

SPOTLIGHT

Save the Date! ORHMA's 14th Annual Provincial Golf Tournament

Join the Ontario Restaurant Hotel & Motel Association (ORHMA) for our 14th Annual Golf Tournament on Wednesday, June 21 at [Nottawasaga Inn Resort & Conference Centre](#) in Alliston. ORHMA's Annual Golf Tournament brings Ontario's hospitality industry together and is one of the best opportunities to reach the leaders and opinion-influencers in our sector! For participation details, [click here](#).

GOVERNMENT NEWS

Ontario Ministry Of Labour - Annual employment standards enforcement plan 2017-18

Each year the Ministry of Labour regularly inspect workplaces in high-risk sectors, besides investigating claims filed by employees. This year the Ministry of Labour will focus their proactive inspections on:

- employers who have or applied for excess hours or overtime-averaging agreements (known as HOW agreements) with the Director of Employment Standards
- assisting the most vulnerable workers such as new and young workers, temporary foreign workers, and workers in non-standard or precarious work

For this year's plan, workplaces are selected through a variety of methods. These include tips from the public, lists generated from pre-existing Ministry data, local intelligence and third-party data. In December 2016, MOL consulted with over thirty representatives of external stakeholder groups including settlement agencies, community groups, youth associations and employer groups/business associations. They gave valuable feedback to us about where we should focus proactive inspections. MOL incorporated this feedback into this year's plan.

Please find linked below the 2017-18 Employment Standards Proactive Enforcement Plan and 2017-18 Ministry of Labour Blitz Schedule:

Annual Employment Standards Enforcement Plan - [click here](#)

Workplace Inspection Blitzes and Initiatives – [click here](#)

Preventing Sexual Violence and Harassment in the Hospitality Industry

In 2016, Ontario Restaurant Hotel Motel Association (ORHMA), in partnership with Ontario Training Education Corporation (OTEC) and Tourism HR Canada (THRC), announced an advanced training and awareness program

to prevent sexual violence and harassment in the hospitality industry entitled "**It's Your Shift.**"

28% of Canadians say they have received unwelcome sexual advances, requests for sexual favours, or sexually-charged talk while at work. With the presence of sexual harassment and violence in the workplace, the **It's Your Shift** program will empower hospitality managers and frontline workers with the skills and insight needed to recognize and appropriately handle situations of sexual assault and harassment. Owner operators and human resource managers will have the resources and tools needed to incorporate training into operational policies and procedures in businesses, restaurants, bars, hotels, motels and entertainment venues across Ontario.

Working with key stakeholders and thought-leaders in the industry, this customized online program and targeted campaign will allow managers to support their frontline teams to cultivate a safe and social workplace and support survivors of sexual violence and harassment.

The online It's Your Shift training program will be available on a complimentary basis to all hospitality businesses, workers and students September 2017.

For more information about the **It's Your Shift** program please contact:

Fatima Finnegan at ORHMA at 905.361.0268 or info@orhma.com
Adam Morrison at OTEC at 416.622.1975 or amorrison@otec.org

Ministry of Labour -Chief Prevention Officer Releases the Occupational Health & Safety in Ontario 2015-16 Annual Report

Dear Occupational Health and Safety Partner,

On behalf of the occupational health and safety system, I am pleased to share the [Occupational Health and Safety in Ontario: 2015-16 Annual Report](#). The report highlights our 2015-16 accomplishments in advancing the integrated strategy - Healthy and Safe Ontario Workplaces.

Over the past few years, with the help of your partnership, a strong foundation of occupational health and safety has been established in the province. This has been accomplished through a number of activities guided by the integrated strategy, including the development of mandatory training standards, new regulations focused on high risk activities, increased occupational health and safety awareness in workplaces, and an expanded network of partners dedicated to eliminating workplace injury, illness and fatality in Ontario.

In 2015-16, we challenged ourselves to build on this foundation through targeted and collaborative initiatives aimed at advancing the priorities of the integrated strategy. This led to some notable achievements, including:

- Over 106, 000 workers trained to work safely at heights based on the new Working at Heights training program standard
- A new Occupational Health Clinic for Ontario Workers in eastern Ontario to improve access to occupational health and safety services across Ontario
- Introduced Bill 163, Supporting Ontario's First Responders Act and implemented a prevention strategy to recognize the importance of psychological health in the workplace and make it easier for first responders with post-traumatic stress disorders to get Workplace Safety and Insurance Board benefits and other support
- Developed an all-sector noise regulation, made under the Occupational Health and Safety Act, to protect Ontario's workers from noise-induced hearing loss
- Developed amendments to the Occupational Health and Safety Act (Bill 132), establishing the legislative framework requiring employers to address workplace harassment
- Established new standards to improve the quality and consistency of training for Joint Health and Safety Committee members and strengthen workplace Internal Responsibility Systems

As we move forward, we are aware of existing as well as emerging challenges. These challenges present transformational opportunities for improving and expanding the delivery of occupational health and safety in Ontario. We will continue to address the highest risks in occupational health and safety, such as occupational disease exposures, and target certain sectors where the incidence of injury, illness and fatality is persistently high. While we do this, we will turn our attention to issues of growing importance such as violence in the healthcare sector and workplace mental health. We will increase support to all businesses with tailored supports for small businesses and vulnerable worker groups.

