

## Women and Multiculturism

#### 9.1 The Multiculturalism Program

Canadian voluntary or non-profit organizations, educational institutions, non-governmental institutions, or private sector companies (for specific, limited purposes) actively involved in developing strategies or initiatives that facilitate the full and active participation of ethnic, racial, religious and cultural communities in Canadian society, or improve the ability of public institutions to respond to such diversity, may be eligible to receive funding assistance in the form of grants and contributions. Individual Canadian citizens and landed immigrants may also apply. Please note that funding is not provided following the start up of a project.

Project proposals are assessed and recommended by Department of Canadian Heritage staff for approval by the Secretary of State (Multiculturalism)(Status of Women) who sets priorities to focus on community needs and/or emerging issues. Applicants should consult their local program officer about current priorities.

To get a copy of *Funding Application and Guidelines*, contact a program officer at one of Canadian Heritage's regional offices:



St. John's

Tel: (709) 772-5364 Fax: (709) 772-2940

E-mail.: multi\_stjohns@pch.gc.ca

Moncton

Tel.: (506) 851-7066 Fax: (506) 851-7079

E-mail: multi\_moncton@pch.gc.ca



#### Charlottetown

Tel.: (902) 566-7188 Fax: (902) 566-7226

E-mail: multi\_charlottetown@pch.gc.ca

#### **Halifax**

Tel.: (902) 426-2244 Fax: (902) 426-4996

E-Mail: multi\_halifax@pch.gc.ca

#### Quebec Region

#### Montreal

Tel.: (514) 283-5566 Fax: (514) 496-1553

E-mail: multi\_montreal@pch.gc.ca

#### Quebec

Tel: (418) 648-5606 Fax: (418) 648-2506

E-mail: multi\_quebec@pch.gc.ca

#### Ontario Region

#### **Toronto**

Tel.: (416) 973-5400 Fax: (416) 954-4515

E-mail: multi\_ontario@pch.gc.ca

#### London

Tel.: (519) 645-5190 Fax: (519) 645-5543

E-mail: multi\_london@pch.gc.ca

#### Hamilton

Tel.: (905) 572-2355 Fax: (905) 572-4345

E-mail: multi\_hamilton@pch.gc.ca

#### Ottawa

Tel.: (613) 996-5977 Fax: (613) 996-9255

E-mail: multi\_ottawa@pch.gc.ca

#### **Sudbury**

Tel.: (705) 670-5536 Fax: (705) 671-0620

E-mail: multi\_sudbury@pch.gc.ca

#### **Thunder Bay**

Tel.: (807) 346-2900 Fax: (807) 345-9731

E-mail: multi\_thunderbay@pch.gc.ca

#### Prairies/ Northwest Territories/ Nunavut Region

#### Winnipeg

Tel.: (204) 983-3601 Fax: (204) 984-6996

E-mail: multi\_winnipeg@pch.gc.ca

#### Regina

Tel.: (306) 780-7295 Fax: (306) 780-6630

E-mail: multi\_regina@pch.gc.ca

#### Saskatoon

Tel.: (306) 975-4138 Fax: (306) 975-4675

E-mail: multi\_saskatoon@pch.gc.ca

#### Yellowknife

Tel.: (867) 669-2800 Fax: (867) 669-2809

E-mail: multi\_yellowknife@pch.gc.ca

#### Western Region

#### Edmonton

Tel.: (403) 495-3350 Fax: (403) 495-4873

E-mail: multi\_edmonton@pch.gc.ca

#### **Calgary**

Tel.: (403) 292-5541 Fax: (403) 292-6004

E-mail: multi\_calgary@pch.gc.ca

#### Vancouver

Tel.: (604) 666-0176 Fax: (604) 666-3508

E-mail: multi\_vancouver@pch.gc.ca

#### Victoria

Tel.: (250) 363-3511 Fax: (250) 363-8552

E-mail: multi\_victoria@pch.gc.ca

#### Kelowna

Tel: (250) 470-4833 Fax: (250) 470-4839

E-mail: multi\_kelowna@pch.gc.ca

#### Whitehorse

Tel: (867) 667-3910 Fax: (867) 393-6701

E-mail: multi\_whitehorse@pch.gc.ca

or contact the national office:

