



Insider

News and Stats for Association Members!

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Chinese Visitors Up 41% in Ontario

For many years Canada's tourism and hospitality industries called for the federal government to begin talks with China to ensure an Approved Destination Status (ADS) is issued to Canada. Years of delays for this designation did not assist in growing international visitor travel to this country as we continued to suffer from the post 9/11 border issues. Finally, in December of 2009 Prime Minister Steven Harper announced Canada's attainment of ADS with China. This has been welcoming news for many in Canada's hospitality industry while many are pondering how this status will translate into business for their hotels.

Approved Destination Status (ADS) Policy is a bilateral government agreement defining the arrangement between the Chinese Government and a foreign destination whereby Chinese tourists are permitted to undertake leisure travel in groups to that destination. Business and official travel to overseas destinations are not included. Countries without an ADS agreement are not allowed to receive tourism groups from China or to promote their destination in China for tourism and are restricted to business and official travel groups only. The ADS was first introduced in the early nineties for destinations in Southeast Asia such as Singapore, Thailand and Malaysia. Before 2003, Turkey and Egypt were the only non-Asia-Pacific destinations that Chinese citizens were allowed to travel for leisure. More than 135 different countries and territories have been granted ADS. The EU Member States, Switzerland, Norway, Iceland, USA, Canada, Australia and New Zealand are some of the major countries with ADS agreements now in place.

In October 2010 Ontario's Premier Dalton McGuinty along with former Minister of Economic Development and Trade Sandra Pupatello and Minister of Tourism and Culture (and now Sport) Michael Chan travelled to China and met with Chinese officials and business leaders to highlight Ontario expertise in clean water technology, financial services, international education and other areas. The mission also promoted Ontario as a tourist destination now that China has extended Approved Destination Status (ADS) to Canada. Now that China's doors are open to Canada, Ontario government and industry missions are continuing to occur.

Both governments have taken steps in growing this market and the results have been positive for Canada and Ontario alike. This is an example of tourism's potential when there is political will and investment. The year-to-date statistics are impressive. Chinese visitors to Canada since September 2011 are up by 22.8% (+195,984) while Ontario numbers are showing 41% (+22,687) in growth. These numbers will continue to grow in the years ahead. See month to month comparison for 2011 [here](#).

China is expected to be the world's largest source of outbound tourists by 2020—accounting for about 100 million trips a year. Chinese tourists to the U.S. (ADS status since 2008) spend more than visitors from any other country, according to the U.S. Travel Association.

Food Service Sales in October

Ontario - Overall Ontario sales for the food services and drinking places industry grew by (+3.3%) from October 2010 to October 2011. The growth in the year to date comparisons holds at (+4.5%).

In the month of October 2011 limited service are continuing to show growth over October 2010 by (+6.6%) while full service showed only a marginal increase at (+0.4%). Drinking places continue to decline at (-11.7%). Special services up at (+2.7%).

Total sales compared with the previous month of September 2011 stayed nearly flat at (+0.1%). The full service sales in October 2011 fell from previous month by (-2.7%) while limited service grew by (+2.7%). Drinking places dropped once again by (-5.3) and special services grew by (+0.6%).

The year to date growth performance continues to be generated by limited service (+5.2), full service (+4.6), special services (+4.8%) with drinking places are trending down at (-8.6). Click [here](#) for Ontario Foodservice Stats for October 2011.

Legislative Update - A New ESA Leave and Potential Changes to the Regulation of the HR Profession

Two new pieces of legislation have recently been introduced in the Ontario Legislature that will be of interest to employers in Ontario. The first is a government Bill that would establish a new leave under the Employment Standards Act, 2000 ("ESA, 2000"). The second is a Private Member's Bill that would amend the regulatory framework that governs the human resources profession and more firmly establish the Human Resources Professionals' Association as a self-governing body. Hicks Morley provides an overview of both Bills. Click [here](#) for overview.

Changes to the Canada Pension Plan (CPP): Important Information For Employers

Changes to required employer deductions for CPP contributions are coming into effect on January 1, 2012.

No Work Interruption - As of January 1, 2012, employees will no longer be required to either stop working or reduce their earnings in order to receive their CPP pension. As a result, employers will be able to retain employees who might have otherwise stopped working in order to receive their CPP pension. Read more on the changes through Hicks and Morley [here](#).