As you read this report, I encourage you to consider opportunities to renew your efforts in promoting a culture of occupational health and safety in Ontario. I thank you for your partnership and perseverance as we continue to strive toward our shared goal - every single worker healthy and safe.

Sincerely,



George Gritziotis
Chief Prevention Officer
Ontario Ministry of Labour

Parental, Maternity & Caregiving Leaves- 2017 Federal Budget

Parental & Maternity Leave

The budget proposes a choice to parents between receiving EI parental benefits for up to 18 months at a rate of 33% of average weekly earnings or instead opt to receive the existing benefit rate of 55% for up to 12 months. In addition women are able to claim EI maternity benefits of up to 12 weeks before their due date from the current standard of 8 weeks. (The job protection for federal regulated employees receiving parental or maternity benefits will be strengthened through proposed changes to the Canada Labour Code.)

Caregiving Leave

A new EI for caregiving benefit is proposed to enhance the current provisions. It is aimed at individuals who provide care to adult family members in need of support due to illness or injury. It proposed to provide up to 15 weeks of EI benefits for caregivers. Currently parents of critically ill children access up to 35 weeks of benefits and now new proposed changes will add flexibility in being able to share these benefits with other family members.

Currently, EI benefits are available in cases where a loved one is at a critical risk of death, or on situations where a child is critically ill or injured.

Since leave provisions are under the provincial legislation it is expected that amendments to leave legislation will occur to provide for the federal proposed changes once these become law.

Community Accessibility Forums 2017

The Accessibility Directorate of Ontario will be presenting a series of nine regional forums for municipal Accessibility Advisory Committees (AACs) in spring 2017. As you know, in 2017, Ontario will commemorate its 150th anniversary. The theme of the forums is “Accessibility: Honouring the Past, Showcasing the Present and Inspiring the Future.”

The target audience for the forums are members of municipal AACs and municipal staff who work with and support these committees. As well, we hope to attract community organizations and businesses that provide services to or support people with disabilities.

The forums will provide a legislative update on the progress that the Ontario government is making in implementing the Accessibility for Ontarians with Disabilities Act and making Ontario accessible. It will also give attendees the opportunity to network with their peers and colleagues.

Jim Kyte, a former National Hockey League player with a profound hearing disability, will be the keynote speaker. He is a noted motivational speaker and Dean of the School of Hospitality and Tourism at Algonquin College. Other accessibility champions will also share success stories and personal perspectives of accessibility.

Registration is now open. Click on the date below to register, or visit www.eventbrite.ca and search for “Accessibility Forum” in the city of your choice. Register soon, as spaces are limited.

[April 19, 2017, London - Best Western Lamplighter Inn](#)

[April 26, 2017, Windsor - University of Windsor](#)

[May 3, 2017, Stoney Creek - Liuna Gardens](#)

[May 10, 2017, Sault Ste. Marie - Delta Sault Ste. Marie](#)

[May 17, 2017, Ottawa - Carleton University \(bilingual\)](#)

[May 23, 2017, Kitchener – Crowne Plaza](#)

[June 1, 2017, Toronto - Intercontinental Hotel](#)

[June 7, 2017, Sudbury - Radisson Sudbury Hotel](#)

[June 14, 2017, Thunder Bay - Victoria Inn](#)

For more information on the forums and to register [click here](#).

If you need help to register, please contact the Accessibility Directorate of Ontario at accessibility@ontario.ca; phone 1-866-515-2025, TTY 1-800-268-7095.

SUPPLIER SPOTLIGHT

2017 Demand Control Kitchen Ventilation (DCKV) Promotion

Enbridge Gas

Enbridge customers that purchase and install a Demand Control Kitchen Ventilation (DCKV) system between April 1, 2017 and August 31, 2017 may be eligible to receive an incentive of up to \$10,000 – maximum 15,000 CFM.

Order now and take advantage of this limited time offer. Contact your Enbridge Energy Solutions Consultant. 1-866-844-9994 | energyservices@enbridge.com

Terms and Conditions apply, [click here](#) to view.