Tel.: (819) 953-1970 Fax: (819) 953-9228

E-mail: multi\_canada@pch.gc.ca
Internet: http://www.pch.gc.ca/multi/

# 10

## Women, Research and Policy-making

### 10.1 Social Sciences and Humanities Research Council of Canada (SSHRC) Programs

The Social Sciences and Humanities Research Council of Canada funds a variety of research fellowships and strategic grants. Two programs geared specifically to research about women are:

#### Special Research Fellowships: The Thérèse F. Casgrain Fellowship

One 12-month, non-renewable fellowship is available every second year to carry out research in the field of social justice, particularly in defence of individual rights and the promotion of the economic and social interests of Canadian women. The award consists of a \$40,000 stipend, of which up to \$10,000 may be used for travel and research expenses. To qualify:

- the followship must be held at a Canadian university by a researcher who is either a Canadian citizen or landed immigrant conducting research at a Canadian university; and
- the applicant must hold a doctorate or equivalent advanced professional degree at the time of taking up the award and must have proven research experience.

The next fellowship award will be announced in December, 2000.

#### Strategic Grant Programs: Women and Change

Strategic grants support research on issues considered to be of national importance. The Women and Change theme encourages policy-relevant research on the current social, cultural, economic, political and technological changes that affect the quality of life for women and their ability to participate fully in contemporary society. To be eligible, proposals must clearly address well-defined policy issues flowing from the objectives of this program.



For more information about special research fellowships or strategic grants and your eligibility, visit the Social Sciences and Humanities Research Council of Canada (SSHRC) website and follow the *Program Information* link. Program information found on this website should be considered as authoritative.

Internet: http://www.sshrc.ca

or contact the Social Sciences and Humanities Research Council of Canada:

Tel.: (613) 992-0691 Fax: (613) 992-1787 E-mail: z-info@sshrc.ca

#### 10.2 Department of Justice Grants and Contributions Fund

Funding is available to eligible groups for Department of Justice grants and contributions for projects that promote and implement selected reforms in the justice system. (For details, see Families and the Law, section 7.1)

#### 10.3 Statistics Canada: Target Groups Analysis Project

The Target Groups Analysis Project of Statistics Canada provides a wide range of data and information on women and related groups such as seniors, children, and the family, in publications such as *Women in Canada*, *A Portrait of Seniors in Canada*, *Women in the Workplace* and *Finding Data on Women: A Guide to Major Sources at Statistics Canada*.

To learn more about the Target Groups Analysis Project, contact:

Tel.: (613) 951-2603 Fax: (613) 951-0387 Internet: http://www.statcan.ca

#### 10.4 Status of Women Canada

Status of Women Canada (SWC) is the federal government department responsible for promoting gender equality and the full participation of women in the economic, social, cultural and political life of the country. SWC's priorities are:

- o to improve women's economic autonomy and well-being;
- o to eliminate systemic violence against women and children; and
- o to advance women's human rights.

To achieve its priorities, SWC works with other federal government departments and agencies as well as with many organizations in the non-governmental, voluntary, and private sectors to provide Canadians with strengthened and more equitable public policy.

#### SWC:

- o works to ensure that legislation, policies and programs advance women's equality throughout the federal government;
- o conducts gender-based analysis of legislation, policies and programs, and recommends changes to ensure that government decisions are of benefit to all Canadians, women and men equally;
- o promotes the implementation of gender-based policy analysis throughout the federal government;
- o promotes and monitors the progress of the status of women throughout the country;
- o funds policy research and integrates the research findings into the policy development process;
- o provides financial, technical and professional assistance to women's and other voluntary organizations at community, regional and national levels, in order to support actions which advance women's equality; and
- o collaborates with provincial and territorial governments, international organizations and other countries, women's organizations, and other stakeholders, to address women's equality issues.

SWC also provides information on women's equality issues, through a periodic newsletter, *Perspectives*; the Governor General's Awards in Commemoration of the Persons Case, and the production and distribution of information for Women's History Month, International Women's Week, the National Day of Remembrance and Action on Violence Against Women and other commemorative events.

For more information about Status of Women Canada, contact the national office:

Tel: (613) 995-7835
Fax: (613) 957-3359
TDD: (613) 996-1322
E-Mail: vilas@swc-cfc.gc.ca
Internet: http://www.swc-cfc.gc.ca

#### Finding Data on Women: A Guide to Major Sources at Statistics Canada

This guide is designed to meet the needs of women's groups, researchers, research organizations, and equality-seeking groups for information on existing statistics and data sources that they can use in their work on the advancement of women's equality.

