

**2.** This Regulation comes into force on the fifteenth day following the date of its publication in the *Gazette officielle du Québec*.

105981

## M.O., 2022-04

### Order 2022-04 of the Minister of Tourism dated 17 August 2022

Act respecting the Ministère du Tourisme (chapter M-31.2)

Tourist Accommodation Act (2020, chapter 30)

Terms for obtaining an accreditation from the Minister of Tourism with regard to the tourist information services provided by a department or body

THE MINISTER OF TOURISM,

CONSIDERING the first paragraph of section 5.1 of the Act respecting the Ministère du Tourisme (chapter M-31.2), enacted by section 41 of chapter 30 of the Statutes of 2021, which provides that only a government department, a government agency referred to in the first paragraph of section 4 of the Act respecting Access to documents held by public bodies and the Protection of personal information (chapter A-2.1), a municipal body referred to in section 5 of that Act and a non-profit body, holders of an accreditation from the Minister of Tourism with regard to the tourist information services that they provide, may use a sign or poster containing the words “tourist information” or any other word determined by regulation, indicating or implying the presence of a tourist information and welcome site and, if applicable, include the pictogram “?” or “I”;

CONSIDERING the second paragraph of section 5.1 of the Act respecting the Ministère du Tourisme, which provides that the Minister of Tourism establishes the applicable terms for obtaining an accreditation;

CONSIDERING the first paragraph of section 32 of the Act respecting tourist accommodation establishments (chapter E-14.2), which provides in particular that only a person authorized by the Minister may display a sign or poster containing the words “tourist information” or any other word or pictogram determined by regulation of the Government, indicating or implying the presence of a tourist welcome and information site;

CONSIDERING that it is expedient to take the measures required for the transition of the authorization regime provided for in section 32 into the accreditation regime provided for in section 5.1 of the Act respecting the Ministère du Tourisme;

ORDERS AS FOLLOWS:

The terms for obtaining the accreditation referred to in the first paragraph of section 5.1 of the Act respecting the Ministère du Tourisme (chapter M-31.2), enacted by section 41 of chapter 30 of the Statutes of 2021, as well as the measures required for the transition of the authorization regime provided for in section 32 of the Act respecting tourist accommodation establishments (chapter E-14.2) into the accreditation regime, are attached to this Order.

Québec, 17 August 2022

CAROLINE PROULX  
*Minister of Tourism*

### Terms for obtaining the accreditation with regard to tourist information services

Act respecting the Ministère du Tourisme (chapter M-31.2, s. 5.1, 2nd par.)

Tourist Accommodation Act (2020, chapter 30, s. 41)

#### DIVISION I APPLICATION FOR ACCREDITATION

1. A department or body referred to in the first paragraph of section 5.1 of the Act respecting the Ministère du Tourisme, enacted by section 41 of chapter 30 of the Statutes of 2021, wishing to be accredited for the purposes of that section must apply therefor in writing to the Minister of Tourism by sending the form provided for that purpose to the regional tourism association recognized by the Minister and representing the tourism region where the tourist information and welcome services are provided, duly signed and containing

(1) the name, civic address, email address and telephone number of the applicant and, if applicable, the address of the applicant’s website;

(2) the name of the signatory of the application acting as the applicant’s representative;

(3) if applicable, the applicant's business number in the enterprise register referred to in Chapter II of the Act respecting the legal publicity of enterprises (chapter P-44.1);

(4) the name of the tourist information and welcome site where the tourist information services are provided, as well as the civic address, email address and telephone number of the site and, if applicable, the address of its website;

(5) the type of tourist information and welcome site covered by the application, namely, an infotourist centre, a tourist information office, a tourist welcome office or a tourist information relay;

(6) the period of operation of the tourist information and welcome site; and

(7) an undertaking by the applicant to comply with the requirements established in Divisions II, III and IV of this Order and with the requirements specific to the type of tourist information and welcome site covered by the application.