Air Rail Link To Pearson Airport Will Create Jobs And Strengthen Economy

Premier Dalton McGuinty prior to the holidays announced that construction will begin this spring for the new Air Rail Link 'spur line' connecting downtown Toronto to Pearson International Airport.

Contract details have been completed for the three-kilometre 'spur line' and new passenger station, a project which will create and support more than 1,200 jobs. When complete, the service between Union Station and Pearson will branch off the Georgetown south corridor and connect to a new passenger station at Terminal 1. Construction of this portion of the Air Rail Link is expected to be completed by summer 2014 and the Air Rail Link will be in service in time for the Toronto 2015 Pan/Parapan Am Games.

The ORHMA welcomes this Air Rail Link as it will help meet the tremendous demand for a direct service by connecting the busiest airport in Canada with the busiest transit and passenger rail hub in the country and will assist in reducing traffic from the congested highway downtown core. Importantly this is a big step in enhancing a visitor's experience for Toronto and the province of Ontario.

CRTC Decision Enhances TV Service Competition in Commercial and Institutional Properties

A December 14, 2011 policy decision by the Canadian Radio-Television and Telecommunications Commission (CRTC) has significantly increased competition and choice amongst TV distributors for the operators and managers of commercial and institutional properties and their occupants. Broadcasting Regulatory Policy CRTC 2011- 774 (BRP 2011-774) expands the pre-existing CRTC rules requiring a cable or satellite company that owns "inside wire" in a residential property to allow subscribers or a competing cable or satellite service provider to use that wire to provide TV service to the customer. For further information click [here](#), and for the regulatory policy click [here](#).

Ministry of Labour Seeking Feedback on a New Regulation under the Occupational Health and Safety Act and the Prevention Council Governance Framework

Since Tony Dean's expert panel recommendations have been released, the Ministry of Labour is continuing with its plan of modifications to the entire Occupational Health and Safety Act (OHSA). New legislation and the hiring of a Chief Prevention Officer have been initiated. The Ministry of Labour has made two further requests for OHSA input. The first relates to a new regulation under the OHSA to assist workers who believe they have been punished by their employer for raising a health and safety issue and the second request relates to the proposed governance framework for the Prevention Council of Ontario.

New Regulation under the OHSA - This proposed new regulation under the OHSA is to assist workers who believe they're being punished for raising a health and safety issue, and for small employers who are responding to a reprisal situation. This proposed regulation aims for changes to the Office of the Employer Advisor (OEA) and the Office of the Worker Advisor (OWA) and originates from the Expert Panel's recommendation that workers and small business employers involved in reprisal complaints should have access to information as well as support from an independent third party such as the OEA and OWA. Feedback will be accepted by email or regular mail until January 31, 2012. Click [here](#) for additional information.

Prevention Council Governance Framework - A framework has been set to outline the roles and responsibilities of the Prevention Council and strengthen the performance of the prevention system and health and safety efforts in the workplace. The Ministry is asking stakeholders to review the framework and provide feedback in one of four ways: using the electronic form available on their site, by email, fax or regular mail. Submissions must be received by February 17, 2012. Click [here](#) for additional information. The ORHMA will be providing feedback on both of these proposals.

WSIB Updates

WSIB is introducing a new and improved online eForm7 (Employer's Report of Injury/Disease). It makes reporting a claim, quick, secure, reliable and convenient. Click [here](#) to download e-form7.

New model for physician case file reviews - The WSIB is moving to a new model for physician case file reviews that will be implemented on January 6, 2012. This new approach aims to increase the timeliness – and access to – quality medical opinions to help improve recovery and return to work outcomes for injured and ill workers. Click [here](#) to read more.

Work Reintegration (WR) Complaints Office Launched - The complaints office is a new resource for workers with concerns about the quality of services they are currently receiving as part of their Work Transition plan after speaking to their Case Manager. Click [here](#) to read more.

Annual Indexing Letters - Each year the WSIB sends a letter to workers receiving benefits to inform them of any changes or increases to their benefits. These letters began to be mailed in December 2011. Click [here](#) to read more.

2010 Value for Money Audit on the Adjudication and Claims Administration Program - Each year the WSIB is required by legislation to perform a Value for Money Audit (VFMA) on the cost, efficiency, and effectiveness of a particular program. For 2010, the Adjudication and Claims Administration (ACA) program was chosen for the VFMA as part of a coordinated set of initiatives aimed at improving WSIB's business practices and enhancing the accuracy and quality of their decisions. Click [here](#) for full summary.

