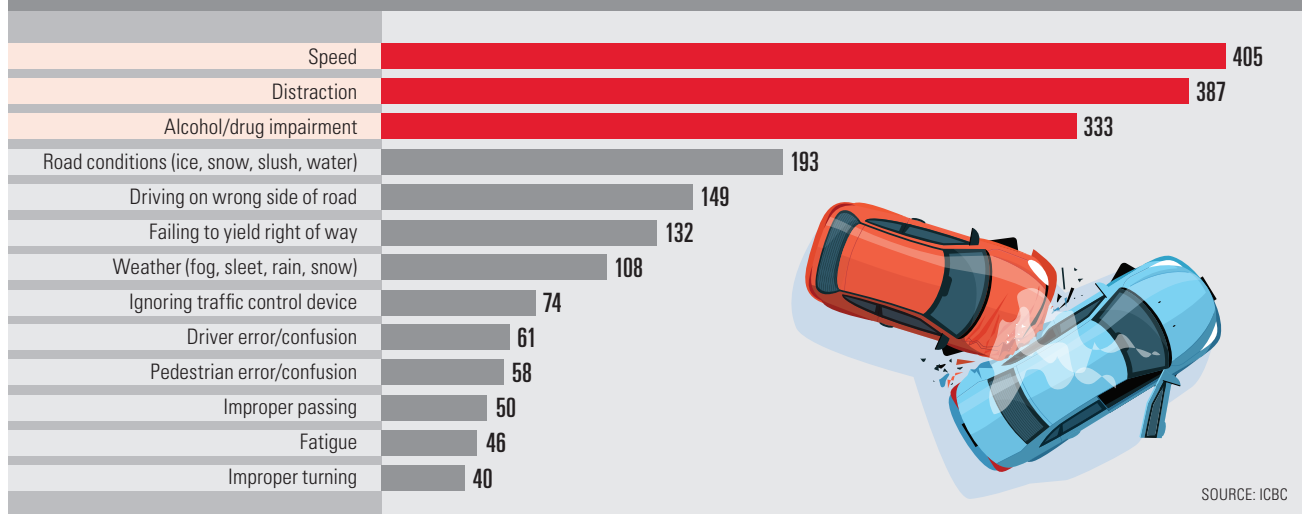
As BCAA's 2021 Distracted Driving Survey proves, we're quick to point the finger at others. As many as 93 per cent of respondents said they considered themselves a focused driver; yet 71 per cent also said they worry about other people not paying attention behind the wheel.

"We all think we're such amazing drivers, and it's other people who are the problem, but statistically that's impossible," says Pettipas. "If we all committed to paying more attention and focusing behind the wheel, it would make a huge difference on BC's roads."

We're all guilty of losing focus from time to time, he adds, even if due to activities that aren't traditionally associated with distracted driving. In BCAA's recent survey, around 10 per cent of drivers admitted to using their cellphones behind the wheel, but an overwhelming majority said they engage in other attention-grabbing activities: eating, drinking, adjusting



BC COLLISION FATALITIES BY TOP CONTRIBUTING FACTOR, 2015-2019





TIP!

Pull over to eat, calmly – it's better for your safety and your digestion.

Eating at the wheel might seem harmless, but it's a form of distracted driving. BC police can ticket a snacking driver for failing to exercise "due care and attention," an offence with one of the highest penalties of any distraction-related infraction, starting at \$368 and six demerit points.

climate controls, changing music, talking to passengers, digging in the glovebox, checking on kids and more.

When pressed, most described this as "multitasking," not distracted driving. But behind the wheel, there is no difference, says Pettipas. "When you're multitasking, it really means that instead of doing one thing well, you're doing a bunch of things less well, and that can be really dangerous when you're driving," he says. "Clearly we all have some work to do on our own behaviour day to day."

Start by allowing yourself extra time to get wherever you're driving, he says. Do your eating and grooming before getting behind the wheel, and program your GPS before starting the engine. Stow your phone in a zipped pocket or locked console, or put in Do Not Disturb mode. Better yet, power it off completely, or give it to a passenger to handle communication and navigation. Pull over to deal with unruly kids.

