



# Services *for* **You**



Guide to Government of Canada Services in  
Newfoundland and Labrador



Government  
of Canada

Gouvernement  
du Canada

Canada 

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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 six 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 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](http://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.

# Entrepreneurs



## Support for business expansion

If you're an entrepreneur in Newfoundland and Labrador, the Atlantic Canada Opportunities Agency can help you **start, expand, diversify or modernize your business**. The agency can also help you market your products and services. By investing in local businesses, the agency helps create jobs for Newfoundlanders and Labradorians.

 **1 800 668-1010**

 [www.acoa-apeca.gc.ca](http://www.acoa-apeca.gc.ca)

## Smooth sailing for St. John's company

When the luxury condominium ship, *The World*, sailed into St. John's Harbour in 2002, employees of Rutter Technologies had every reason to be proud. This unique ship, a year-round home to its passengers and crew, carries a Voyage Data Recorder developed by Rutter Technologies. Similar to an airplane's black box, the recorder contains the ship's navigation history for future analysis and training. The information collected can be used to improve safety practices in most ships. The Atlantic Canada Opportunities Agency has worked with Rutter Technologies since 1999.

## Help on the Internet

Many small- and medium-sized businesses **use the Internet to get the information** they need to make their business grow. A popular site for entrepreneurs is the "Interactive Business Planner."



 [www.cbsc.org/ibp](http://www.cbsc.org/ibp)

# Environment

## How you can take positive action on climate change

Climate change affects our health, environment and economy. But all of us can help lessen the impact of **climate change**. 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:

- Turn off lights, appliances, televisions and computers when not needed.
- Seal leaks around doors and windows.
- Check the EnerGuide label when buying a new appliance.
- Turn off your vehicle whenever possible. Letting your vehicle run for just 10 seconds uses more fuel than restarting your engine.
- Lower your thermostat at night or when you're not at home.
- Take the bus. One full bus takes 40 vehicles off the road. That saves fuel and reduces carbon dioxide emissions and pollutants.
- Use compact fluorescent bulbs. They last longer and use 75% less energy.
- Clean or replace your furnace filter regularly.
- Install low-flow shower heads.
- Fix leaky faucets.



☎ **1 800 O-Canada**

🌐 [www.climatechange.gc.ca](http://www.climatechange.gc.ca)

## Protecting the Newfoundland marten

In 1996, after decades of accidental trapping and habitat loss, the Newfoundland marten was put on the endangered species list. Since then, the Canadian Forest Service has been working with industry and government in providing answers on habitat research.

Parks Canada is also doing its part. A play about the marten toured schools in Gros Morne National Park while, at Terra Nova National Park, an “adopt-a-marten” campaign was launched through the **Habitat Stewardship Program for Species at Risk**. Find out how you can help protect the marten.



☎ **1 800 668-6767**

🌐 [www.speciesatrisk.gc.ca](http://www.speciesatrisk.gc.ca)

and click on “Programs”  
in the menu on the left

# 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/hppb/childhood-youth](http://www.hc-sc.gc.ca/hppb/childhood-youth) and click on "Community Based Programs"

The program is available in communities across Newfoundland and Labrador, including Corner Brook, St. John's, Happy Valley - Goose Bay, Nain and the Burin Peninsula.

## Preventing falls can protect your good health

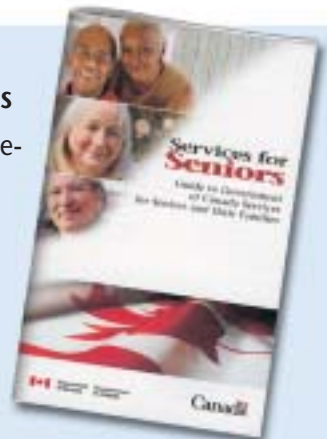
As a senior, you know good health is important to your independence. One of the best ways to protect your quality of life is to **prevent falls**. Falls are responsible for most injuries among seniors and almost half of nursing home admissions. *You Can Prevent Falls!* is a series of fact sheets that 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](http://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](http://canada.gc.ca) and click on "Services for Canadians," then on "Seniors"





# Internet

## Public access to the Internet is available

You don't have to own a computer to use the Internet. Chances are there's an organization in your area that offers affordable access to computers and the Internet. Through the **Community Access Program**, the Government of Canada helps community-based organisations in Newfoundland and Labrador buy computers. 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>

### Triton on-line

Thanks to the Community Access Program, the 1,200 residents of Triton are connected to the rest of the world. At the community's public access centre, residents can surf the Web, send e-mails, search for jobs and learn word-processing. They also have access to a printer, digital camera and scanner.



