

Rural Canadians' Guide to Programs and Services



Canada

DISCLAIMER

Like most directories, information can become dated soon after publication. If you come across any inconsistencies, please let us know by telephoning toll-free at **1 888 781-2222** or fax us at **1 800 884-9899**.

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www.rural.gc.ca

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Introduction:

Getting in Touch with the Government of Canada

This is a guide of Government of Canada programs and services, put together especially for Canadians in rural and remote communities. It is a part of the Canadian Rural Partnership (www.rural.gc.ca), the federal government's rural initiative.

In addition to a short description of each program or service, there is also a point of contact where Canadians can go for information by telephone, Internet* or both.

The programs and services have been arranged under the following themes to help you find the information that meets your particular needs.

Key Contacts Points can help answer general questions, and find specific information on Government of Canada's programs and services.

Information for Business provides key contact points for business support and financing, agriculture, natural resources, tourism and trade.

Information for People and Communities focuses on youth, seniors, arts and heritage, employment, social and health, environment, safety, justice, postal services, travel, finance and taxes, as well as information resources.

Within each section, national programs are presented first, followed by programs tailored to a particular region of the country.

** Free public access to the Internet is available at many schools, libraries and employment centres, and through Community Access Program sites located in many communities in rural and remote Canada.*



Key Contact Points

Service Canada offers quick, easy and convenient one-stop access to Government of Canada program and services.

- Call **1 800 O-Canada (1 800 622-6232) (TTY/TDD 1 800 465-7735)** toll-free from anywhere in the U.S. or Canada for information on government programs and services.
- Click **canada.gc.ca** to access information gateways for Canadians, Non-Canadians and Canadian Business.
- Visit **Service Canada Access Centres** for one-stop access to information on Government of Canada programs and services.

www.servicecanada.gc.ca

Canada Business Service Centres and **BusinessGateway** offer quick, easy and convenient access to Government of Canada programs, services and regulations for business, and information on provincial/territorial programs.

- Call **1 888 576-4444 (TTY 1 800 457-8466)** toll-free for more information or to find a location in your community.
- Click **BusinessGateway.ca**

Community Access Program gives thousands of Canadians affordable access to the Internet in places like schools, community centres and libraries.

1 800 575-9200 (Toll-free)
cap.ic.gc.ca



Canadian Rural Information Service responds to the information needs of rural and remote Canadians by providing pathfinders (guides) to information resources, customized information packages on specific queries, a Web site of rural development resources, referrals to expert sources of information, and customized bibliographic searches.

1 888 757-8725 (Toll-free)

www.rural.gc.ca/cris

Rural and Remote Canada Online is a single window to knowledge, information, programs and services for and about rural and remote Canada.

www.rural-canada.ca

Aboriginal Canada Portal is a single window to Canadian Aboriginal online resources, contacts, information, and government and non-government programs and services, with listings of Aboriginal associations, jobs, businesses, organizations, bands, communities, peoples and news.

www.aboriginalcanada.gc.ca



Information for Business

Business Support and Financing

National

Canada Business Service Centres and the **BusinessGateway** Web site provide a single access point for comprehensive information on federal and provincial/territorial business programs, services and regulations, free of charge. This service provides expert pathfinding to services you need, tailored to your business context. Help is also available to develop business plans, conduct market research to define or expand your markets and explore the potential for export. Call for a location in your community.

1 888 576-4444 (Toll-free)

1 800 457-8466 (TTY Toll-free)

BusinessGateway.ca

Strategis is Canada's most comprehensive Web site for business and consumer information. It helps Canadian businesses to further develop and expand markets, create alliances and find new clients.

1 800 328-6189 (Toll-free)

strategis.ic.gc.ca

Business Development Bank of Canada plays a leadership role in delivering financial and management consulting services to Canadian small business, with a focus on emerging and export sectors of the economy.

1 877 BDC-BANX (232-2269) (Toll-free)

www.bdc.ca

Community Futures Program is administered by the regional agencies and Industry Canada/FedNor, and provides support to **Community Futures Development Corporations**



(CFDCs), and **Community Business Development Corporations** (CBDCs) in Atlantic Canada, to stimulate and enhance community economic development in rural communities through:

- repayable small business financing, such as loans, loan guarantees or equity investments, for business start-up, expansion or stabilization, where available financing from other sources is insufficient; and
- a range of services to small business including technical advice, counselling, information and referrals.

Western Canada www.communityfutures.ca

Ontario www.ontcfdc.com

Quebec www.dec-ced.gc.ca

Atlantic www.cbdc.ca

National Research Council's (NRC) Industrial Research Assistance Program is Canada's premier innovation assistance program for small- and medium-sized Canadian enterprises. It is a vital component of the NRC, a cornerstone in Canada's innovation system, regarded world-wide as one of the best programs of its kind.

1 877 994-4727 (Toll-free)

irap-pari.nrc-cnrc.gc.ca

Co-operative Development Initiative (CDI) helps people develop co-ops, and research and test innovative ways of using the co-operative model. CDI will make the co-op option more readily available to Canadians, to respond to their present-day challenges.

1 888 781-2222 (Toll-free)

www.agr.gc.ca/policy/coop/information_e.phtml



Aboriginal

Aboriginal Business Canada (ABC) provides information and financial assistance to eligible Aboriginal entrepreneurs and organizations. ABC also supports Aboriginal business and financial institutions to strengthen their networks, and their capacity to provide services and deliver programming that benefits Aboriginal entrepreneurs.

1 800 0 Canada (622-6232) (Toll-free)

www.abc-eac.ic.gc.ca

Aboriginal Business Service Network provides Aboriginal entrepreneurs with access to business programs, services and regulations, in urban, rural and remote settings.

1 877 699-5559 (Toll-free)

www.cbsc.org/absn

Services for Aboriginal Businesses lists a wide range of programs and initiatives offered by the Government of Canada that can assist Aboriginal entrepreneurs and community ventures.

(613) 954-4064

sab-sea.gc.ca

Indian and Northern Affairs Canada offers programs and financing to help strengthen economic development.

- **Community Economic Development Program** finances the operating of Community Economic Development Organizations. It provides First Nations and Inuit with long-term opportunities in employment, business creation or expansion and gives them the means to develop and manage their skills.

www.ainc-inac.gc.ca/ps/ecd/ps/cedp_e.html



- **Economic Development Opportunity Fund** provides equity-gap financing up to \$500,000 to obtain conventional debt financing for business start-ups or expansion.

www.ainc-inac.gc.ca/pr/pub/ywtk/sgp05_e.html

- **Resource Acquisition Initiative** helps communities to fund resource sector and related business opportunities that may include acquiring natural resource permits and licenses.

www.ainc-inac.gc.ca/pr/pub/ywtk/sgp06_e.html

- **Major Business Projects Program** provides financial assistance to eligible First Nations and Inuit businesses, which can then be used to obtain conventional debt financing to start or expand a business to pursue a major industrial, commercial or resource-based opportunity.

www.ainc-inac.gc.ca/pr/pub/ywtk/sgp07_e.html

- **Procurement Strategy for Aboriginal Business** helps Aboriginal firms do more contracting with government departments and agencies. Contracts worth more than \$5,000 that primarily serve Aboriginal people are open only to qualified Aboriginal businesses.

www.ainc-inac.gc.ca/saea-psab

1 800 567-9604 (Toll-free)

North

Innovation and Knowledge funding is a Government of Canada initiative designed to promote economic development in the North, and development of northern economic institutions, by assisting territorial residents to participate in and benefit from innovation and the knowledge-based economy. The funds are targeted primarily toward not-for-profit activities of organizations and governments.



Working with key economic players in the North, and the territorial governments, **Indian and Northern Affairs Canada** is developing a new regional economic development program for 2005 that will be available to all northerners. The main areas of investment are expected to focus on: building the knowledge base; enhancing the infrastructure base; increasing northern capacity; and diversifying the economy into new sectors and markets.