And if you see a distracted driver out on the road, whether that person is



BC'S DISTRACTED DRIVING LAWS

Under BC's Motor Vehicle Act, drivers can't hold, operate, communicate with or watch the screen of a handheld electronic device, even when stopped at a red light. This includes emailing, texting and all other computing functions. Hands-free calls are allowed, so long as the driver answers and hangs up with a single touch, and uses one earbud maximum. But the phone has to be fixed securely, to the car or the driver's body.

Drivers in the graduated licensing program who have their "L" or "N" sticker can't use any electronic device while driving, even hands-free.

To deal with non-electronic distractions such as eating, grooming and loose pets, BC has a law requiring drivers to exercise "due care and attention."

These are the tickets police can issue if you're caught driving distracted. Fines go up from here after the first offence:

Using an electronic device while driving:
\$368 and 4 demerit points = \$620

Emailing or texting while driving:
\$368 and 4 demerit points = \$620

Driving without due care and attention:
\$368 and 6 points = \$800

icbc.com/distracted-driving

The most recent versions of iPhone and Android software include driving mode, which can be configured to automatically lock the screen when driving is detected.



talking on a phone, vaping or wrangling a free-roaming Labradoodle – don't distract yourself by intervening. "The best thing you can do is focus on your own safety, and your own driving," says Pettipas.

Can technology help?

Smartphones and smart cars tempt distraction, but can they be part of the solution, too? Tech companies think so. The most recent version of Apple's iPhone software, for instance, comes with a Do Not Disturb mode that automatically blocks calls and messages when driving is detected. Android phones have a similar driving mode that triggers special voice commands. Both can be configured to automatically generate "I'm driving, call you later" text replies. Third-party developers have also released a crop of anti-distraction smartphone apps. Some lock the screen during driving. Others send auto-responses from the road, or allow parents to remotely monitor teen drivers.

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“Assuming it can’t be overridden by the user, that kind of technology is excellent,” says Halskov.

Another promising category comes from automakers themselves: driver-monitoring systems. These use cameras and sensors to detect a driver’s head position, wheel grip and eye movements, sounding an alert to pay attention if needed. General Motors, BMW, Tesla, Subaru and others offer some version of this technology. Often it’s a complement to other automated safety systems, like lane assist, emergency braking and forward-collision alert.

New anti-distraction features will likely evolve alongside autonomous-driving technology, says Pettipas. But ultimately, there is no substitute for an attentive driver. “Technology can be a really powerful aid against distraction, but we can’t become complacent either,” he says.

For Halskov, it’s a question of priorities. After all, there is no text, call or activity worth your life, or someone else’s. “I cannot stress enough the importance of putting the phone away and ignoring it, and focusing on the act of driving,” he says. “This comes from years of going to people’s doors to say, sorry to have to tell you, but your loved one was driving while distracted and went off the road. That’s a terrible thing to have to do. And it could have been so easily prevented.”

All drivers have to make a conscious choice to focus, on every

outing, adds Pettipas. “It’s an ongoing thing, and we need to be checking ourselves constantly and committing to ignore other tasks when we’re driving,” he says. “We all share responsibility for safety on

BC’s roads – every day, and every time we get behind the wheel.” ■

Learn more about distracted driving and road safety online:
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HOME

Beating the Space Race: Smart Buying and Selling in 2021

There are a lot of things about these pandemic times no one could have predicted: the global run on toilet paper; the national predilection for baking sourdough; the endless Zoom meetings. And, an ensuing run on houses creating a record-breaking hot BC real estate market. Homes are in demand now more than ever, as the pandemic leaves us all wanting more space for work, homeschooling and safely distanced leisure in our own backyards. Whether you're buying, selling or renovating, here's what you need to know to get the space you need. ►

By Lisa Manfield

Single-family homes line the streets of a Surrey suburb.

HOME

The BC housing market started picking up steam last year, and it's showing no signs of slowing down. Unit sales were up 21.5 per cent in 2020 over 2019, according to the British Columbia Real Estate Association (BCREA), with prices averaging 12 per cent higher than in 2019. And the first quarter of 2021 has shattered even more records. In March 2021 alone, sales increased by 123.3 per cent over March 2020, and average prices jumped 20.4 per cent. The demand for single-family homes and townhomes, especially, has skyrocketed, yet supply has been near record lows.

Itching to make a move

The numbers tell the story so many of us have been living for the past year: hunkered down at home, working from makeshift offices, side-hustling in our living rooms and spending all of our leisure time in our backyard – if we're lucky enough to have one. Through it all, we're realizing our spaces really aren't cut out for all this home time. We want more, and we want it designed to better suit our current needs.