For the purposes of subparagraph 5 of the first paragraph,

“infotourist centre” means a site where a tourist information service is provided and which has a welcome area of at least 30 m<sup>2</sup> where tourist information on Québec as a whole is provided, in particular by making it possible to consult and obtain official tourist guides from recognized regional tourism associations of all regions of Québec (*Centre infotouriste*);

“tourist information office” means a site where a tourist information service is provided and which has a welcome area of at least 25 m<sup>2</sup> where tourist information on the region where the site is situated, the bordering regions and Ville de Montréal and Ville de Québec is provided and which makes it possible to consult and obtain official tourist guides from recognized regional tourism associations of all regions of Québec (*Bureau d'information touristique*);

“tourist welcome office” means a site where a tourist information service is provided and which has a welcome area of at least 20 m<sup>2</sup> where tourist information on a sector, municipality or group of municipalities in a region is provided, and which makes it possible to consult all official tourist guides from recognized regional tourism associations and obtain the official tourist guide from the regional tourism association of the region where the tourist information and welcome services are provided (*Bureau d'accueil touristique*);

“tourist information relay” means a site where a tourist information service is provided and which has a welcome area of at least 6 m<sup>2</sup> where tourist information on a sector, municipality or group of municipalities in a region is provided by means of maps and written material (*Relais d'information touristique*).

2. An application for accreditation must be accompanied by the following documents:

(1) the document authorizing the applicant's representative to submit the application for accreditation;

(2) a copy of the applicant's letters patent, charter or constituting Act;

(3) a business plan establishing the applicant's financing and management capacity for at least the first 2 years of operation of the tourist information and welcome site;

(4) proof that the applicant holds a valid civil liability insurance policy or another means of protection, in accordance with the requirements established in section 26.

## DIVISION II OPERATING CONDITIONS

### §1. *Periods and times of operation*

3. The tourist information and welcome site must be operated on a continuous basis at least during the following period and for the following number of hours, which period includes the period beginning on the Friday before 24 June and ending on the first Monday of September of each year:

(1) in the case of an infotourist centre: 120 days, at a rate of 9 hours per day during the high season and 8 hours per day during the low season;

(2) in the case of a tourist information office: 75 days, at a rate of 9 hours per day during the high season and 8 hours per day during the low season;

(3) in the case of a tourist welcome office: 70 days, at a rate of 7 hours per day during the high season and 6 hours per day during the low season;

(4) in the case of a tourist information relay: 6 months, beginning on 1 May and ending on 31 October, 24 hours per day.

For the purposes of this section, the high season begins on 1 July and ends on 15 August.

4. The period and times of operation of the tourist information and welcome site must be displayed in a conspicuous place outside the site.

### §2. Information

5. The tourist information and welcome site, as well as the tourist information services provided at the site, can be accessed free of charge.

6. In addition to disseminating tourist information specific to each type of tourist information and welcome site, the tourist information and welcome site must provide general information of interest to the clientele concerning the territory covered, in particular local, regional and Québec maps, the contact information of hospitals, Info-Santé and police services, weather forecasts, road conditions, road work, train and bus transportation, and forest fires.

7. Outside business hours during the period of operation of a tourist information and welcome site, the clientele of the tourist information and welcome site must be able to access a voicemail or answering machine in order in particular to be directed to the call centre of the Ministère du Tourisme.

### §3. Human resources

8. Agents called on to provide tourist information services must have received at least 2 days of training on the various touristic products and the clientele-oriented approach.

The training must be based on a training plan established by the applicant.

9. The applicant must prepare, keep up to date and make available to agents a manual of the operating standards and procedures of the tourist information and welcome site, a welcome manual for agents and an emergency action plan.

10. At least 1 agent able to speak functional English must be present at the tourist information and welcome site at all times during business hours.

11. Agents called on to provide tourist information services must be encouraged to dress appropriately so as to project an image of quality of services and respect for the tourist clientele.

They must also wear an insignia or another type of identification displaying their given name or their full name.

12. Employees of the tourist information and welcome site must be familiar with the emergency action plan.

## DIVISION III CONDITIONS RELATING TO FACILITIES

### §1. Geographic location

13. The tourist information and welcome site must be entered in the localization plan prepared by the recognized regional tourism association of the region where the site is located.

### §2. Physical characteristics

14. The tourist information and welcome site must comply with the minimum welcome area corresponding to its class and meet the standards applicable under the Building Act (chapter B-1.1).

15. A tourist information and welcome site must include an information desk situated in a room separate from any for-profit establishment, including tourist accommodation establishments, restaurants, service stations, convenience stores and tourist attractions.

Despite the first paragraph, the information desk may be situated in a non-separate room if it is clearly indicated that it provides tourist information and that the room is operated by a department or body of the Gouvernement du Québec or the Government of Canada.