Yukon **(867) 667-3100 or**
1 800 661-0451 (Toll-free)

Northwest Territories **(867) 669-2500**

Nunavut **(867) 975-4500**

www.ainc-inac.gc.ca/ps/nap/econodev_e.html

Food Mail program, also known as the Northern Air Stage Program, pays part of the cost of shipping nutritious, perishable food by air to isolated communities. Anyone, including retailers and individuals, can receive Food Mail if suppliers in the south have a Food Mail account with Canada Post.

1 888 550-6333 (Toll-free)

www.ainc-inac.gc.ca/ps/nap/air

West

Western Canada's Business Service Network has over 100 points of service across the West that provide entrepreneurs with the expertise they need to start a new business or expand their existing.

1 888 338-WEST (9378) (Toll-free)

www.wd.gc.ca/pos

Western Economic Diversification Canada offers new and alternative sources of capital for small- and medium-sized businesses.

- **Micro Loans for Small Businesses**



- **Growth Capital Program** for small- and medium-sized B.C. companies in traditional industries.
- **Knowledge and Growth** loans for companies that develop or apply advanced technologies.
- **Conservation Finance Program** promotes environmentally responsible business growth in British Columbia.
- **Entrepreneurs with Disabilities Program** ensures easy access to business services and other support mechanisms needed to consider self-employment a viable option.
- **Women's Enterprise Initiative Loan Program** offers access to a loan fund, advisory services, pathfinding to existing services, plus a host of unique products and services tailored to meet the needs of women entrepreneurs in their province.

1 888 338-WEST (9378) (Toll-free)

www.wd.gc.ca/finance/xnetwork_e.asp

Francophone Economic Development Organizations

provide enhanced services to Francophones, including training, business and community economic development, access to capital, information services, marketing advice, networking and mentoring.

British Columbia **1 877 732-3534** (Toll-free)

Saskatchewan **(306) 566-6000**

Alberta **1 888 414-6123** (Toll-free)

Manitoba **1 800 990-2332** (Toll-free)

National Coordinator for
Official Languages **(780) 495-5976**

www.wd.gc.ca/ced/fed



Ontario

Federal Economic Development Initiative for Northern Ontario (FedNor) promotes economic development in Northern and rural Southern Ontario through three programs:

- **Northern Ontario Development Fund** provides a range of programs and services to assist communities and target groups in economic infrastructure development, including:
 - Innovation and Technology – contributions for applied research and development, and commercialization of new products;
 - Business Financing – loan loss reserve agreements with financial institutions that lever higher risk investments in small- and medium-sized enterprises;
 - Telecommunications, Information and Communications Technology (ICT) – support for projects that ensure integrated telecommunications, high-speed data transmission and the deployment of advanced ICT applications, particularly in the areas of health, education, and business; and
 - Community Economic Development – support for projects that develop a community’s capacity to plan and implement measures to accelerate local and regional economic diversification and renewal.
 - Trade and Tourism (see Trade Initiatives p.25, and Tourism Initiatives p. 23)
 - Human Capital (see Youth Internship Programs p. 34)
- **Community Futures Program** supports 61 Community Futures Development Corporations in non-metropolitan areas of Ontario that deliver a wide range of programs and services to support local community economic development and small business growth (see p. 6).



- **Eastern Ontario Development Fund** promotes socio-economic development in rural Eastern Ontario by supporting initiatives and activities to:
 - enhance the growth of existing businesses and establishment of new businesses by local entrepreneurs, outside investors and potential exporters;
 - improve access to capital for new and existing small- and medium-sized enterprises;
 - develop skills within the labour force to meet the needs of the business community;
 - retain and attract young people to the area; and
 - ensure all residents and businesses have equitable and affordable access to broadband services, and can realize the benefits of ICTs.

1 877 333-6673 (Toll-free)

www.fednor.ic.gc.ca

Quebec

IDEA-SME Program of **Canada Economic Development** (CED) helps small- and medium-sized enterprises carry out projects associated with innovation, research and development, design, development of markets and export trade, entrepreneurship and business climate development. CED and its regional business offices offer other programs and initiatives to rural communities.

Abitibi-Témiscamingue	1 800 567-6451 (Toll-free)
Bas-Saint-Laurent	1 800 463-9073 (Toll-free)
Gaspésie-Îles-de-la-Madeleine	1 866 368-0044 (Toll-free)
Centre-du-Québec	1 800 567-1418 (Toll-free)
Côte-Nord	1 800 463-1707 (Toll-free)
Estrie	1 800 567-6084 (Toll-free)
Laval-Laurentides-Lanaudière	1 800 430-6844 (Toll-free)



Mauricie	1 800 567-8637 (Toll-free)
Montérégie	1 800 284-0335 (Toll-free)
Nord-du-Québec	1 800 561-0633 (Toll-free)
Outaouais	1 800 561-4353 (Toll-free)
Québec–Chaudière-Appalaches	1 800 463-5204 (Toll-free)
Saguenay–Lac-Saint-Jean	1 800 463-9808 (Toll-free)

www.dec-ced.gc.ca

Atlantic

Atlantic Canada Opportunities Agency (ACOA) helps entrepreneurs in Atlantic Canada access the capital they need to start-up or expand a business. ACOA also coordinates programs designed to stimulate the development and commercialization of new technologies and business growth in the region.

- **Business Development Program** provides direct financial assistance to small- and medium-sized enterprises and non-profit organizations in the Atlantic region to expand or modernize their business.

www.acoa.ca/e/financial/business.shtml

- **Atlantic Innovation Fund** is designed to strengthen the economy of Atlantic Canada by accelerating the development of knowledge-based industry.

www.acoa-apecca.gc.ca/e/financial/aif

- **Women in Business Initiative** provides the business tools and resources needed to succeed by enlisting qualified business counselling and community outreach officers, flexible lenders, expert consultants and other business support organizations throughout the region.

www.acoa.ca/e/business/entrepreneurship/wbi/wbi.shtml



New Brunswick	1 800 561-4030 (Toll-free)
Prince Edward Island	1 800 871-2596 (Toll-free)
Newfoundland and Labrador	1 800 668-1010 (Toll-free)
Nova Scotia	1 800 565-1228 (Toll-free)
Cape Breton, Nova Scotia	1 800 705-3926 (Toll-free)

www.acoa-apeca.gc.ca

Community Business Development Corporations stimulate private sector employment in rural Atlantic Canada through business financing, counselling and advisory services to small businesses.

(902) 747-2232
1 888 303-2232 (Toll-free)
www.cbdc.ca

ACF Equity Atlantic Inc. provides venture capital to help entrepreneurs accelerate the growth of their businesses and build shareholder value through equity investment.

(902) 492-5164
1 800 251-5331 (Toll-free)
www.acf.ca



Agriculture

National

Farmcentre.com is a trusted management resource for farm business owners and others in the agriculture industry. Updated daily, it contains over 4,000 pages providing fast and easy access to leading-edge information on how to successfully start, operate and expand a modern farm in today's fast-paced globally competitive environment.

www.farmcentre.com

Farm Credit Canada (FCC) helps farmers and agribusiness grow and diversify. Operating out of 100 offices located primarily in rural areas, FCC is a national financial institution whose activities are focused on the agricultural sector. FCC offers a variety of commercial loan products and venture capital. FCC also delivers joint management programs and services in partnership with government agencies and other financial institutions.

1 888 332-3301 (Toll-free)

www.fcc-fac.ca

- **Software** – An agriculture operation can be complicated. Keeping track of it can be simple with AgExpert Software Tools.

1 800 667-7893 (Toll-free)

www.agexpert.ca

- **Agriculture Property** – Buying or selling? Find information on property values across Canada or view FCC's listing of Canadian properties for sale.

1 800 910-5263 (Toll Free)

www.fcc-fac.ca/en/Products/Property/property_e.asp



- **Venture Capital** – FCC Ventures provides equity and quasi-equity financing to small- and medium-sized companies in the business of agriculture.

(306) 780-3966

www.fccventures.ca

Agriculture and Agri-Food Canada offers programs and services to strengthen the capacity of the agriculture and agri-food sector to succeed in an increasingly competitive industry.