Low mortgage rates and built-up savings have enabled many British Columbians to make a move. "Even before the pandemic, there was a lot of pent-up demand," says Dan Morrison, a veteran Vancouver realtor and a director of the BCREA. "June, July and August [2020] were the three busiest summer months in history," he says.

Morrison points to two major trends driving BC buyers right now. "People are moving from urban to suburban markets. The Sunshine Coast is going

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bcaa.com/home



(top) BC's real estate market heated up last year, despite limited viewings and COVID-19 precautions; (above) families crave space after working and schooling at home; (below) cozy decor touches create comfort during the pandemic; (right) offerings such as Chilliwack's Base10 Living townhomes, by Van Maren Group, are luring urban buyers who seek extra square footage, quality and affordability.





TIP!
Need a home checked out? The Home Inspectors Association of BC has a searchable list of licensed pros online. hiabc.ca

crazy, and the Interior, too, because you can get more bang for your buck there,” he says.

Then there’s the need for more space. “People who have been stuck in a two-bedroom place with three kids, for example, are looking toward single-family homes instead of [condos].”

Similar moves are playing out in other regions, especially in the Okanagan, which continues to see a strong influx of buyers from the Lower Mainland and Alberta, says Remax realtor and managing broker Anthony Bastiaanssen, who is also chair of the BCREA. “We’re seeing unprecedented activity and changes in pricing.

People are looking for specific things like outdoor living space, office space and a Zoom room.”

What owners and buyers want now

From dedicated office spaces to kitchen upgrades, hot tubs and more functional backyards, buyers are looking for homes with multi-functional areas, nostalgic comforts and leisure amenities. Ideally they want a place that is move-in ready, and they’re willing to pay more to get it.

“[Many] buyers are wanting more turnkey situations where they can

just walk in and it’s all done,” Morrison says.

“They don’t want trades coming in to do the work.”

Unless they’re looking for a

deal on a fixer-upper, adds Tara Godwin, owner of Attic to Alley Home Inspections in Kelowna: “Everyone’s comfort level [with repairs and upgrades] is different.”

Godwin says she’s been “crazy busy” with inspections since the beginning of the pandemic, adding the most important item she reports on is water control. “That is what you see neglected the most,” she says. “Uncontrolled roof water draining onto unprotected wood,



(left) A Tsawwassen home maximizes its outdoor living area; (below) floral prints, warm-toned metals and vintage-themed details mingle in a Granny Millennial-inspired space.



or pooling into the foundation, will rot the structure.” Other common issues include dated Poly B (polybutylene) piping – popular in the 1980s and 90s but prone to degradation and breakage – and asbestos. “Some people don’t care, but I have had people turn down deals because of Poly B. And asbestos is a big one because it’s very expensive to remove.”

On the design side, Margo Smith, Interior Design Studio Lead at Vancouver firm Zeidler, says the pandemic has diminished appetites for open-concept spaces. “They’re not overly conducive to having two kids homeschooling, a husband on a Zoom call and everyone jockeying for space,” she says. “So we’re trying to find different ways to carve out specific spaces without having to sit in a closet half the time.”

Smith says comfort is also a huge factor in these anxiety-inducing times. “A lot of our sense of comfort comes

from history, our memories of hanging out at Grandma’s, for example. And so we’re seeing a sort of Granny Millennial style,” she says. This is manifesting as cherry or mahogany furniture, textured upholstery and draperies with woven patterns. In kitchens, this translates to lighter wood cabinetry and a resurgence of warm metals. “We’re moving away from the glossy, sleek marble countertops toward softer finishes and more uplifting materials,” says Smith.

Buying and selling in 2021

For buyers in multiple-offer situations, as is most likely the case right now, Bastiaanssen says: be ready to act quickly. “We’re seeing multiple offers on many properties – from two or three to over 20 offers. For properties under \$700,000, there are so many people on the sidelines waiting for an opportunity to get into something affordable. So when a property comes on the market, if you’re not ready to act, it’ll be lost.”

Morrison concurs, adding the pandemic makes viewings more challenging due to safety limits. “Showings are in 15-minute segments,” he says. “And you can’t bring the whole family so you don’t have that larger group to give their opinion.” The key to success is preparation. Have your

financing sorted out before going to showings, and know your comparables. Are homes generally selling for 10 per cent over the asking price in your area? If so, that’s important information. “Disappointment is frequent if someone goes in and offers close to asking price,” he says.