IN THE KNOW – Hospitality News, Trends & Updates

Energy Bulletin for July 2017

July 2017 Pricing for Natural Gas & Electricity

Natural Gas

1 year price at 13.9 cents/m³ beginning July 1, 2017 – June 30, 2018*.

OR

3 year price at 12.7 cents/m³ beginning July 1, 2017 – June 30, 2020*.

*Please note that new regulations require members located in the Union Gas North East zone to have their transportation charge combined with their commodity rate on their bill.

Electricity

1 year 7x24 target price at 2.5 cents/kWh beginning July 1, 2017 – June 30, 2018

OR

3 year 7x24 target price at 2.7 cents/kWh beginning July 1, 2017 – June 30, 2020

The target price plus the HOEP will make-up the consumer's on-bill final price. ECNG Energy has no control over the Global Adjustment cost.

To view full details of offering [click here](#).

How To Join ORHMA'S Group Buying Program

Contact ORHMA'S exclusive contact Rosemary Laurenti at 1-877-832-3264 extension 3284 or by emailrlaurenti@ecng.com by **Wednesday April 26th, 2017**.

Check In Canada – The Hotel Industry’s Solution To Booking Travel Online

Endorsed by the Hotel Association of Canada, Check In Canada is a consortium of provincial accommodation associations, from British Columbia to Ontario, who are working together to connect guests directly to the hotels and lodging that serve them, reducing the high cost of intermediaries. Check In Canada is owned by these member based organizations, not a private, for profit entity. Its purpose is to enhance the guest experience and drive economic prosperity for Canada’s tourism & hospitality industry.

What are the Benefits of Participating in Check In Canada?

- A refreshed listing linked on OntarioTravel.net website that connects directly to your reservation system, showing consumers your rates & availability, with no additional inventory management required by you;
- Listing on www.CheckInCanada.com
- Consumers are referred to your website to book their accommodation, increasing direct bookings and reducing your distribution costs
- Consumers can shop and compare accommodations and view consumer feedback through TripAdvisor
- You will receive quarterly reports with a summary of referrals to your property, and
- Most importantly, you own the relationship with your guest, increasing guest satisfaction and your own profitability.
- Through Check In Canada, OntarioTravel.net guests are connected directly to your online booking system, improving the guest experience, reducing your acquisition costs, and allowing you to build a direct one-on-one relationship with your guest.

For more information and pricing [click here](#).

To enroll in the program [click here](#).

Learn About Your Check In Canada Listing

In 2015, with the support of the Government of Ontario, the Ontario Restaurant Hotel & Motel Association (ORHMA) provided your property with a complimentary listing on CheckInCanada.com for the Pan Am & ParaPan Am Games, where it was available to 250,000 visitors at no charge to you.

Please join in our informative webinar and Q&A session, to be held Thursday, April 27 at 1:00pm.

To register for the session [click here](#).

Your listing is still live, and we at ORHMA are excited to announce that there is now a link from OntarioTravel.net, Ontario's official tourism website, which is visited by over 4 million consumers each year, to the check in Canada database.

"ORHMA is pleased to support our members’ drive to increase direct bookings through our partnership with Check In Canada. As your provincial hotel association, we believe helping consumers book direct through OntarioTravel.net will be a tremendous benefit, reducing hotels’ acquisition costs and increasing guest satisfaction."

-Tony Elenis, CEO, Ontario Restaurant Hotel and Motel Association

Your Check In Canada listing entitles you to :

- Display rates & availability in Check In Canada consumer searches on OntarioTravel.net, which links directly to your online reservation system with no additional inventory management required.

- Commission-free direct bookings. No matter how many consumers click on your listing, Check In Canada only charges when a consumer clicks on the “Book Now” button, and you will only be charged to a maximum of 200 clicks per year.
- Detailed quarterly analytics about where your potential customers are travelling from, their age and gender, all critical elements to help guide your marketing investments.

Because of ORHMA’s partnership with Check In Canada, we are able to provide this listing for just \$195 a year plus \$1 per click, to a maximum of 200 clicks per year.

To update your property’s information, create an account on my.checkincanada.com.

For questions and inquiries please call ORHMA at 844.361.0268 or 905.361.0268 or email <mailto:ONupdates@checkincanada.com>

To join our informative webinar and Q&A session, Thursday, April 27 at 1:00pm [click here](#).

Why Check In Canada?

Endorsed by the Hotel Association of Canada (HAC), Check In Canada™ is a consortium of provincial accommodation associations from British Columbia to Ontario who are working together to connect guests directly to the hotels and lodging that serve them, reducing the high cost of intermediaries.