- **Price Pooling Program** assists and encourages the marketing of agricultural products under cooperative plans by guaranteeing a minimum average price of products sold by marketing agencies.

1 888 346-2511 (Toll-free)

www.agr.gc.ca/misb/nmp/ppp/index.html

- **Spring Credit Advance Program** provides interest-free loans to eligible producers to assist with spring seeding costs.

1 888 346-2511 (Toll-free)

www.agr.gc.ca/nmp/scap

- **Advance Payments Program** eases financial pressure during harvest time by providing access to credit. With a government guarantee, producer organizations, including the Canadian Wheat Board, negotiate loans from financial institutions to make cash advances of up to \$250,000 to producers, with the first \$50,000 interest free.

1 888 346-2511 (Toll-free)

www.agr.gc.ca/misb/nmp/app



- **Advancing Canadian Agriculture and Agri-Food** program helps the Canadian agriculture and agri-food sector to better plan for the future by focusing on current and emerging issues.

(613) 759-6175

www.agr.gc.ca/acaaf

- **Canadian Agricultural Income Stabilization** program protects producers from both large and small declines in farm income. Payments are made when current farm year income is less than the average income from previous years.

1 866 367-8506 (Toll-free)

www.agr.gc.ca/caisprogram

- **Production Insurance** (formerly Crop Insurance) provides risk protection for farm production by minimizing the economic effects of crop losses caused by natural hazards.

British Columbia

(250) 861-7211

Alberta

1 800 396-0215 (Toll-free)

Saskatchewan

(306) 728-7200 or

1 888 935-0000 (Toll-free)

Manitoba

(204) 239-3494

Ontario

1 888 247-4999 (Toll-free)

Quebec

(418) 838-5618

New Brunswick

(506) 453-2666

Nova Scotia

(902) 893-6370

Prince Edward Island

(902) 368-4843

Newfoundland and Labrador **(709) 729-6645**

www.agr.gc.ca/progser/ci_e.phtml

- **Canadian Farm Business Advisory Services** offers eligible producers—those with at least \$10,000 in annual gross farm sales and beginning producers—access to a range of services, such as Farm Business Assessment and Specialized Business Planning Services.

1 866 452-5558 (Toll-free)

www.agr.gc.ca/ren/cfbas/consult_e.cfm



- **Farm Debt Mediation Service** brings insolvent farmers and their creditors together to try to resolve their disputes.

1 866 452-5556 (Toll-free)

www.agr.gc.ca/progser/fdms_e.phtml

- **Matching Investment Initiative** helps boost investment in agri-food research and development, and enhances technology transfer by encouraging collaborative public and private research.

res2.agr.gc.ca/indust/mii/index_e.htm

- **Greencover Canada** program helps producers improve their grassland-management practices, protect water quality, reduce greenhouse-gas emissions, and enhance biodiversity and wildlife habitat.

1 866 844-5620 (Toll-free)

www.agr.gc.ca/env/greencover-verdir

- **National Water Supply Expansion Program** supports the development, enhancement and protection of vital water resources to help address water constraints in agricultural areas of Canada.

www.agr.gc.ca/env/index_e.php?section=h2o&page=h2o

West

Prairie Farm Rehabilitation Administration works with Prairie people to manage land and water resources in a productive and sustainable manner.

1 800 667-8567 (Toll-free)

www.agr.gc.ca/pfra



Community Pasture Program helps producers strengthen their operations by allowing them to use community pastures for summer grazing of cattle and encourages high-quality, long-term cattle production by providing a breeding service using good quality bulls. It also protects marginal land from erosion by maintaining a permanent cover on these lands.

(306) 780-5154

www.agr.gc.ca/pfra/cpprog_e.htm

Agricultural Value-Added Loan Program provides financing for companies that process primary agricultural products in either food or non-food areas to add further value to the product.

1 888 338-WEST (9378) (Toll-free)

www.wd.gc.ca/finance/programs/xavaf_e.asp



Natural Resources

National

Aquaculture Collaborative Research and Development Program is a **Department of Fisheries and Oceans** initiative to increase the level of collaborative research and development activity between the aquaculture industry and the department, and in some instances with other funding partners.

Newfoundland Region	(709) 772-0183
Maritime Region	(506) 529-5860
Gulf Region	(506) 851-2054
Quebec Region	(418) 775-0825
Central and Arctic Region	(905) 336-4565
Pacific Region	(250) 756-7128

www.dfo-mpo.gc.ca/science/aquaculture/acrdp_e.htm

Canadian Forest Service promotes the sustainable development of Canada's forests and competitiveness of the Canadian forest sector by providing leading-edge forest science and expertise.

(613) 947-7341
www.nrcan.gc.ca/cfs-scf

First Nations Forestry Program works to improve economic conditions of communities while adhering to the principles of sustainable forest management.

(819) 953-9557 or **(613) 947-7380**
www.fnfp.gc.ca

CANMET Mining and Mineral Sciences Laboratories of **Natural Resources Canada** provide quality research and sound scientific advice to the mining and minerals industries.

- **Mine Air Quality and Ventilation** aims to improve air quality and safety in the underground mine environment, and evaluate approaches that may provide savings in both capital and operating expenses.

(705) 677-7821



- **Ground Control Program** provides the Canadian mining industry with specialized services in rock mechanics to assist in the development of safer mine design and methods.

(613) 992-7392

- **Mine Mechanization/Automation Program** assists the Canadian minerals and metals industry through exploratory research, commercial and cost-shared research and development, product testing and technology transfer.

(819) 736-4331

www.nrcan.gc.ca/mms/canmet-mtb/mmsl-lmsm/mines

RETScreen International Clean Energy Decision Support Centre seeks to build the capacity of planners, decision-makers and industry to implement renewable energy and energy efficiency projects by: developing decision-making tools that reduce the cost of pre-feasibility studies; disseminating knowledge to help people make better decisions; and training people to better analyze the technical and financial viability of possible projects.

(450) 652-4621

www.retscreen.net

West

Shelterbelt Tree Program is a permanent program for the distribution of seedlings for planting shelterbelts or for conservation and land reclamation projects in Manitoba, Saskatchewan, Alberta and in the Peace River region of British Columbia.

(306) 695-2284

www.agr.gc.ca/pfra/sbcprog_e.htm



Tourism

National

Tourism Investment Fund helps finance high-end existing tourism operators, or start-ups in viable destinations. The **Business Development Bank of Canada** program is designed to help existing tourism operators who offer more than one-season attraction and those who wish to expand beyond a single-season operation.

1 877 BDC-BANX (232-2269) (Toll-free)
**[www.bdc.ca/en/my_project/Projects/financing/
fs_building_construction.htm](http://www.bdc.ca/en/my_project/Projects/financing/fs_building_construction.htm)**

Canadian Tourism Commission works in partnership with the country's tourism industries to promote Canada as a world-class, all-season tourism destination.

CanadaTourism.com provides tourism news and early access to new program and marketing opportunities, as well as valuable information, research and tools to help make better business decisions.

(613) 946-1000
CanadaTourism.com

Northern Ontario

FedNor's Tourism Initiatives support the development of broad-based regional cooperative marketing activities, tour packages, training and research activities, as well as the development of destination tourist facilities.

1 877 333-6673 (Toll-free)
www.fednor.ic.gc.ca



Trade

National

Export Source, the **Team Canada** Web site, is Canada's most comprehensive source of information and practical tools for new or experienced exporters.

exportsource.ca

Export Development Canada (EDC) provides trade finance and risk management services to Canadian exporters and investors in up to 200 markets. EDC has offices in 12 cities across Canada, and overseas representation in seven cities in key developing markets. EDC's export credit insurance, guarantees, political risk insurance, direct loans to foreign buyers and lines of credit help small- and medium-sized enterprises compete successfully on the world stage.

1 888 336-9742 or **1 866 996-9995** (Toll-free)

www.edc.ca

Canadian Trade Commissioner Service – Working in 12 regional offices across Canada and in over 140 cities around the world, Trade Commissioners help Canadian companies succeed in foreign markets by providing practical advice, valuable business intelligence and in-market assistance.