The guide contains information on how and where to find major surveys, analytical articles, and monographs on subjects ranging from family status and living arrangements, to housing, health, education, work and diversity.

For a copy of this guide, contact Status of Women Canada's Research Directorate:

Tel.: (613) 995-7835 TDD: (613) 996-1322 Fax: (613) 957-3359

E-mail: research@swc-cfc.gc.ca Internet: http://www.swc-cfc.gc.ca

To find out more about related statistics and services, contact the Target Groups Analysis Project at Statistics Canada:

Tel.: (613) 951-2603 Fax: (613) 951-0387

#### Gender-based Analysis Guide

Gender-based analysis is an essential tool for ensuring that the reality of women's lives is reflected in all government policies, programs, legislation and services. Gender-based analysis has been adopted as a government-wide policy. SWC's *Gender-based Analysis:* A guide for policy-making is a hands-on working document to assist in the implementation of this government-wide policy.

For more information about gender-based analysis, or to get a copy of the guide, contact Status of Women Canada:

Tel.: (613) 995-7835
Fax: (613) 957-3359
E-mail: vilas@swc-cfc.gc.ca
Internet: http://www.swc-cfc.gc.ca

#### **Policy Research Fund**

Status of Women Canada's Policy Research Fund supports independent, nationally relevant, forward-thinking policy research on gender equality issues. Policy research is defined as research which identifies policy gaps, new policy questions, emerging trends and new policy issues; or research that proposes frameworks for the evaluation, analysis and critique of existing policies in order to develop concrete alternatives to these policies. The fund also allows for policy research on "urgent issues" related to gender

equality that are on the current policy agenda for which time is of the essence, and there is an opportunity to effect change.

Individuals wishing to be on the Policy Research Fund list of researchers should complete and submit the form available on Status of Women Canada's Web site. This list is used to identify researchers with specific experience and interests.

For more information, visit the Research section on Status of Women Canada's Web site:

Internet: http://www.swc-cfc.gc.ca

or contact:

Tel.: (613) 995-3995 Fax: (613) 957-3359 TDD: (613) 996-1322

E-mail: research@swc-cfc.gc.ca

#### Women's Program

This program provides financial and technical assistance to a range of women's and other non-profit and voluntary organizations in Canada who are committed to equality for women in Canadian society. Initiatives being submitted must address the program objectives. In broad terms, they must:

- o promote strategies that advance women's equality within major institutions;
- o help involve women's organizations in the public policy process;
- contribute to a greater public understanding of women's equality issues; and
- help women's organizations increase the effectiveness of their actions to advance equality for women.

Initiatives eligible for consideration must also:

- address one or more of the program's three areas of focus: improving women's economic status, eliminating systemic violence against women and the girl child, and achieving social justice;
- involve affected women in all aspects of the initiative and address their concerns; and
- o identify other potential sources of financial and/or "in kind" support.

Proposals will be considered that are both national and regional in scope and assistance in applying for funding is available from both the national and regional offices. An

initiative is considered national if it involves at least three of the five regions of Status of Women Canada. It is recommended that the initiative be discussed with Women's Program staff early in the development process. Completed applications should be submitted to the appropriate office at least 12 weeks prior to the beginning of the initiative for which assistance is requested. Please note that funding is not provided for 100 per cent of the total costs of any initiative.

For more information on initiatives that are national in scope, contact the Women's Program at Status of Women Canada's national office:

Tel.: (613) 947-0934 Fax: (613) 947-0761 E-mail: wppf@swc-cfc.gc.ca

For information on initiatives that are regional in scope or a copy of the *Women's Program Funding Guidelines*, contact the nearest regional office:

#### Atlantic Region

Tel.: (506) 851-7706 Fax: (506) 851-3610

E-mail: atlcoord@nb.aibn.com

#### Quebec Region/Nunavut

Tel.: (514) 283-3150 Fax: (514) 283-3449

E-mail: cfcmena@interlink.net

#### Ontario Region

Tel.: (416) 952-2181 Fax: (416) 952-2183

E-mail: ontario.swc-cfc @pch.gc.ca

#### Prairies/Northwest Territories

Tel.: (780) 495-5577
Fax: (780) 495-4492
E-mail: lynnf@canuck.com

#### British Columbia/Yukon

Tel.: (604) 666-3465 Fax: (604) 666-0212 TDD: (604) 666-3263 E-mail: swcbcyk@web.net A copy of the *Women's Program Funding Guidelines* is also available by contacting General Enquiries at Status of Women Canada's national office:

