



Services *for* **You**



Guide to Government of Canada Services in
the **North**



Government
of Canada Gouvernement
du Canada

Canada^{!+!}

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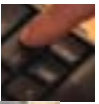
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Introduction

Government of Canada services are designed to meet your changing needs. This guide, *Services for You*, describes a few of these services, how they work and how you can access them. It has four sections. Each deals with individual needs or areas of common concern.

- Topics are in **bold**.
- Titles of booklets and pamphlets appear in *italics*.
- Toll-free telephone numbers and Web site addresses are provided at the end of each description.
- A detachable list of toll-free telephone numbers and Web sites for other frequently used services is provided at the end of the guide.



We encourage you to keep *Services for You*. If your needs change, it will help you find the right service.

About other services

To find out about other Government of Canada services:

- Call 1 800 O-Canada (1 800 622-6232), the Government of Canada information service;
- Visit the Government of Canada main Web site: canada.gc.ca

This guide is also available in large print, on audio cassette, in Braille and on computer diskette by calling 1 800 O-Canada.

Environment

House calls save energy

Yukon homeowners are reducing their energy bills as well as greenhouse gas emissions that contribute to climate change. Through the **House Calls Energy Efficiency Project**, experts work with individual homeowners to help them cut energy use. Energy-saving steps include:

- wrapping electric hot water tanks with insulating blankets;
- using compact fluorescent light bulbs; and
- installing water-conserving showerheads.

☎ **1 800 661-0408**

🌐 www.nrgsc.yk.ca

Nearly 1,500 homes will be inspected. The project is expected to reduce greenhouse gases by 1,800 tonnes a year.



Save energy and money at home

The Office of Energy Efficiency can help you **save energy and money in your home**. A great place to begin is the pamphlet, *What is Energy Star?* Order it today and start saving.

At the same time, check out the office's other guides and booklets.

☎ **1 800 387-2000**

🌐 www.oee.nrcan.gc.ca

and click on "Publications"



Help your community protect the environment

Want to get your community involved in cleaning up the environment? Help is available through the **EcoAction Program**. The program supports projects that protect the environment. If your non-profit group has an environmental project in mind, contact EcoAction. You can also get a copy of the guide *Community Environmental Projects: From Needs Assessment to Evaluation*. The guide tells you how to set goals, recruit volunteers, develop partnerships and communicate results.

 **Yukon: 1 800 667-7779**

 **NWT and Nunavut: 1 800 567-1570**

 **www.ec.gc.ca/ecoaction**

Restoring and preserving damaged habitat

Residents of a Nunavut community worked together to get rid of discarded fuel drums in the area. The barrels used to hold fuel for boats. They threatened the environment and local wildlife. They were left behind at campsites near Pangnirtung. Removing the drums will clean up the area for future generations of hunters and gatherers. As part of the project, newsletters and posters told people how to dispose of the drums. Stickers describing proper disposal methods are now being placed on new drums.




How you can take positive action on climate change

Climate change affects our health, environment and economy. By using less energy, we can reduce the greenhouse gas emissions that contribute to **climate change**. Here are a few simple ways we can save energy every day:

- Put extra insulation in the attic of your home.
- Seal leaks around doors and windows.
- Turn your thermostat down at night and when you're out during the day.
- Run your dishwasher only when it's full.
- Lower the temperature on your water heater.



 **1 800 0-Canada**

 www.climatechange.gc.ca

Health and families



Pregnant and in need of support? Here's how to get help

If you're expecting a child and need support, the **Canada Prenatal Nutrition Program** can help. The program helps pregnant women by providing nutrition counseling, food supplements, education, referral to other services and counseling on lifestyle issues such as alcohol abuse.

☎ **1 866 225-0709 (toll-free)**

🌐 www.hc-sc.gc.ca/childhood-youth
and click on "Community Based Programs"

How to keep your children active and healthy

Keeping your children active is the best way to help them stay healthy. Studies show that more than half of children and youth in Canada are not active enough. As a result, many young people suffer from childhood obesity. This increases their risk of health problems such as heart disease and diabetes.

Order your copy of *Canada's Physical Activity Guide for Children* and *Canada's Physical Activity Guide for Youth*. Both booklets offer tips to keep your kids active.

☎ **1 866 225-0709 (toll-free)**

🌐 www.hc-sc.gc.ca/hppb/paguide

Program for pre-school children

The **Aboriginal Head Start** program provides support for pre-school children and their parents. If you're a parent, you can take courses to develop your parenting skills and confidence. Your children will learn about healthy eating, active living and Aboriginal culture and languages. The program is available to families in urban areas, northern communities and on-reserve.



☎ **1 866 225-0709 (toll-free)**

🌐 www.hc-sc.gc.ca/childhood-youth
and click on "Aboriginal Childhood
and Youth"

More classes, more chances to take part

To make sure as many children as possible could participate in the Aboriginal Head Start program, the Nunavut community of Igloolik decided to hold classes throughout the day. Children can now play traditional games and learn about their culture in the mornings, afternoons and some evenings. Parents and Elders also take part in the activities.

One participant says the program not only "helps my child in all areas of growth and development, it supports the whole family. When my daughter comes home now, she talks about her Aboriginal culture. And she's teaching me things about our culture that I never really learned growing up."

Preventing falls can protect your good health

As a senior, you know good health is important to your independence. One of the best ways to protect your quality of life is to **prevent falls**. Falls are responsible for most injuries among seniors and almost half of nursing home admissions. *You Can Prevent Falls!* is a series of fact sheets that explains what can be done to maintain seniors' quality of life. *You Can Prevent Falls!* is aimed at seniors, veterans, their families and caregivers.