Virtual Trade Commissioner, your personalized gateway to the Canadian Trade Commissioner Service, contains market information and business leads that match your company's international business interests.

1 888 811-1119 (Toll-free)

infoexport.gc.ca



Agri-Food Trade Service provides centralized access to agricultural, fish and seafood export and market information, trade counselling, and export support activities, which will take the exporter from initial enquiry to foreign market.

(613) 759-7686

ats-sea.agr.ca

Canadian Agriculture and Food International Program

matches industry funds dollar for dollar to support activities that enhance and promote Canada's reputation as the world leader in supplying safe, high-quality agriculture, agri-food, beverage and seafood products that meet the changing demands of world markets.

1 800 0-Canada (622-6232) (Toll-free)

www.agr.gc.ca/int/cafi-picaa

West

Export Readiness offers programs and services to help small businesses in western Canada interested in entering international markets.

1 888 338-WEST (9378) (Toll-free)

www.wd.gc.ca/export/expread_e.asp

Northern Ontario

FedNor's Trade Initiatives support and strengthen trade in Northern Ontario by providing funding in support of trade missions and trade networks that assist businesses in accessing U.S., European and interprovincial export markets. In support of these activities, FedNor established an International Business Centre in 2003, with an office located in Sault Ste. Marie.

1 877 333-6673 (Toll-free)

www.fednor.ic.gc.ca



Atlantic

Canada/Atlantic Provinces COOPERATION Agreement on International Business Development provides financial assistance to export-related activities or research.

(506) 851-2092

1 800 561-7862, ext. 2092 (Toll-free)

www.acoa-apeca.gc.ca/e/ibda

Trade Mentoring Programs offer a suite of export mentoring products, each tailored to specific needs of Nova Scotia companies at various times in their export learning curves.

1 800 565-1228 (Toll-free)

www.acoa-apeca.gc.ca/e/business/trade

Export Partnering Program is an initiative designed to help small- and medium-sized businesses in New Brunswick with little or no exporting experience to successfully enter strategic international markets.

1 800 561-4030 (Toll-free)

www.acoa-apeca.gc.ca/e/business/trade



Information for People and Communities

Youth

National

Youth.gc.ca is the exclusive source for information about programs and services available for youth at the community level and beyond. It also serves employers of youth.

youth.gc.ca

RCMP deal.org Program is a by-youth-for-youth initiative, providing information on issues that are important to them, and inciting youth to get involved in their schools and communities. It also provides the tools needed to make healthy life choices and to overcome obstacles in personal, family and community life.

deal.org

Canada Student Loans Program provides financial assistance to eligible students based on their demonstrated financial need.

1 888 432-7377 (Toll-free)

(819) 994-1218 (TDD)

www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/cslp.shtml

Canada Education Savings Grant provides an incentive to Canadians to finance the post-secondary education of children by saving in a Registered Education Savings Plan (RESP). The grant can be as much as \$400 annually per child.

1 888 276-3624 (Toll-free)

www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/cesg.shtml



Royal Military College of Canada (RMC) educates and trains Officer Cadets, non-commissioned members and commissioned officers for careers of effective service in the Canadian Forces. RMC offers quality education for leaders of the future and develops professional and personal skills to meet the future challenges of the Canadian Forces.

1 866 762-2672 (Toll-free)

www.rmc.ca

Canada's SchoolNet provides high-speed access to the information highway to Canadian schools and libraries. Its educational Web site has over 7,000 learning resources, a daily information news service on the world of e-learning, and interactive features.

1 800 575-9200 (Toll-free)

www.schoolnet.ca

Computers for Schools collects, repairs and refurbishes donated surplus computers from government and the private sectors to schools and libraries across Canada.

1 888 636-9899 (Toll-free)

cfs-ope.ic.gc.ca

Employment, Internships and Exchanges

National

Youth Employment Strategy is the Government of Canada's commitment to help young people (aged 15 to 30)—particularly those facing barriers to employment—get the information and gain the skills, work experience and abilities they need to make a successful transition to the workplace.

- **Skills Link** helps youth facing barriers to employment develop the broad range of skills, knowledge and work experience they need to participate in the job market.



- **Career Focus** provides post-secondary graduates with career-related work opportunities in Canada and abroad to help them acquire advanced skills and become leaders in their fields.
- **Summer Work Experience** helps students by creating summer jobs for secondary and post-secondary students.
- **Human Resource Centres of Canada for Students**, which are located across Canada and open to the public from May to August, help students find summer jobs and offer group information and one-on-one sessions on résumé writing, preparing for interviews and looking for a job.

1 800 935-5555 (Toll-free)

youth.gc.ca

Campus WorkLink provides students and graduates with greater access to employers and jobs that relate to their academic background, and employers with an easy, efficient and cost-effective recruitment tool.

1 800 930-9643 (Toll-free)

www.campusworklink.com

Public Service Commission is an independent agency reporting to Parliament that works with departments and agencies to recruit and appoint qualified persons to the Public Service of the Government of Canada.

- **Post Secondary Recruitment Program** seeks university graduates who have the qualifications needed to fill entry-level positions in federal government departments.
- **Recruitment of Policy Leaders Program** targets and recruits exceptional graduates into the Public Service of Canada. It takes into account candidates' outstanding educational and professional qualifications, in order to recruit policy analysts at higher levels of responsibility.



- **Federal Student Work Experience Program** is the primary vehicle through which federal departments and agencies recruit students for some 7,000 temporary student jobs each year.
- **Research Affiliate Program** is specifically designed to give post-secondary students experience in applied research (design, execution, evaluation), when they must attain such knowledge and skills in order to graduate.
- **Post-Secondary Co-operative Education and Internship Programs** provide over 3,000 students each year with the relevant and practical work experience they need to fulfil the requirements of their academic program.

1 800 645-5605 (Toll-free)

www.jobs-emplois.gc.ca

Federal Public Sector Youth Internship Program places unemployed or under-employed young Canadians between the ages of 15 and 30 as interns in host federal government organizations for 9 month terms.

(613) 952-3277

www.yip-psj.gc.ca

Management Trainee Program recruits and develops highly qualified individuals for key positions of responsibility in the federal Public Service of Canada.

(613) 996-1353

www.hrma-agrh.gc.ca/mtp-psg/index_e.asp

Accelerated Economist Training Program offers high-calibre Master's degree candidates in any discipline the opportunity to work alongside Canada's top decision-makers on a number of social, economic and international policy agendas.

(613) 996-1353

www.hrma-agrh.gc.ca/aetp-pfae/index_e.asp



Student Connections hires post-secondary students to provide e-business and Internet training to Canadian small- and medium-sized enterprises.

1 888 807-7777 (Toll-free)
www.studentconnections.ca

Young Entrepreneur Financing Program helps give start-up entrepreneurs (18–34 years) a solid foundation to build a new business.

1 877 BDC-BANX (232-2269) (Toll-free)
www.bdc.ca

Summer Career Placements provide wage subsidies to non-profit, private and public sector employers to create career-related summer employment for students.

1 800 935-5555 (Toll-free)
youth.gc.ca

Young Canada Works provides grants, in the form of wage subsidies, to create summer jobs and internships to Canadian students and graduates, allowing them to gain valuable experience while putting their skills to the test.

1 800 935-5555 (Toll-free)
www.pch.gc.ca/special/ycw-jct

Foreign Affairs Canada's International Youth Programs enable young Canadians, primarily between the ages of 18 and 30, to obtain new skills and training to help them compete in the global economy and broaden their exposure to foreign cultures.

- **Working Holiday Programs** allow youth to travel to one of the program countries and have the option of engaging in short-term work to supplement travel expenses.
- **Young Workers' Exchange Programs** allow Canadian participants to gain professional work experience through overseas training.



- **Co-op Education Programs** provide students with an opportunity to gain valuable experience related to their current academic field of study and helps prepare them for a successful transition from school to the working world.

1 877 go123go (461-2346) (Toll-free)

www.canada123go.ca

Katimavik is a national youth volunteer service that allows bilingual groups of young Canadians to experience their country, serve the community, learn to work together as a group, and develop leadership and communication skills.