## It's a wired world for youth

Youth.gc.ca has everything you want to know about **Government of Canada programs and services for youth**. The Web site is an excellent source for parents, youth, educators and youth organizations.

☎ 1 800 935-5555

🌐 [youth.gc.ca](http://youth.gc.ca)




# Safety and security

## Strategy helps communities prevent crime

Get the help you need to prevent crime in your community through the **National Crime Prevention Strategy**. The strategy provides tools, advice and funding to help your community deal with the causes of crime.



 **1 877 302-6272 (toll-free)**

 [www.prevention.gc.ca](http://www.prevention.gc.ca)

### Keeping youth out of trouble

Concerned about youth vandalism and substance abuse, residents of Perrault Place decided to take action. With the help of the National Crime Prevention Strategy,

they formed a tenants' association to deal with the problem. The association offers alcohol and drug awareness workshops, recreational activities and a homework program. Job search help and career advice are also available. In addition, a youth group plans activities for young people in the community. "Today, we can see the results of our work," says association member Maxine Budgell. "We're very proud of what we've accomplished."

## Don't set sail without your boating competency card

Boating is a vital part of life in Newfoundland and Labrador. New rules have been introduced to make boating and related water activities safer. To operate a motorized pleasure boat, you are or will be required to have an **operator competency card**. To get the card, you have to pass a Canadian Coast Guard test. The test covers topics like:

- regulations;
- minimum safety equipment requirements for your boat;
- the Canadian buoy System; and
- how to share waterways.

To prepare for the test, you can take a course or learn by correspondence.



☎ 1 800 230-3693

🌐 [www.ccg-gcc.gc.ca/obs-bsn](http://www.ccg-gcc.gc.ca/obs-bsn)

## Don't put up with bullying

Your children should feel safe in their schoolyard or neighbourhood park. The **National Crime Prevention Strategy** will help your family and community deal with bullying. The program offers advice on how to prevent and stop bullying. It also funds community projects that address the causes of crime and victimization.

## Take steps to protect your child

If your child is being bullied, the following steps may be helpful:

- listen to your child and encourage him or her to talk about the bullying;
- reassure your child that he or she is not responsible for the bully's behaviour;
- talk to your child about ways to stop the bullying;
- discourage fighting back;
- talk to the child's teacher or school principal;
- be present when your child reports bullying; and
- offer to approach the bully's parents.



 **1 877 302-6272 (toll-free)**

 **[www.prevention.gc.ca/en/library](http://www.prevention.gc.ca/en/library)**

and click on "Features"

# Work and volunteer opportunities

## Work experience for employment insurance recipients

If you're eligible for employment insurance, you can get hands-on experience through **Job Creation Partnerships**. The program provides employment insurance recipients with work experience on projects developed with community partners across the province.

☎ **1 800 206-7218**

🌐 [www.hrdc.gc.ca](http://www.hrdc.gc.ca)

and click on "Grants and Contributions" in the left menu, then on "Unemployed Persons"

### Alison finds her role in film industry


Thanks to the opportunity she received through Job Creation Partnerships, Alison Carter gained valuable experience in the film industry. "Most films are shot out of sequence," Alison explains. "Scenes are often filmed days or months apart." It's Alison's job to make sure all the scenes flow together smoothly. "Handling continuity is a critical role," she says. "I have to make sure the editor has everything needed to put scenes together properly."



## 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”



## Help others at tax time

If you know the difference between a tax credit and a tax refund, and you're handy with a calculator, you can help others with their income tax returns. Through the **Community Volunteer Income Tax Program**, you'll receive free training and helpful reference materials to help you help others. Call today to find out how you can volunteer for the program.

If you feel you need help preparing your tax return, call to see if you're eligible for assistance.

 **1 800 959-8281**

 **www.cra.gc.ca/volunteer**

and click on “Become a Tax Volunteer”

# 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](http://canada.gc.ca)