☎ **1 800 O-Canada**

📄 www.hc-sc.gc.ca/seniors-aines
and click on "Publications," then on "F" in the A-Z index



Don't forget to apply for seniors' benefits

Canada Pension Plan and Old Age Security benefits do not start automatically. You must apply for them. To learn more about Government of Canada services for seniors and soon-to-be seniors, order a copy of *Services for Seniors*.

☎ **1 800 O-Canada**

📄 canada.gc.ca
and click on "Services for Canadians," then on "Seniors"

Innovation and business development

Public access to the Internet is available

You don't have to own a computer to use the Internet. Chances are an organization in your area offers affordable access to computers and the Internet. Through the **Community Access Program**, the Government of Canada helps community-based organizations in the North have affordable access to the Internet. The Community Access Program also offers computer and Internet training in schools, libraries and community centres.

 **1 800 575-9200**

 <http://cap.ic.gc.ca>

Adventure of a lifetime

For two teachers, the Community Access Program was their ticket to the adventure of a lifetime. Using the Internet at the Fort Providence program site, the two learned about teaching positions in China. They applied, were accepted and are now experiencing life and culture in a different part of the world.

An Internet site for youth

Check out **Youth Buzz**, a Web site that keeps youth up to date on the environment, Aboriginal peoples, land claims, economic development, mining and oil and gas in the NWT. The site has activities for kids, such as a scavenger hunt and crossword puzzles. It also offers resources for teachers.

☎ **1 800 567-9604**

🌐 <http://nwt.inac.gc.ca/youthbuzz>

Support for business development

If you're thinking about starting a business or looking for business advice, check out the **Canada Business Service Centre** near you. Offices across the North can help you:

- develop your business idea;
- get financing; and
- market your product or service.



☎ **Yukon: 1 800 661-0543**

☎ **NWT: 1 800 661-0599**

☎ **Nunavut: 1 877 499-5199 (toll-free)**

🌐 www.cbcs.org

A resource in Nunavut

Find out about **funding opportunities for business** in by contacting Indian and Northern Affairs Canada. The department also has programs to ensure Inuit participation in major infrastructure, tourism and resource development projects.

☎ **1 800 567-9604**

🌐 www.inac.gc.ca

Training and work opportunities



A force for the future

Experience military life before deciding if a career in the Canadian Forces is for you. The **Canadian Forces Aboriginal Entry Program** is for eligible Aboriginal people who are interested in a career with the

navy, army or air force. You'll join Aboriginal participants from across Canada in a three-week training course. The program reflects the unique experiences and concerns of Aboriginal people. To be eligible, you must:

- be at least 17 years of age;
- have completed Grade 10 (Grade 12 preferred); and
- meet Canadian Forces medical and enrolment standards.

☎ **1 800 856-8488**

🌐 www.recruiting.forces.gc.ca

and click on "Links" in the left menu, then on "Canadian Forces Aboriginal Entry Program"

Learn about oil and gas in the North

Everyone's talking about **oil and gas exploration and development in the NWT**. Your community can get involved.

Learn more about the industry and find out how your community can benefit from training, employment and business opportunities. Indian and Northern Affairs Canada provides information and workshops on oil and gas. It also gives advice about oil and gas benefits plans.

☎ **1 800 567-9604**

🌐 www.inac.gc.ca/oil

Youth programs in the North

Cadets and the Junior Canadian Ranger programs offer teenagers in remote and isolated communities across the North a unique opportunity to participate in a variety of fun and rewarding activities in their communities.

Although each program is different, both are community-based youth experiences that offer interesting and challenging activities and teach valuable life skills.

Cadets and the Junior Canadian Ranger programs are a great opportunity to learn more about teamwork, friendship and self-esteem.




 **1 800 661-0705**


 www.cfna.forces.gc.ca

Source for job information in the North


You can find out about **training, job opportunities and support programs** in the North through a toll-free number and Internet site. Whether you're a job seeker, employer, teacher, counselor or researcher, you can get the information you need.

Yukon:

 **1 888 757-8725**
(toll-free)

 www.yuwin.ca

Nunavut and NWT:

 **1 888 757-8725**
(toll-free)

 www.northwin.ca

Explore job opportunities with the Government of Canada

You can find out about Government of Canada **job opportunities and employment programs** by phone or on the Internet.

 **1 800 645-5605**

 jobs.gc.ca

and click on "Jobs Open to the Public"

Canada's New Health Care Accord

Recently, the Prime Minister and the provincial Premiers reached an agreement about sustaining and reforming Canada's treasured health care system. To make that agreement a reality, the Government of Canada is **increasing federal funding for health care by \$34.8 billion over the next five years.**

The Accord reinforces the five key principles of the *Canada Health Act* and it provides increased support for existing health care services across the country.

Equally important, it seeks and finances change – for the better:

- better access to appropriate primary health care providers on a 24-7 basis, reducing pressures on emergency departments;
- improved home-care services and coverage against catastrophic drug costs;
- a compassionate care benefit, through employment insurance, for those who need to take time off work temporarily to support a gravely ill family member;

- new diagnostic and medical equipment, to shorten waiting lists and speed up treatments;
- secure electronic patient records, to avoid repetitive and time-consuming paperwork;
- more science and innovation at research hospitals;
- special attention will be paid by federal, provincial and territorial governments to the health needs of Aboriginal peoples.

The Accord also provides for the creation of a Health Council to report regularly to all Canadians on the quality of their health care system. Citizens and taxpayers have a right to know how health dollars are being spent and how health reforms are being implemented.

For more Health Care Accord information:

☎ 1 800 O-Canada
(1 800 622-6232)
TTY 1 800 465-7735

🌐 canada.gc.ca