1 888 525-1503 (Toll-free)

www.katimavik.org

Exchanges Canada creates opportunities for young Canadians to gain a better understanding of their country, connect with one another and experience the diversity of Canada's communities, languages and cultures.

1 800 O-Canada (622-6232) (Toll-free)

www.exchanges.gc.ca

Cadets is the largest federally sponsored program for young Canadians between 12 and 18 who are interested in participating in a variety of challenging and rewarding activities while learning about the Canadian Forces. The program is designed to develop leadership, initiative, self-confidence, teamwork, good citizenship and physical fitness of Canadian youth.

1 800 627-0828 (Toll-free)

www.cadets.ca



Junior Canadian Rangers offers young people in remote and isolated communities across Canada a unique opportunity to participate in a variety of fun and rewarding activities in a formal setting. Under the supervision of the Canadian Rangers, these young Canadians (ages 12 to 18) become active and engaged citizens of their local communities.

1 800 627-0828 (Toll-free)

www.rangers.forces.ca

Aboriginal

Indian and Northern Affairs Canada's First Nations and Inuit Youth Employment Strategy provides funding to First Nations and Inuit communities and organizations that give First Nations and Inuit youth (aged 15-30, who are ordinarily living on-reserve or in recognized communities) what they need to prepare for and participate in the world of work.

- **Summer Student Employment Opportunities Program** offers wage subsidies to support work experience and training opportunities during the summer months to First Nations and Inuit students.
- **Science and Technology Program** funds activities that provide First Nations and Inuit youth with first-hand experience in various science and technology disciplines, from engineering to traditional knowledge.
- **Youth Work Experience Program** supports mentored work experiences through wage subsidies for out-of-school, unemployed or underemployed First Nations and Inuit youth.
- **Career Promotion and Awareness Program** exposes First Nations and Inuit youth to a variety of work and career options by funding activities that support career promotion and awareness, such as career fairs.

1 800 567-9604 (Toll-free)

www.ainc-inac.gc.ca/jeunesse-youth



Northern and rural Eastern Ontario

FedNor's Youth Internship Programs provide post-secondary school graduates with valuable work experiences in business and economic development leading to longer-term employment. Interns must be under the age of 30 and have graduated within three years of being hired.

1 877 333-6673 (Toll-free)

www.fednor.ic.gc.ca

Atlantic

Seed Capital ConneXion Program for Young Entrepreneurs provides information, advice and financing for young people, between the ages of 18 and 29 inclusively, in the Atlantic region, who are interested in starting or expanding a business.

1 800 668-1010 (Toll-free)

www.acoa-apeca.gc.ca/e/financial/capital.shtml



Seniors

Seniors Canada Online is designed for older adults (age 55 plus), their families, caregivers, and supporting service organizations. It offers key links to seniors-related information from Government of Canada, provincial and territorial Web sites.

www.seniors.gc.ca

Social Development Canada delivers several programs that help seniors live with dignity and be active in their communities.

- **New Horizons for Seniors Program** provides grants of up to \$25,000 to support a wide range of community-based projects across Canada that encourage seniors' active living, social participation and helps them to contribute to their communities.
- **Old Age Security** provides a monthly pension to most people over 65 who have lived in Canada for at least ten years. Other benefits are available for low-income seniors, such as the Allowance, the Allowance for the survivor and the Guaranteed Income Supplement.
- **Canada Pension Plan** can provide Canadians with a retirement pension as early as age 60. This plan also offers disability, survivors and death benefits.

Note: A person must apply for benefits under the Old Age Security and Canada Pension Plan.

1 800 277-9914 (Toll-free)

1 800 255-4786 (TTY Toll-free)

www.sdc.gc.ca/en/gateways/individuals/audiences/seniors.shtml



Veterans Affairs Canada provides benefits and services to eligible Canadians who served their country during periods of armed conflict and peacekeeping, and honours their sacrifices and achievements in the defense of freedom.

- **Disability Pension Program** provides veterans with compensation for one or more disabilities related to military service. Other income support and allowances also are available.
- **Health Care Programs** provide treatment and health-related benefits, as well as home care support, long-term care and health promotion.
- **Canada Remembers Program** helps to keep alive the memory of the achievements and sacrifices made by those who served Canada in times of war and peace.

1 866 522-2122 (Toll-free)

www.vac-acc.gc.ca

Home Adaptation for Seniors' Independence Program

helps homeowners and landlords pay for home adaptations to extend the time that low-income seniors can live in their own homes independently. It provides one-time, non-repayable contributions of up to \$2,500.

1 800 668-2642 (Toll-free)

www.cmhc-schl.gc.ca/en/prfias/hasi/readaspr_002.cfm

Canada's Physical Activity Guide to Healthy Active Living for Older Adults explains why physical activity is important, offers tips and easy ways to increase physical activity, and states how much is needed to maintain good health and improved quality of living later in life.

(613) 941-3109

www.phac-aspc.gc.ca/pau-uap/paguide/older



Arts and Heritage

CultureCanada.gc.ca gives one-stop Web access to the Government of Canada's culture, heritage and recreation services.

CultureCanada.gc.ca

Canada Council for the Arts fosters the arts in Canada through grants, services and awards to professional Canadian artists and arts organizations, as well as administering scholarly awards.

1 800 263-5588 (Toll-free)

www.canadacouncil.ca

Arts Promotion Program at **Foreign Affairs Canada** provides grants to professional artists and arts organizations in performing arts, visual and media arts, literature, film and television to present their work abroad.

(613) 944-4000

1 800 267-8376 (Sans frais)

www.international.gc.ca/arts

Canadian Heritage has programs that offer support and funding to artists and arts, cultural and heritage organizations in Canada.

- **Arts Presentation Canada** gives Canadians more access to diverse, high-quality artistic expression through the support of presenters of arts festivals, performing arts series, and other artistic experiences.
- **Canadian Arts and Heritage Sustainability Program** aims to strengthen organizational effectiveness and build capacity of arts and heritage organizations.
- **Cultural Spaces Canada** seeks to improve physical conditions for artistic creativity and innovation, and increase access for Canadians to performing, visual and media arts, museum collections and heritage displays.



- **Publications Assistance Program** supports the mailing costs of eligible publications, including a variety of Canadian periodical including community newspapers, and publications addressing ethnic, Aboriginal, and minority official-language communities.
- **Museums Assistance Program** provides financial and technical assistance to Canadian museums and related institutions.

(819) 997-0055

1 866 811-0055 (Toll-free)

www.pch.gc.ca/pc-ch/pubs/2004/index_e.cfm

Virtual Museum of Canada is a unique Web site that presents a multitude of narratives and treasures from Canadian museums. The site features exhibits, information on museums and events, Teachers' Centre, Image Gallery and Community Memories.

www.virtualmuseum.ca

Parks Canada establishes national parks, historic sites and marine conservation areas to protect and present Canada's natural and cultural heritage. Travel Planners are available with maps, information on activities, fees and special events—all organized by regional destinations.

1 888 773-8888 (Toll-free)

www.parkscanada.ca



Employment

JobsEtc.ca is a single-window online access point for resources and services relating to jobs, workers, training and careers.

JobsEtc.ca

Job Bank is the largest Web-based network of job postings available to Canadians with up to 2000 new postings every day.

JobBank.gc.ca

Public Service Commission of Canada is an independent agency reporting to Parliament that works with departments and agencies to recruit and appoint qualified persons to the Public Service of the Government of Canada. Its Web site is the largest site dedicated to the search for employment in the Public Service.

1 800 645-5605 (Toll-free)

www.psc-cfp.gc.ca

Human Resources and Skills Development Canada

provides Canadians with the tools they need to thrive and prosper in the workplace and community.