The tourism industry has been transformed by the evolution of digital technology. Online Travel Agencies (OTAs) have changed the way guests research their travel and book their accommodation. While OTAs seemed like an ideal partner in the beginning, they now dominate the travel landscape, creating unintended consequences:

- **Lower guest satisfaction.** J.D Powers reports that customers who booked via an OTA were 45 points less satisfied than those who booked directly with the hotel.
- **Lost tax revenue.** Governments do not capture corporate and excise taxes on the OTA mark up.
- **Reduced profitability of the accommodation industry:**

- OTAs buy hotel rooms at a wholesale rate and resell them to consumers at a retail price.

- OTAs require hotels to agree to rate parity, which requires hotels to maintain the same rates for the same product regardless of what commission the OTA makes.

- OTAs can reduce prices below minimum contracted margins by reducing their commission. This puts tremendous pressure on hotels to match the OTAs’ prices.

- Because their transaction is with the OTA, guests are not the customer of the hotel where they actually stay. OTAs purchase rooms from hotels at a discount, and resell those rooms to consumers at a higher rate.

Through Check In Canada™, accommodation providers are able to grow their direct bookings, increasing guest satisfaction and enhancing their profitability.

Provincial Government Tells City of Toronto To Go Consult With Your Stakeholders Regarding Hotel Tax

As per our previous ORHMA Insider updates: The City of Toronto does not have the authority to implement such a tax under the current City of Toronto Act (COTA). The City of Toronto will be requesting from the Province of Ontario, through a legislative amendment to COTA the authority to implement a hotel/ lodging tax among other revenue tools, however last week Minister of Finance told Mayor John Tory go back to your stakeholders “looks to the city to engage with constituents and shareholders including potentially impacted business, to come to an agreement on this

proposed revenue source.” ORHMA remains advocating on your behalf along with the GTHA as the approval shifted from Toronto City Hall to Queens Park and back to Toronto City Hall. We will continue our efforts with GTHA to oppose the hotel tax and other taxes under consideration.

Hotel Tax Media Recent Clips:

https://www.thestar.com/news/city_hall/2017/04/05/tory-and-sousa-spar-over-torontos-demand-for-a-hotel-tax.html

<https://www.thestar.com/news/gta/2017/04/05/the-premiers-prerogative-ensures-toronto-rarely-gets-what-it-wants-keenan.html>

<http://www.cbc.ca/news/canada/toronto/toronto-hotel-tax-request-1.4055418>

<http://www.cbc.ca/news/canada/toronto/john-tory-provincial-budget-1.4054621>

ORHMA Advocating To Protect Licensees – LCBO Province-Wide Strike Vote Set

OPSEU’s LCBO workers scheduled a province-wide strike vote for April 24 or 25. The union’s contract expired on March 31 and it has since requested the Ministry of Labour appoint a conciliator. OPSEU president Smokey Thomas said his “members are fighting to save the LCBO” from the “creeping privatization” that allowed beer sales in grocery stores. OPSEU also announced it has filed with the Ministry of Labour to represent contract faculty at Ontario’s colleges. Thomas called it one of the largest organizing drives in Canadian history with thousands of cards signed. Thomas said unionizing contract workers is important because “we’ve reached the point where 70 per cent of those teaching are underpaid contract faculty with no job security.”

Regardless of what you read in the papers, ORHMA is working directly with LCBO corporate to ensure plans are in place for Ontario licensees in the event of a strike. We will keep you updated as this issue moves forward. This round of bargaining LCBO is using this website: <https://lcbonegotiations.com/> to provide information about negotiations and other bargaining related news.

Hotelier Magazine’s 2017 Housekeeping Forum

We are excited to invite you to the Forum on April 25, 2017 at One King West Hotel. This year, expect to learn more with an intensified and engaging program plus we are introducing 2 new awards to recognize Excellence in Housekeeping.

We expect the event to sell out , [click here](#) to register and nominate your stellar team.

Please ensure your nominee is present at the event.

ORHMA Responds To Bell & Rogers Sports Programming Changes

As you know Bell and Rogers have both sent notices to restaurants and bars that they will have to pay for sports programming packages separately from other channels they may be paying for. The sports packaging is based on a

valid liquor licence and seat capacity. We have heard from Bell that a bar with 100 seats would pay approximately \$120.00 per month for the sport programming plus additional costs for other channels but we know for many of our ORHMA members these costs will be in the thousands.

We are outraged with these policy changes that both Bell and Rogers have imposed on our members and only giving until April 21, 2017 to notify Bell and Rogers if they are keeping their sports programming.