Tel.: (613) 995-7835 TDD: (613) 996-1322 Fax: (613) 957-3359

Internet: http://www.swc-cfc.gc.ca

## 11

### Women in Rural and Remote Communities

#### 11.1 Entrepreneurs with Disabilities Program — Western Canada

This program ensures easy access to business services; access to loan funds up to \$75,000, for people who are unable to obtain financing from traditional lenders; as well as other support mechanisms. (For details, see Women with Disabilities, section 5.3)

#### 11.2 Farm Women

#### Agriculture and Agri-Food Canada: Farm Women's Bureau

Canadian farm women's skills and their important role as economic partners are essential for a dynamic and prosperous Canadian agri-food industry. The federal government is committed to advocating and promoting the equitable representation of farm women in agricultural consultations, decision and policy making. The Farm Women's Bureau at Agriculture and Agri-Food Canada has developed key programs and services to help achieve this goal, including:

- A Farm Women's Talent Bank used by the Minister and Deputy Minister of Agriculture and Agri-Food when considering appointments to both voluntary and paid positions on federal agencies, boards, commissions and consultation committees. Individuals interested in representing the views of farm women in agricultural decision and policy making should submit an application form to the Talent Bank. (Applications are available from the Farm Women's Bureau.)
- Gender-based Analysis to assess the impact on women of the Department's programs and policies;
- A National Information Clearinghouse for Farm Women that provides information on key consultations processes, policy and program developments; and
- Annual Meetings between national farm women leaders and the Minister of Agriculture and Agri-Food.



To learn more about the Farm Women's Bureau, its programs and services, contact:

Tel.: 1-800-554-5630 Fax: (613) 759-6622 E-mail: FWB@em.agr.ca Internet: http://www.agr.ca

#### Farm Women's Health

"Farm Family Health" Newsletter Canadian farm women want the facts on how agriculture affects their health and their family's health. Health Canada has created a newsletter called Farm Family Health that provides the latest information about research and scientific studies related to the health and well-being of Canadian farm families.

For more information, or to be added to the mailing list, contact Health Canada's Bureau of Reproductive and Child Health:

Fax: (613) 941-9927

Internet: http://www.hc-sc.gc.ca/hpb/lcdc/publicat/farmfam/

*Information on the Farmer Mortality and Cancer Incidence Study* Anyone wanting to know the long-term occupational risks to the health of farmers may want to get a copy of published papers about Health Canada's study of cancer incidence and mortality in farmers.

For more information, contact the Cancer Bureau at Health Canada's Laboratory Centre for Disease Control:

Tel.: (613) 957-1765 Fax: (613) 941-2057

Internet: http://www.hc-sc.gc.ca/hpb/lcdc/bc

#### 11.3 Housing

#### **Emergency Repair Program**

Financial assistance for urgent house repairs to meet safety standards is available to eligible Aboriginal or other homeowners with a limited household income, living in a rural or remote area whose population is 2,500 or less or in a larger community that doesn't have a distinctive core. Non-repayable contributions are available for such things as repairs to heating systems, chimneys, doors and windows, foundations, roofs, walls, floors and ceilings, vents and louvers, plumbing and electrical systems. The total contribution depends on the cost of repairs and where the homeowner lives.

For more information, contact Canada Mortgage and Housing Corporation's Canadian Housing Information Centre:

Toll-free: 1-800-668-2642 TTY: 1-800-309-3388 Fax: (613) 748-4069

Internet: http://www.cmhc-schl.gc.ca/ah-al/en/erp.html

#### 11.4 Rural Resource Book 1998

Individuals living in rural and remote areas of the country now have a tool to help them access federal programs and services geared to them. The *Rural Resource Book 1998* is a directory containing fact sheets on 190 programs and services offered by a variety of federal departments and agencies. The book includes information on everything from accessing capital for small business to programs for youth and seniors to special services related to safety, customs and taxes. It also includes contact numbers and Internet addresses to get more information.