- **Human Resources Centres of Canada** offer information on job opportunities, and programs for children and families, youth, seniors, the unemployed, persons with disabilities, Aboriginal peoples and Canadians in the workplace.

www.hrsdc.gc.ca/en/gateways/nav/top_nav/our_offices.shtml



- **Job Creation Partnerships** projects provide eligible participants with opportunities to maintain or enhance job skills.

www.hrsdc.gc.ca/en/gateways/topics/jzp-gxr.shtml

- **Skills Development Program** provides financial assistance to unemployed EI-eligible individuals without marketable skills who require skills training to get employment.

www.hrsdc.gc.ca/en/epb/sid/cia/grants/skills-deve/desc_skills.shtml

1 800 0 Canada (622-6232) (Toll-free)

Employment Insurance (EI) helps unemployed Canadians between jobs by providing temporary financial assistance while they look for work or upgrade their skills, or while they are pregnant, caring for a newborn or adopted child, sick, or caring for a dying family member.

1 800 206-7218 (Toll-free)

www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/ei.shtml

Community Learning Networks help to support community-based pilot projects that take an innovative and sustainable approach to using existing network technologies to upgrade the skills and knowledge of adult learners in Canadian communities.

(819) 953-0300

www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/olt.shtml



Canadian Forces invites Canadian citizens who are at least 17 years of age and who have at least a Grade 10 education to get involved in the regular or reserve Canadian Forces.

1 800 856-8488 (Toll-free)
www.recruiting.forces.ca

Canadian Rangers are part-time reservists who provide a military presence in those sparsely settled northern, coastal and isolated areas of Canada that cannot conveniently be provided for by other components of the Canadian Forces.

1 800 627-0828 (Toll-free)
www.rangers.forces.ca

Careers in Transportation, on the **Canadian Transportation Research Gateway**, allows today's future workforce to explore the range of careers and educational opportunities in the transportation sector.

www.tc.gc.ca/ctrq-prtc/en/100.aspx



Social and Health

National

Canada Benefits Web site provides an overview of all government benefit programs and services for individuals.

CanadaBenefits.gc.ca

Canada Health Portal provides single-window online access to trusted health information and services in Canada.

www.chp-pcs.gc.ca

Canadian Health Network is a national, bilingual Web-based health information service that helps Canadians find information on how to stay healthy and prevent disease.

www.canadian-health-network.ca

Persons With Disabilities Online gives persons with disabilities, their family members, caregivers and service providers access to a full range of information on disability-related programs and services in Canada.

www.pwd-online.ca

Canada's Physical Activity Guide to Healthy Active Living helps you make wise choices about physical activity. Choices that will improve your health, help prevent disease, and allow you to get the most out of life. Guides are also available for children and youth.

1 888 334-9769 (Toll-free)

www.phac-aspc.gc.ca/pau-uap/paguide/index.html

Canada's Food Guide to Healthy Eating is a guide to help you make wise food choices.

(613) 954-5995

**www.hc-sc.gc.ca/hpfb-dgpsa/onpp-bppn/
food_guide_rainbow_e.html**



Canada Mortgage and Housing Corporation helps Canadians most in need—seniors, people with disabilities, Aboriginals, women and children fleeing family violence, youth at risk, and individuals who are homeless or at risk of homelessness—to gain access to safe, affordable housing.

- **Canadian Centre for Public–Private Partnerships in Housing** provides experts to community-based organizations to enable them to make informed decisions about affordable housing development.
- **Shelter Enhancement Program** provides financial assistance for the renovation and upgrading of existing emergency shelters for victims of family violence.
- **Residential Rehabilitation Assistance Program** helps low-income Canadians, people with disabilities and Aboriginals live in decent, affordable homes.
- **Emergency Repair Program** helps homeowners in rural and remote areas to do emergency repairs required for the continued safe occupancy of their homes.

1 800 668-2642 (Toll-free)

www.cmhc-schl.gc.ca/en/prfias

Women’s Program, Status of Women Canada offers financial and technical assistance to women’s and other voluntary organizations working to advance equality for women and support action by addressing women’s economic, social, political and legal situations.

(613) 995-7835

www.swc-cfc.gc.ca/funding/wp_e.html



Citizenship and Immigration Canada's programs help build a community of citizens respected throughout the world by:

- admitting immigrants, foreign students, visitors and temporary workers who enhance Canada's social and economic growth;
- resettling, protecting and providing a safe haven for refugees;
- helping newcomers adapt to Canadian society and become Canadian citizens; and
- managing access to Canada to protect the security and health of Canadians and the integrity of Canadian laws.

1 888 242-2100 (Toll-free)

www.cic.gc.ca

Family

Services for Children: Guide to Government of Canada

Services for Children and their Families provides descriptions and contacts for more than 100 programs and services for parents, caregivers and children.

1 800 0-Canada (622-6232)

Canada Revenue Agency delivers programs that contribute to Canadians' economic and social well-being.

- **Canada Child Tax Benefit** is a tax-free monthly payment made to eligible families to help them with the cost of raising children under age 18.
- **National Child Benefit Supplement** is a monthly benefit for low-income families with children.
- **Child Disability Benefit** is a monthly benefit providing financial assistance for qualified families caring for children with severe and prolonged mental or physical impairments.

1 800 387-1193 (Toll-free)

www.cra-arc.gc.ca/benefits



Canada Pension Plan Disability Benefits provide working Canadians and dependent children a measure of financial protection against the loss of earnings because of a disability.

1 800 277-9914 (Toll-free)

1 800 255-4786 (TDD Toll-free)

www.sdc.gc.ca/asp/gateway.asp?hr=en/isp/cpp/disaben.shtml&hs=cpr

Public Health Agency of Canada's Division of Childhood and Adolescence has programs and services aimed at the health and well-being of children and youth, and offer valuable resources on pregnancy, parenting, family issues and child development.

- **Nobody's Perfect** is a support and education program to help parents (who are young, single or living in isolation or low income) develop skills to cope with the pressures of raising a child (0-5 years).
- **Child Health Record** is an easy way to keep track of important facts about your child's development. The Record is useful when you are talking with family, teachers, child care providers, doctors and nurses.
- **Aboriginal Head Start** consists of two early intervention programs designed to give Aboriginal children, in both reserve and non-reserve settings, the best possible start in life.
- **Community Action Program for Children (CAPC)** provides long-term funding to community coalitions to deliver programs that address the health and development of children (0-6 years) who are living in conditions of risk.
- **Canada Prenatal Nutrition Program (CPNP)** offers food supplementation, nutrition counselling, support, education, referral and counselling on lifestyle issues to pregnant women who are most likely to have unhealthy babies.



- **CAPC/CPNP National Projects Fund** supports projects to eliminate or minimize the conditions of risk for pregnant women, young children and their families.

(613) 952-1220

www.phac-aspc.gc.ca/dca-dea

Aboriginal

First Nations and Inuit Health Branch supports the delivery of public health and health promotion services on-reserve and in Inuit communities. It also provides drug, dental and ancillary health services to First Nations and Inuit people regardless of residence.

- **Non-Insured Health Benefits Program** provides medically necessary goods and services to First Nations and Inuit people.

(613) 954-8825

- **Community Health Nursing Program** provides nursing services to First Nations clients living on reserves across Canada in a variety of settings, including remote, isolated and urban communities.

(613) 941-4596

- **National Native Alcohol and Drug Abuse Program** helps First Nations and Inuit communities to establish and operate programs that eliminate or reduce high levels of alcohol, drug and solvent abuse.

(613) 954-5810

www.hc-sc.gc.ca/fnihb/index.htm

Canada Mortgage and Housing Corporation offers programs in partnership with First Nations and others to meet the housing needs of Aboriginal Canadians on- and off-reserve.

- **On-Reserve Non-Profit Rental Housing Program** provides financial assistance to build or rehabilitate affordable rental housing on-reserve.



- **Housing Internship Initiative for First Nations/ Inuit Youth** providing on-the-job training for First Nations and Inuit youth to assist them in pursuing employment in the housing industry.

1 800 668-2642 (Toll-free)

www.cmhc-schl.gc.ca/en/prfias/abhoas

Canadian Heritage's Aboriginal Programs help to enable Aboriginal people to address the social, cultural and economic issues affecting their lives in Canadian society.