And for sellers? Have a plan in place for where you will move after the sale. “If somebody walks in and gives you \$100,000 over asking, you’re going to take the offer,” Morrison says. “But if you haven’t started shopping around, you’ll realize there’s nothing out there.” You don’t want to overpay for your next place, so keep the lines of communication with your realtor open, he adds. The market may be unpredictable, but your strategy doesn’t have to be. ■

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The Corner Office

How to carve out work space at home without a spare room

BY LISA MANFIELD



Wall-mounted surfaces and multi-use furniture pieces can maximize work space in a shared area like the dining or living room.

Tired of working slouched on the couch or perched on the edge of the dining room table? With remote working at record highs, we could all use some tips for carving out a home office – even if there’s no room to spare.

Start by looking for a spot in your home that offers access to natural light, for well-being and productivity, says Vancouver interior designer Margo Smith. It could be small nook next to a bright kitchen, or a spare bedroom closet with a window to the side.

“It’s important that you have access to daylight,” says Smith. “If you have a landing at the top of the stairs that isn’t used all that often, there are lots of great furniture choices if you don’t want to have a huge desk setup.”

Smith suggests sourcing petite vintage furniture items, like a secretary’s desk or an old sewing cabinet. “These are statement pieces that look fantastic and you can open them up to have a desk surface.”

If there is no option but a shared space like the living or dining room, try adding a multi-use furniture piece, such as a small table or ladder shelf. Place bookshelves strategically to create separation. “This gives a bit of privacy and sense of place,” says Smith.

Homeowners who have backyards could explore a shed as an office substitute. “People are looking at outdoor spaces that can double as a home office, and where they can also send the kids when they want to have their friends over,” says Smith. With the right setup, you can use it for workouts, side-gigging or simply as an escape when you need breathing room. ■

FACE MASKS AND HEARING LOSS

Practical tips for communicating in a masked world



Face masks and hearing loss

Having a conversation from six feet apart and while wearing a face mask can be difficult for even the best hearing people. Face masks muffle sounds and hide facial expressions and lip movements—crucial aspects of understanding. Not being able to rely on such visual tools has become a major problem for individuals with hearing loss.

Check out this list of easy to implement techniques and tips to make communicating with face masks more manageable.

Practical tips and solutions

1. Basic communication strategies

When speaking with someone who has hearing loss, there are some easy techniques for maximizing their ability to understand:

- Face the person, and routinely check that the person understands you
- Use body language and hand gestures to add more context
- Speak slowly and enunciate your words

2. Make your hearing loss known

According to the WHO, 1.33 billion people globally have hearing loss, so when it comes to telling people about your hearing loss, there's nothing to be embarrassed about. Don't hesitate to ask someone to move to a quieter location or ask them to speak more slowly or louder without shouting.

3. Choose virtual communication options

If you rely on lip-reading, opting for video calls or virtual appointments is a good option to help you preserve your ability to understand speech. And get your hearing aids fit online with Connect Hearing's Virtual Care Program.

4. Hearing technology solutions

Hearing aids

There's never been a better time to start dealing with hearing loss. Many modern hearing aids are customized to your ears for a comfortable and discreet fit. They make better hearing more convenient, too, with features like rechargeable batteries, Bluetooth compatibility (for seamless listening when synced with a TV or computer), and apps that allow you to fine-tune hearing aid settings using a smartphone or tablet. These modern technology features mean today's hearing aids can account for those PPE-specific challenges, like background noise and muffled speech.

Take action today

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BCAA Members save up to 20%* on hearing technology plus more exclusive benefits, including 15% off everyday listening products and five years of free batteries with hearing aid purchase. ■

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TRAVEL

BC Spotlight: Lund and Beyond

BY SHEILA HANSEN

The Boardwalk Restaurant in Lund draws a sunset crowd for fish 'n' chips and harbour views.

TIP!