WSIB Extending its Hours - Effective December 5, 2011, WSIB representatives are now available on the phone from 7:30 a.m. to 5:00 p.m., Mondays to Fridays. The regular office hours of operation continue from 8:30 a.m. to 4:30 p.m., Mondays to Fridays. The WSIB is extending phone coverage hours to give workers and employers more choice when they need to call them. The goal is to reduce waiting times and voicemails.

Slip and Fall Claims – Western Financial

The most frequent cause of slip and fall accidents is water or debris on the floors at the entrances, on stairs, and in the parking lots.

Simple Solutions:

1. Straighten buckled or curled floor mats frequently. Check to ensure that the floor is dry at the ends of the mats.
2. Clean wet floor mats or replace with dry mats frequently.
3. Extend the length of the entrance floor mats during wet weather.
4. Place “Caution - Wet Floor” signs prominently at the end of the floor mats.
5. Place “Caution - Slippery When Wet” signs on the entrance doors during these periods. (Do not leave signs up when not needed.)
6. Promptly clean snow and check for icy patches at the entrances, on sidewalks and areas around spouts and handicapped parking spots. (Do not let it build up.)
7. Apply sand and salt regularly.
8. Use the sweep log sheets consistently to record ALL inspections, sweeping, mopping, spill clean up, mat straightening, snow and ice removal and sand/salt applications.

Visit www.westernfgis.ca/orhma for more information.

2011-12 ORHMA Toronto Award Winners Announced – There are still tickets available!

The ORHMA Toronto Region is pleased to announce that the nominations from the public and industry have been reviewed and the adjudication committee is pleased to announce the following winners of the 2011-2012 ORHMA Toronto Restaurant Awards.

Industry Awards

- Restaurateur of the Year - Lana Duke- Ruth's Chris Steak House ~ *runner up, Jost Rittershaus FAB Concepts*
- Chef of the Year – Tom Brodi - TOCA by Tom Brodi at the Ritz-Carlton ~ *runner up, Kevin Prendergast – Hilton Toronto Downtown*
- Supplier of the Year - Ecolab ~ *runner up, Ace Bakery*
- Industry Recognition Award - Jim Greenwood of GFS Canada

People's Choice – Voted on by the Public

- Favourite Bartender- Masoud Ahmadifard – The Pilot
- Favourite Server – Velma Pascual – Pickle Barrel Sherway Gardens
- Favourite Restaurant – Fabarnak ~ *runner up, Joey Don Mills*

Special Media Award - Best New Restaurant of 2011 "as chosen by Post City Magazines Editors"- Acadia

Other finalists: Keriwa Café, Ortolan, Barque Smokehouse, Agave y A:guacate, Modus Ristorante

The Favourite Plate Award - will be decided on by attendees of the Awards event on January 24th who will enjoy select menu items from a variety of restaurants.

Join famed radio personality Roger Ashby of 104.5 CHUM FM will Emcee the event. There are currently a few spaces remaining for operators to showcase their culinary talents and for award sponsorships for the evening. Use the quick links below to attend or sponsor the event

- **ATTEND!** Limited Tickets Available – [Register Now >>](#)
- **SPONSOR!** Limited Awards Sponsorship Available – [Find out how >>](#)

Proceeds raised from this event will go to establishing an endowment fund for the students of The Centre for Hospitality and Culinary Arts at George Brown College. Further information can be found on www.torontorestaurantawards.ca

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Mark Your Calendars!

- January 20th, 2012 - JOIN and CIBC presents Networking Matters: Creating and Sustaining an Effective Employee Resource Group (ERG) - [JOIN Winter Business Leadership Network Meeting hosted by CIBC](#). Click [here](#) for more info.
- January 24th, 2011 ORHMA 2011-2012 [Toronto Restaurant Awards](#), Palais Royal, Toronto ON
- March 2012 - Ottawa Restaurant Awards... **details coming soon!**
- March 4th - 6th, 2012 - [Canadian Restaurant Foodservice Association Show](#) - Direct Energy Centre, Toronto, ON
- June 4th, 2012, ORHMA 9th Annual Provincial Golf Tournament
- Other Industry Events - click [here](#).

Issue Advertisements