- **Aboriginal Representative Organizations Program** maintains a consultative framework of Inuit, Métis and Non-Status Indian representative organizations, through which governments can address the issues affecting Canada's Aboriginal peoples.
- **Aboriginal Languages Initiative** aims to maintain and revitalize Aboriginal languages for future generations.
- **Aboriginal Women's Program** aims to ensure full participation of Aboriginal women in their own communities and within Canadian society.
- **Northern Native Broadcast Access Program** provides funding and assistance for the production and distribution of Aboriginal radio and television programming in Aboriginal languages that reflect Aboriginal culture, community issues, concerns and current affairs.

(819) 994-3835

www.pch.gc.ca/progs/pa-app/prog_e.cfm



Environment and Energy Efficiency

National

SUSTAINING the ENVIRONMENT and RESOURCES for CANADIANS: Build on the present, secure the future

is a portal to information on sustainable development; balancing economic, environmental, social, cultural, health and political needs in the management of natural resources to maintain quality of life and ensure viability in the future.

www.environmentandresources.ca

The Green Lane is a comprehensive resource for weather and environmental information, tools, policies, regulations and more. From online magazines such as ENVIROZINE and the S&E Bulletin to the latest developments, The Green Lane is the place to learn about Canada's environment.

www.ec.gc.ca/envhome.html

EcoAction funds local environmental projects that support national priorities and lead to positive, measurable environmental results.

1 800 668-6767 (Toll-free)

www.ec.gc.ca/ecoaction

GeoConnections makes Canada's geographic information readily accessible on the Internet. It supports activities such as emergency/911 services, resource management, business development, community planning and transportation.

1 877 221-6213 (Toll-free)

www.geoconnections.org



National Forest Strategy guides Canadians in their ongoing work in sustainable forest management. It is for all Canadians to implement and reconfirms the country's collective commitment to work together toward the goal of a sustainable forest, nationwide.

(613) 947-9031

nfsc.forest.ca/strategy_e.htm

Canada's Model Forest Program uses 11 model forests to explore models of community involvement and shared decision-making in managing a large forest land-base for multiple use.

(613) 992-5874

www.modelforest.net

Canadian Wildlife Service handles Canadian wildlife matters and works with communities and landowners through stewardship and incentive programs, such as the Ecological Gifts Program, North American Waterfowl Management Plan and the Habitat Stewardship Program, to protect wildlife and its habitat.

(819) 997-1095

1 800 668-6767 (Toll-free)

www.cws-scf.ec.gc.ca

Weather Forecasts/Warnings/Climate Satellite Images are provided by the Meteorological Service of Canada. The service monitors water quantities, provides information and conducts research on climate, atmospheric science, air quality, ice and environmental issues.

1 900 565-5555 (A fee is charged)

www.msc-smc.ec.gc.ca



Freight Sustainability Demonstration Program encourages all freight modes (air, marine, rail, and truck) to take up new and existing technologies or best practices that can reduce greenhouse gas emissions in a practical and cost-effective manner. Organizations with an interest in goods movement may apply for funding of up to \$250,000 or 50 per cent of eligible project expenses.

(613) 991-1196

www.tc.gc.ca/programs/environment/Freight/FETI/FSDP/menu.htm

Moving On Sustainable Transportation Program assists organizations (such as environmental groups, community associations, academic institutions, and business and professional associations) that are conducting projects and delivering concrete results in support of sustainable transportation. The Program encourages the development of innovative methods for decreasing the impact of transportation on the environment, and also aims to give Canadians practical information and tools to apply sustainable transportation thinking to their daily lives.

(613) 998-6607

www.tc.gc.ca/most

Office of Energy Efficiency provides publications on wise energy use at home, at work and on the road.

1 800 387-2000 (Toll-free)

oee.nrcan.gc.ca

One-Tonne Challenge asks Canadians to reduce their annual greenhouse gas emissions by one tonne, or twenty per cent, by using less energy, water and resources and reducing waste. Call for *Your Guide to the One-Tonne Challenge* or visit the Web site.

1 800 0-Canada (622-6232) (Toll-free)

www.climatechange.gc.ca



EnerGuide for Houses can help you get independent, expert advice about the energy efficiency of your home. Save money, energy and our environment while increasing your home comfort. You could even be eligible for a federal grant for your energy improvements.

1 800 387-2000 (Toll-free)
www.energuideforhouses.gc.ca

North

Northern Ecosystem Initiative supports projects that address science and capacity-building needs throughout the Canadian North to enhance the future health and sustainability of northern communities and the ecosystems on which they depend.

1 800 668-6767 (Toll-free)
www.pnr-rpn.ec.gc.ca/nature/ecosystems/nei-ien/dh00s00.en.html

Quebec

Environment Canada's Area of Prime Concern (ZIP) program, part of its St. Lawrence ecosystem initiative, provides financial, scientific and technical support to 14 ZIP committees whose role is to involve riverside communities in the implementation of projects to conserve, protect and enhance the uses and resources of the St. Lawrence and Saguenay ecosystem from a sustainable development perspective.

(418) 648-3444
www.slv2000.qc.ca/plan_action/phase3/implication_communautaire/accueil_a.htm



Community Involvement Program is a joint Canada–Quebec initiative that is part of the St. Lawrence Action Plan. This financial and technical support program gives priority to community projects under the Ecological Rehabilitation Action Plan, developed after public consultations were conducted by the ZIP committees along the entire length of the St. Lawrence.

(418) 648-3537

1 800 463-4311 (Toll-free)

www.slv2000.qc.ca/index_a.htm

Environment Canada's Biosphere heightens Canadians' awareness, especially young people, of the environmental issues involved in the St-Lawrence–Great Lakes ecosystem and of sustainable development through exhibitions, demonstrations, workshops, educational programs and a network for environmental observation and community involvement in the field.

(514) 283-5000

www.biosphere.ec.gc.ca

Atlantic

Atlantic Coastal Action Program helps Atlantic Canadians restore and sustain watersheds and adjacent coastal areas by assisting communities to define common objectives for environmentally appropriate use of their resources and to develop plans and strategies that will help achieve them.

(902) 426-8679

atlantic-web1.ns.ec.gc.ca/community/acap/default.asp?lang=En&n=085FF7FC-1



Safety

SafeCanada.ca is your one-stop shop for safety and security information and services in Canada.

www.safecanada.ca

Canadian Coast Guard provides mariners—both commercial and recreational—with national programs and services such as aids to navigation, marine communications and traffic services, marine search and rescue, pollution response, icebreaking and waterways management.

(613) 993-0999

www.ccg-gcc.gc.ca

Canadian Coast Guard Auxiliary (CCGA) is a non-profit organisation and registered charity made up of volunteer resources throughout Canada. The CCGA provides assistance to the Coast Guard and the National Defense with search and rescue and safe boating programs.

1 866 MAYDAY2 (629-3292) (Toll-free)

www.ccg-gcac.org

Office of Boating Safety delivers prevention-based programs to reduce the safety risks and environmental impacts of boating on Canadian waters.

1 800 267-6687 (Toll-free)

www.tc.gc.ca/BoatingSafety

Direction 2006, a partnership between governments, railways and their unions, police and other safety organizations, aims to reduce the number of highway-railway crossing collisions and trespassing incidents on railway property by 50 per cent by 2006.

1 888 267-7704 (Toll-free)

www.direction2006.com



Canada Firearms Centre provides information about Canada's firearms laws that require all firearm owners to be licenced and all firearms to be registered.

1 800 731-4000 (Toll-free)

www.cfc-ccaf.gc.ca

National Crime Prevention Strategy can help you start up innovative crime prevention activities in your community.

1 877 302-6272 (Toll-free)

www.prevention.gc.ca



Justice

The **Department of Justice** offers a full range of programs and services that are available to Canadians. Visit **www.canada.justice.gc.ca** for more information on the programs and services listed below and others.