16. The tourist information and welcome site, including the information desk, must be adapted so that mobility impaired clients can access it and easily avail themselves of the services provided.

17. The tourist information and welcome site, as well as the equipment and furniture therein, must be clean, orderly and free of stains, rot, rust, graffiti, tears, burns, waste, discoloration, marks or holes.

18. At the tourist information and welcome site, or within 30 metres of it, the clientele must have access to

(1) a parking area with at least 1 parking space reserved for mobility impaired persons;

(2) a public washroom with a sink adapted for mobility impaired persons; and

(3) a telephone that can be used to make local and long-distance calls.

For the purposes of subparagraph 2 of the first paragraph, the washroom must meet the following requirements:

(1) the door must open toward the outside and have a minimum clear width of 81 centimetres;

(2) the door handle must be a lever type handle;

(3) the full washroom must have a minimum clear space of 1.5 metres;

(4) the toilet stall must have a minimum clear space of 1.5 metres;

(5) a grab bar must be situated near the toilet seat;

(6) there must be a minimum clear space of 68.5 centimetres under the sink;

(7) the mirror base must be at a maximum height of 1 metre;

(8) the sink faucet must be a lever type faucet;

(9) the hand dryer or paper towels must be at a maximum height of 1.20 metres.

**19.** The main entrance of the tourist information and welcome site, the road and pedestrian access way and any parking area situated on the premises of the welcome site must be free of bumps, holes, waste or mud.

**20.** The tourist information and welcome site must make a sufficient number of waste bins available to the clientele, as well as ashtrays outside.

**21.** The tourist information and welcome site must have the following functional safety equipment:

(1) a smoke alarm or sprinklers for which the applicant holds a certification or an authorization of proper functioning issued by the competent authorities;

(2) an emergency lighting system;

(3) signs indicating emergency exits;

(4) a fire extinguisher for which the applicant holds a certification or an authorization of proper functioning issued by the competent authorities;

(5) a category 40 (industrial economy) or higher first-aid kit in accordance with the standards of the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) or equivalent, accessible at all times, situated in an accessible place and containing at least

i. a basic first-aid manual approved by the CNESST;

ii. 1 pair of bandage scissors;

iii. 1 pair of splinter forceps;

iv. 12 safety pins;

v. various bandages (adhesive bandages, compresses, sterile gauze, triangular bandages, bandage compresses, adhesive tape);

vi. 25 individually wrapped antiseptic swabs.

### §3. Display

**22.** The toll-free number to call Bonjour Québec (1-877-bonjour (266-5687)), as well as an emergency number ("911" or "0") or the number to call the police (310-4141 or \*4141 for cell phones), must be displayed outside the tourist information and welcome site.

**23.** A declaration concerning the quality of the services provided must be displayed in full view of the clientele inside the tourist information and welcome site.

**24.** The non-smoking area pictogram must be displayed in full view of the clientele inside the tourist information and welcome site.

**25.** A map indicating the other tourist information and welcome sites in the region covered must be displayed on the outside walls of the building, or inside the tourist information and welcome site in such a way that the clientele can consult it at all times from outside.

### DIVISION VI OTHER CONDITIONS

**26.** The applicant must take out and maintain civil liability insurance of at least \$2,000,000 per event or have any other equivalent means of protection that covers bodily injury and property damage caused by the operation of the tourist information and welcome site.

**27.** The applicant may not operate a tourism enterprise for commercial purposes if that enterprise can avail itself of the tourist information services provided by the applicant.

**28.** The applicant must make a complaint form available to the clientele, ensure the follow-up of the complaints, then group together the complaints made and keep them in a compendium.

**29.** The applicant must keep statistics on the number of clients, their place of origin (postal code or zip code, country of origin) and the number of requests for information received and send them on a monthly basis to the recognized regional tourism association of the tourism region where the applicant provides tourist information services.

**DIVISION V****SPECIAL, TRANSITIONAL AND FINAL**

**30.** Sections 7 to 12, 15, 21, 23, 24 and 27 to 29 do not apply if the tourist information and welcome site is a tourist information relay.

**31.** Every person who, on 1 September 2022, holds an authorization granted under section 32 of the Act respecting tourist accommodation establishments (chapter E-14.2) is deemed to hold the accreditation referred to in section 5.1 of the Act respecting the Ministère du Tourisme, enacted by section 41 of chapter 30 of the Statutes of 2021.

**32.** This Order comes into force on 1 September 2022.

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