Check COVID-19 advisories, and only travel when it's safe to do so.
gov.bc.ca/covid-19

It's where peaks and rock bluffs give way to secluded lakes and old-growth forests. And where twisted Arbutus trees keep watch along sculpted shorelines. Literally at the end of Hwy. 101 on BC's upper Sunshine Coast, the seaside village of Lund was originally called Klah ah Men, or Place of Refuge, by the Tla'amin people. Around this natural harbour, they have hunted, fished, gathered, traded and told stories for thousands of years, as have the Klahoose and Homalco Nations in their neighbouring territories. By the early 20th century, Swedish settlers had named the sheltered townsite after a university city back home,

and logging and fishing fuelled the new economy. Over the years, the remote coastal outpost would attract free spirits, American draft dodgers and those simply looking for a new way of life. Sweetening the deal was the knowledge that Lund sits on the doorstep to panoramic Desolation Sound and its calm, sea-life-rich waters. Now home to about 300 year-round residents, Lund and the surrounding area provide easy access to parks, trails and beaches. Meanwhile, the laidback vibe and local culture have given rise to one-of-a-kind businesses – including, most recently, the province's newest Indigenous-owned eco-retreat. ►



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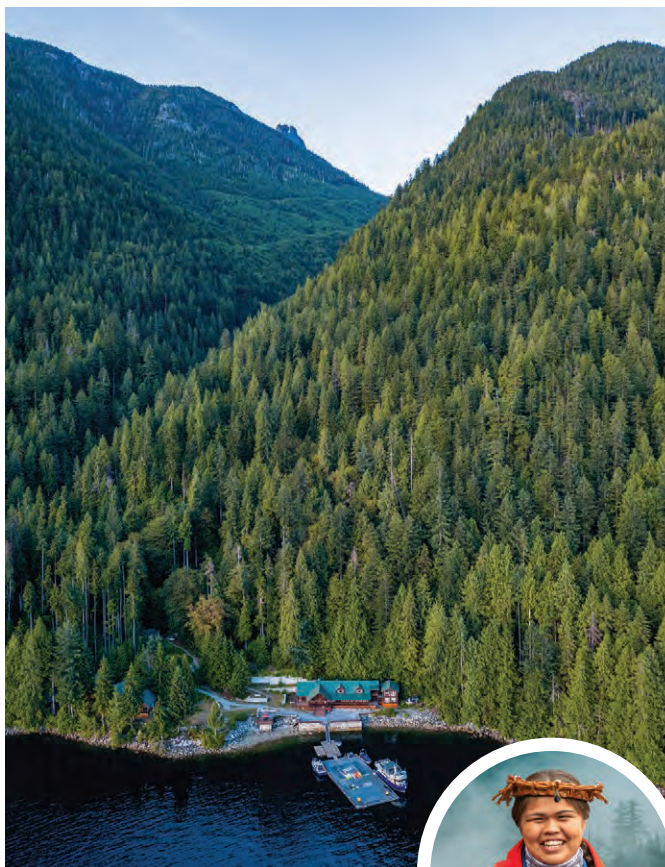
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Indigenous-owned resorts light up the Sunshine Coast

↓ ROOM

From Lund, it's a 45-minute boat ride up the coast to the newly reimagined **Klahoose Wilderness Resort**, in tranquil Desolation Sound. This all-inclusive eco-retreat, now owned by the Klahoose Nation, enthralls with immersive stays in a cedar lodge or private cabins. After a day of grizzly bear viewing or cultural touring with an Indigenous guide, guests sit down to plates of locally sourced sockeye salmon, halibut and sablefish. Back in town, one of the best places to stay is **The Village at Klah ah Men** (though closed this summer due to the pandemic). Formerly known as the Historic Lund Hotel, and recently transformed by the Tla'amin Nation, it features Indigenous artwork in every room. For a quirky, budget-friendly stay, the **Magical Dome** vacation rental brings fairytales to life with its curved lines and woodland setting.



At Klahoose Wilderness Resort in Desolation Sound, Indigenous guides like Clunn-Clunn Cheyanne Hackett (inset) escort visitors on cultural tours and wildlife adventures.



Fresh-caught fish is always on the menu at 101 Bar & Grill, located in The Village at Klah ah Men.

↓ REFUEL

Foraged ingredients meet Coast Salish-inspired recipes at the **101 Bar & Grill** in **The Village at Klah ah Men** (which is open despite the temporary hotel-side closure). Always on the menu are freshly caught seafood and classic pub fare – best enjoyed on the spacious patio with marina and ocean views. Steps away, at **Nancy's Bakery**, locals and tourists alike come for the signature blackberry cinnamon buns and stay for lunch. Farther along the harbour, **The Boardwalk Restaurant** serves up seasonal, mostly gluten-free dishes, like fish 'n' chips, seafood chowder and tacos, alongside gorgeous sunsets on the patio. ■



Kayaks park at Curme Island, on a multi-day tour with Powell River Sea Kayak, based on Okeover Inlet, near Lund.