- Aboriginal Courtwork Program
- Aboriginal Justice Learning Network
- Access to Information and Privacy
- Child Support (**1 888 373-2222** Toll-free)
- Dispute Resolution
- Family Law Assistance Services
(**1 800 267-7777** Toll-free)
- Family Violence (**1 888 373-2222** Toll-free)
- Francophonie, Justice in Official Languages and Legal Dualism
- Parenting After Divorce
- Research and Statistics
- Trafficking in Persons
- Victims of Crime
- Youth Justice

(613) 957-4222

(613) 992-4556 (TDD/TTY)

www.canada.justice.gc.ca



Finance and Tax

Canadian Consumer Information Gateway is a single-window online gateway to trustworthy consumer information and services offered by Canada's governments and NGOs. It features everything from lists of product and food recalls and alerts on the latest consumer scams and frauds, to interactive financial calculators that can help you decide which bank or credit card is right for you, or whether you should buy or lease your next vehicle. The Gateway's **Complaint Courier** shows the best steps to take to file a consumer complain effectively.

consumerinformation.ca

Financial Consumer Agency of Canada is a newly created agency working to protect and educate consumers in the area of financial services. The agency provides consumer information and oversees financial institutions to ensure they comply with federal consumer-protection measures.

1 866 461-3222 (Toll-free)

www.fcac.gc.ca

Registered Retirement Savings Plan (RRSP) is a retirement plan that allows contributors to reduce their tax.

- **Home Buyers' Plan** allows RRSPs withdrawals to be used to buy or build a home for yourself or for someone who is related to you and is disabled.
- **Lifelong Learning Plan** allows contributors to withdraw from RRSPs to finance training or education for you, your spouse or common law partner.

1 800 959-8281 (Toll-free)

www.cra-arc.gc.ca/tax/individuals/topics/rrsp



Community Volunteer Income Tax Program helps eligible individuals who are unable to complete their income tax and benefit returns themselves, and are unable to pay for assistance.

1 800 959-8281 (Toll-free)

www.cra-arc.gc.ca/tax/individuals/volunteer

Canada Revenue Agency offers a number of electronic tax-filing methods that individuals can use to file their current personal income tax and benefit return.

- **NETFILE** users send their return over the Internet.
- **TELEFILE** users can file their return over the telephone.

1 800 959-8281 (Toll-free)

1 800 665-0354 (TTY Toll-free)

www.cra-arc.gc.ca/eservices/tax/individuals



Postal Services

Canada Post provides reliable, accessible, innovative and affordable solutions to connect all Canadians through a network of postal outlets, by phone and Internet. Some services that may be of particular interest to customers in rural locations include:

- **Passport forms** – Available in all Canada Post retail outlets across the country.
- **Canada Revenue Agency tax guides and forms** – Available at all post offices across Canada.
- **Migratory Bird Hunting Regulations** – Brochures are available over the counter at post offices when a licence is sold.
- **Student Loans Programs** – Several hundred Canada Post outlets now provide identity authentication and certificate validation for full-time students under the Canada Student Loans Program. Service is also extended to part time students under the program, including provincial student loan programs in British Columbia, Saskatchewan, Alberta and Ontario.
- **Financial Services** – Money Orders, Travellers Cheques, Currency Exchange and Money Transfer Services are available at many of Canada Post's retail outlets.



- **Sears** – Many of Canada Post's retail outlets serve as a Sears Catalogue Agent.
- **Canada Post Web site** – Helps customers find delivery confirmation, postal codes, postal outlet locations and a comprehensive list of products and services.

1 800 267-1177 (Toll-free)

www.canadapost.ca



Travel

Travel at Home and Abroad provides single-window access to travel-related programs and services for Canadians, such as tourism links, official travel reports by country and information for Canadians travelling outside Canada who need assistance.

www.passages.gc.ca

Canada Border Services Agency has two series of programs in place that streamline customs and immigration clearance to facilitate fast, efficient and secure entry into Canada and the United States for low-risk, pre-approved travellers—**CANPASS** and **NEXUS**.

- **CANPASS Air** offers members quick and secure customs and immigration clearance when arriving in Canada at major Canadian airports. This program allows members to meet their border clearance obligations by simply looking into a camera that recognizes the iris of the eye as proof of identity.
- **CANPASS Private Aircraft** makes clearing customs easier for private aircraft owners and their passengers travelling to Canada from the United States.
- **CANPASS Private Boat** makes clearing customs easier for owners of private pleasure boats and their passengers travelling on waterways between Canada and the United States.
- **CANPASS Remote Area Border Crossing** permit allows the bearer to cross the border into Canada at certain remote areas without reporting to a port of entry, as long as imported goods are declared.



- **Telephone Reporting** allows recreational boaters to dock at an approved marine telephone reporting site in Canada and call the telephone reporting centre immediately on arrival.
- **NEXUS Highway** offers members a simplified entry process for across the Canada–United States border by land. NEXUS members use dedicated lanes at various border crossings.
- **NEXUS Marine Pilot Project** allows recreational boaters to clear customs and immigration by contacting a Telephone Reporting Centre to report goods, destination and estimated time of arrival in Canada or the United States. The pilot will be operational for the 2005 boating season, from May to September on the Detroit River.
- **NEXUS Air Pilot Project** allows members expedited customs and immigration clearance entering Canada and the United States through the Vancouver International Airport. NEXUS Air is a pilot project that will operate until April 30, 2006 and is only available at Vancouver International Airport.

1 800 461-9999 (Toll-free)

www.cbsa.gc.ca/travel/programs-e.html

Passport Canada issues Canadian passports and deals with their recovery and use. Passport applications are available from any passport office, travel agency, Canada Post outlet or online.

1 800 567-6868 (Toll-free)

www.ppt.gc.ca



Consular Affairs Bureau provides a broad range of information concerning conditions in other countries, as well as advice to help Canadians prepare for international travel. It also offers a variety of services to Canadians abroad.

(613) 944-6788

1 800 267-6788 (Toll-free/In Canada and the U.S.)

1 800 394-3472 (TTY/In Canada and the U.S.)

www.voyage.gc.ca

Travel Medicine Program provides travel health information on current disease outbreaks around the world, immunization recommendations and general health advice for the international traveler.

(613) 957-8739

www.TravelHealth.gc.ca



Information Resources

Canadian Government Publishing (CGP) provides Government of Canada publications on a wide range of topics in various formats. CGP not only maintains a central ordering and distribution source, but through its associated network of bookstores and retailers across Canada and abroad, it ensures that publications are easily and readily available to Canadians.

(613) 941-5995

1 800 635-7943 (Toll-free)

publications.gc.ca

Depository Services Program (DSP)—Chances are that anytime you consult a Government of Canada publication at your library, the DSP is responsible. The DSP maintains a database of government publications and works with a network of over 950 libraries to facilitate access to Government of Canada information.

(613) 941-5995

1 800 635-7943 (Toll-free)

dsp-psd.pwgsc.gc.ca

Statistics Canada collects, compiles, analyses and publishes statistical information on virtually every aspect of the nation's society and economy. **THE DAILY** is Statistics Canada's official release bulletin. It issues news releases on current social and economic conditions and announces new products. It provides a comprehensive one-stop overview of new information available from Statistics Canada.

- **Statistical Profile of Canadian Communities** contains free information on more than 6,000 communities. A profile of Federal Electoral Districts is also available. To access these products and obtain other free statistics and information, consult the Statistics Canada Web site.



- **Rural and Small Town Canada Analysis Bulletin**
contains over 40 topics from rural youth migration and employment to urban consumption of agricultural land. These bulletins are available free of charge and can also be downloaded from the Statistics Canada Web site.

1 800 263-1136 (Toll-free)

1 800 363-7629 (TDD Toll-free)

www.statcan.ca

Many useful online tools are available for rural communities and organizations.

- **Community Development Handbook**

1 800 635-7943 (Toll-free)

www.hrsdc.gc.ca/en/epb/sid/cia/comm_deve/cdhbooke.pdf

- **Community Dialogue Toolkit**

1 888 781-2222 (Toll-free)

www.rural.gc.ca/dialogue/tool/index_e.phtml

- **Maximizing Media Relations**

1 877 302-6272 (Toll-free)

prevention.gc.ca/en/library/publications/media_toolkit