Bell and Rogers have a firm deadline of May 1, 2017 – if owners and operators of restaurants and bars have not notified of keeping their sports channel they risk disruption and reconnection fees. This new policy from Bell and Rogers is for all of Canada not just Ontario.

It would be rather professional of Bell and Rogers to extend this deadline and phase their changes in so businesses can plan their budgets accordingly - nobody had a heads up to plan their budgets or seek alternate options for what they provide to their guests for viewing. This is truly an unfortunate additional cost to businesses with a liquor licence.

The [attached](#) letter was sent to the Canadian Commissioner of Competition and copied to the Federal Minister responsible for this area regarding Bell and Rogers changing their sports programming packages. We have also contacted CRTC- Bell and Rogers seeking answers and requesting a delay for implementation. We have also spoken to Bell directly and requested a delay and further discussion on cost increases.

You're Invited to the Largest Food Innovation Trade Show in North America

Discover the latest and greatest food innovations & trends at SIAL Canada! ORHMA is an important partner of SIAL Canada and is **pleased** to offer a very special rate of **\$40 for the 3 days of the show!** (\$80 regular price). To take advantage of this special offer, simply use promo code **SIALORHMA17** when you [register](#). For more information on this event, [click here](#).

INDUSTRY STATISTICS

Ontario Tourism Current Performance Indicators January 2017

Ministry of Tourism, Culture and Sport

The Ministry's Current Performance Indicators have been updated with January 2017 data.

This user friendly, interactive tool is updated monthly with the latest tourism statistics including:

- Border Crossings
- Accommodation Statistics
- Travel Price Index
- Economic Indicators
- Consumer Response Indicators

To view the current performance indicator [click here](#).

WELCOME NEW MEMBERS

- [Village Inn Elora](#)
- [Chef Works Canada](#)
- [Staybridge Suites Guelph](#)
- [Ruth Chris's Steakhouse](#)

INDUSTRY EVENTS

- **O TEC** : LX Leadership Foundations 3-day boot camp – April 11 – April 13, 2017 9:00 am – 4:30 pm – OTEC Learning Centre, 21 Four Seasons Place Suite 300 – For more details, [click here](#).
- **Community Accessibility Forums 2017** – various locations and dates. [Click here](#) for more info and to register.
- **Flanagan Foodservice Show** – Wednesday April, 26, 2017 – Garson Community Centre – 100 Church Street – Garson, ON – 9:00am – 4:30pm – To register click [here](#).
- **ORHMA Simcoe Region Hospitality Gala** - Thursday April 27, 2017 - Quality Inn Midland. For more details, [click here](#).
- **Simcoe Region AGM** – Tuesday, May 2, 2017 – Monte Carlo Inn and Suites Barrie – 3pm – 5pm
- **SIAL Canada Trade Show** – May 2-4, 2017 – Enercare Centre – To receive special rate please use Promo Code **SIALORHMA17**. For more information and to register [click here](#).
- **O TEC: Service Excellence:** May 9, 2017 - 9:00 am – 4:30 pm – OTEC Learning Centre, 21 Four Seasons Place Suite 300 – For more details, [click here](#).
- **O TEC: Training and Facilitation Excellence:** May 10-11, 2017 - 9:00 am – 4:30 pm – OTEC Learning Centre, 21 Four Seasons Place Suite 300 – For more details, [click here](#).
- **O TEC: Service Excellence Designated Trainer Program** – May 9-11, 2017 9:00 am – 4:30 pm – OTEC Learning Centre, 21 Four Seasons Place Suite 300 – For more details, [click here](#).
- **ORHMA Waterloo Region** – Annual General Meeting – Tuesday May 16, 2017. – Time 8:30am
[The Region of Waterloo International Airport](#) – 4881 Fountain Street N #1, Breslau, ON N0B 1M0.
- **ORHMA London Region** – Annual General Meeting – Tuesday May 16, 2017 – Time 3:30pm – 5:00pm – Courtyard by Marriott
- **ORHMA Annual General Meeting** - Tuesday June 20, 2017- Nottawasaga Inn Resort and Conference Centre- For more information, email cdirocco@orhma.com
- **ORHMA 14th Annual Golf Tournament**- Save the Date! Wednesday June 21, 2017 – Nottawasaga Inn Resort and Conference Centre. For participation details, [click here](#).

COMPLIMENTARY INDUSTRY SUBSCRIPTIONS

- [Food Safety Files](#)
- [Food Service & Hospitality](#)
- [Hotelier](#)
- [Ontario Restaurant News](#)
- [Ontario Lodging News](#)

Ontario Restaurant Hotel & Motel Association

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