For a copy of this book, or the complementary *Directory of Programs and Services*, contact the Agriculture and Agri-Food Canada's Canadian Rural Information Service:

Toll-free: 1-888-757-8725 Fax: (613) 759-6763 E-mail: cris@em.agr.ca

Internet: http://www.rural.gc.ca (includes Rural Resource Book updates)

# 12

### Senior Women

In 1998, 57 per cent of all people aged 65 and over were women. The share of the senior population accounted for by women is even higher in older age ranges. In 1998, women made up 60 per cent of all persons aged 75-84 and 70 per cent of those aged 85 and older and.

#### 12.1 Caregiver Information

#### Alzheimer Wandering Registry

Caregivers of individuals suffering from Alzheimer's disease, concerned that this person might wander away and become lost, may want to register the individual through their local Alzheimer Society. The RCMP's Canadian Police Information Centre keeps online records of all registered persons in order to assist police officers in identifying and returning these individuals to their home, should they become lost. The one-time fee for registration is \$25.

For more information about registration, contact the nearest Alzheimer Society, or the national office at:

Tel.: 1-800-616-8816 Internet: http://www.alzheimer.ca

#### Canada Caregiver Resource Inventory

This Internet-based inventory catalogues federal government initiatives, publications, research and products related to seniors and caregivers.

For more information, visit Veteran Affairs Canada's Web site:

Internet: http://www.vac-acc.gc.ca



#### 12.2 Health Canada's Division of Aging and Seniors

The Division of Aging and Seniors (DAS) serves Canadians as a centre of expertise on seniors and aging issues, providing information and helping to effect change. The Division also provides operational support to the National Council on Aging (NACA), an arm's length advisory body to the Minister of Health; and to the federal/provincial and territorial ministers responsible for seniors.

Both the Division and the Advisory Council prepare a variety of publications. Among DAS's publications are:

**Seniors Guide to Federal Programs and Services** This free guide is geared to helping seniors who live longer, live better lives by providing them, and those who work with them, with up-to-date information about relevant federal programs and services, and contact points for further information. Topics covered in the guide include housing, pensions and other benefits and health programs.

*Medication Matters: How you can help seniors use medication safely* This resource helps health care professionals and interested individuals to communicate better with senior patients with low literacy skills. It includes clear communication tips and techniques, plain language health information, information sheets and handouts.

**Safe Living Guide** — A **Guide to Home Safety for Seniors** This guide provides ideas about what an individual can do to prevent injuries in and around the home. The guide looks at two main areas: home and personal safety, and is useful to both seniors and those who care for them.

*Palliative Care: Info Sheet for Seniors* Palliative care (sometimes called hospice care) is a special kind of health care for individuals and families who are living with a lifethreatening illness, usually at an advanced stage. The palliative care info sheet answers some of the questions frequently asked by seniors about this type of care. The sheet also suggests where seniors can learn more about the services available.

NACA's publications include:

- Position Papers, with NACA's opinions or recommendations on current needs, concerns and issues;
- O *Expression*, a thematic quarterly newsletter;
- o *Info-Age*, a statistical bulletin co-produced with Statistics Canada; and
- O Writings in Gerontology, an in-depth examination on topical issues.

For more information, or to obtain copies of publications, contact the Division of Aging and Seniors or the National Advisory Council on Aging:

Tel.: (613) 952-7606 (DAS)

(613) 957-1968 (NACA)

Fax: (613) 957-7627 E-mail: seniors@hc-sc.gc.ca

Internet: http://www.hc-sc.gc.ca/seniors-aines

#### 12.3 Housing

#### Home Adaptation for Seniors' Independence

Homeowners aged 65 or older, or their landlords, may be eligible to receive financial assistance of up to \$2,500 to make minor adaptations to the senior's home that will help seniors get around more easily. To qualify, seniors must have difficulty with daily living activities because of diminishing abilities caused by aging and have a total household income below the income limit specified for their area. Home adaptations could include handrails in hallways, easy-to-reach work and storage areas in the kitchen, lever handles on doors, walk-in showers with grab bars and bathtub grab bars and seats.