↓ ROAM

Getting out on the water is a given here. Local operators run guided kayak and boat tours to islands, bays and inlets filled with seals, porpoises, orcas, humpbacks and eagles. New this year is Footprint Kayak & Hike Explorations' two-day **Birding by Kayak Tour** to the Copeland Islands.

A short water taxi ride from town, bike-friendly **Savary Island** beckons with white sand beaches, and the warmest Pacific waters north of Mexico. On the mainland, the 180-km **Sunshine Coast Trail** calls for day trips and overnight treks – complete with sweeping Salish Sea views from Manzanita Bluffs.

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My Best-Ever Investment

Reflecting on two decades as a Member

I have been with BCAA for more than 20 years, and used BCAA's services more times than I can count. One incident that stands out in my mind: my car's steering belt broke as I was driving. Not only was BCAA there for me, but the driver really calmed down my shaking nerves. At another point in my life, I was having problems with my old Chevy Impala; the security system would randomly click on and block my ability to start the car. It took me a year to figure out the cause, but BCAA was always there to bring me and my car to the shop, no matter where I was.

Another time I recall, I was on vacation in Alberta and my car wouldn't start. The Alberta Motor Association (BCAA's partner organization in that province) showed up to check the battery. Right there on the roadside, I purchased and had a new battery

installed – a good solid one with a full warranty, at the same price as buying from a shop.

Thinking back over the years, I have also called BCAA many times as a passenger, when I was out with a friend, and that person locked their keys inside their car. I also remember a few years ago, when I ran into issues with BCAA's local towing partners in Vanderhoof. In a small, northern town, there often is little choice about who holds the contract. But BCAA's Customer Care team still spent half an hour with me, going through what happened and explaining the corrective actions they would take to make sure it wouldn't happen again. My Membership may be the best investment I've ever made!

—Beverley McInnis

Vanderhoof, BCAA Member since 1995

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BCAA Member Beverley McInnis poses with her car in her hometown of Vanderhoof.

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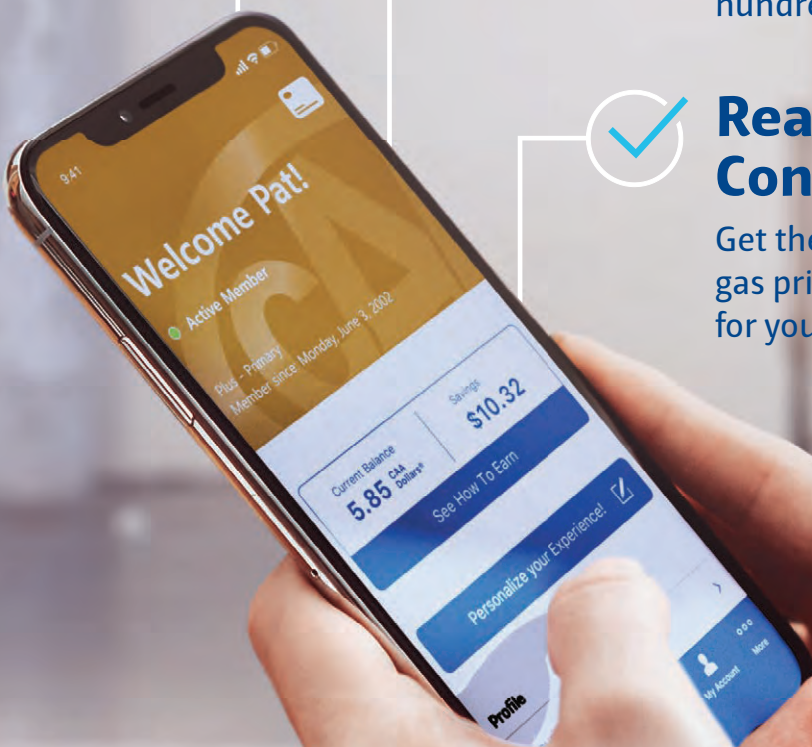
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