For more information, contact Canada Mortgage and Housing Corporation's Canadian Housing Information Centre:

Toll-free: 1-800-668-2642 TTY: 1-800-309-3388 Fax: (613) 748-4069

Internet: http://www.cmhc-schl.gc.ca/ah-al/en/hasi.html

#### 12.4 Pensions

Senior women living in Canada who meet certain conditions are entitled to a federal pension, paid monthly either by cheque or direct deposit. There are seven major federal benefits:

#### Canada Pension Plan (CPP)

**Disability Benefits** This pension is for individuals who have a physical or mental disability that is severe and prolonged and prevents them from working regularly at any job or is long-term and could lead to the individual's death. (For details, refer to Women with Disabilities, section 5.2 above.)

**Retirement Pension** This pension is designed to replace about 25 per cent of the earnings on which an individual paid into the Plan. Anyone can receive a CPP retirement pension if they have made at least one valid contribution to the Plan and are at least 65 years of age, or are between the ages of 60 and 64 and have substantially or completely stopped working.

*Survivors Benefits* There are three types of Canada Pension Plan survivors benefits that are paid to the CPP contributor's estate:

- a one-time **lump-sum death benefit** normally paid to the estate of the deceased. If there is no estate, the benefit is paid to the person responsible for paying the funeral expenses. The maximum death benefit for 1999 is \$2,500.
- a monthly **surviving spouse's pension** paid to the common-law or legal spouse of the deceased contributor. Benefits are only paid to a surviving spouse under age 35, if the spouse is disabled or has dependent children.
- a **children's benefit** which is a monthly benefit for the dependent children of the deceased contributor. This is a flat-rate amount. The child must be under age 18, or in full-time attendance at a school or university if between the ages of 18 and 25.

*Contributions during Child-Rearing* CPP legislation provides that months of low or zero earnings while caring for a child under the age of seven may be excluded from the contributory period. This provision ensures that reduced earnings during child-rearing years will not result in lower future pension benefits. This provision applies to those who received Family Allowances benefits or to the spouses of the Family Allowances recipient and to those who are eligible for the Canada Child Tax Benefit.

Credit-Splitting after Divorce/Legal Annulment/Separation When a relationship ends, CPP credits which the couple built up during the time they lived together can be divided equally between the spouses after divorce or legal annulment and for a couple who separate from a legal or common-law union. A splitting of credits results in a permanent amendment to each spouse's record of earnings and may affect current or future benefits.

#### Old Age Security (OAS) Program

Old Age Security Pension (OAS) This pension is available to an individual aged 65 and over who is a Canadian citizen or legal resident of Canada and has resided in Canada at least 10 years after age 18. Persons no longer living in Canada may be eligible for an OAS pension if they were a Canadian citizen or legal resident at the time they left Canada. The amount of the pension is determined by how long the individual has lived in Canada. This pension is paid outside of Canada to individuals who had 20 years of residence in Canada prior to their departure.

Guaranteed Income Supplement (GIS) This pension is available to persons receiving the OAS pension who have no or very limited income. The amount of the supplement is determined by the individual's marital status and income (usually from the previous year). Please note that the GIS must be renewed each year. Starting in 1999, most seniors will be able to renew their benefit simply by filing an income tax return. Others will be sent a form that must be completed to ensure that their benefits are not interrupted. This pension is paid outside of Canada for six months plus the month of departure.

Spouse's and Widowed Spouse's Allowance (SPA) This pension is available to the spouse of an OAS pensioner or to the widow/widower, provided the applicant is between the ages of 60 and 64 and meets the residence requirements as described under the Old Age Security pension. The amount of the SPA is determined by the individual's marital status, income and spouse's income, if applicable. The SPA must be renewed each year. Starting in 1999, most seniors will be able to renew their benefit simply by filing an income tax return. Others will be sent a form that must be completed to ensure that their benefits are not interrupted. This allowance is paid outside of Canada for six months plus the month of departure.

Please note that individuals who do not apply may lose benefits they are entitled to receive. All benefits can be paid retroactively for 12 months only. Payments are received monthly, either by cheque or direct deposit and normally arrive during the last three banking days of each month.

To start benefits, a completed application form must be submitted to the nearest Human Resources Centre (listed in the Government of Canada pages of your telephone directory).

For more information about the Canada Pension Plan, contact Human Resources Development Canada:

Toll-free: 1-800-277-9914 (English)

1-800-277-9915 (French)

TDD/TYY: 1-800-255-4786

Internet: http://www.hrdc-drhc.gc.ca/isp