



Services *for* **You**



Guide to Government of Canada Services in
Prince Edward Island



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 seven 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



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 your vehicle off whenever possible. Letting your car run for just 10 seconds uses more fuel than restarting your engine.
- Lower your thermostat at night or when you're not at home.
- 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

What you can do to protect our natural heritage

Prince Edward Island National Park is among the most popular places to visit in the province. It attracts more than one million visitors annually. However, much of the park's beauty is fragile, particularly the sand dunes.

The dunes rely on marram grass for stability. Marram grass sends out roots and runners that stabilize the

sand dunes. Without this support, the dunes would simply blow away. However, marram grass is sensitive. Though it loves to be buried in sand, it cannot tolerate being stepped on. Only 10 footsteps are enough to destroy marram grass.

Do your part to help protect the park's sand dunes. Stay off the marram grass and use only the marked dune crossings. Encourage others to do the same.

 **1 888 773-8888 (toll-free)**

 www.parkscanada.gc.ca/pn-np/list_e.asp
and click on "Prince Edward Island," and then on "Natural Heritage"

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 counselling, food supplements, education, referral to other services and counselling on lifestyle issues such as alcohol abuse.

The program is available in communities across P.E.I., including Montague, Wellington, Summerside, Souris, Charlottetown and Alberton.



 **1 866 225-0709 (toll-free)**

 www.hc-sc.gc.ca/childhood-youth

and click on "Community Based Programs"

Immigration

Get your new life in Canada off to a good start

There's a lot to do if you're new to Canada. You'll have to find a place to live, get a job and enrol your children in school. You'll need to apply for a health card and find a doctor. You'll find the information you need in the booklet *Welcome to Canada: What You Should Know*. This guide describes all the services available to newcomers to Canada—even where to find free language classes in your community.



☎ **1 800 O-Canada**

🌐 www.cic.gc.ca

and click on "After You Arrive"

For permanent residents who travel abroad

Starting December 31, 2003, you will need a **permanent resident card** to re-enter Canada if you travel abroad. This new card will replace your IMM 1000 form.



☎ **1 800 255-4541**

🌐 www.cic.gc.ca

and click on "After You Arrive"

Innovation

Recognizing young entrepreneurs

Presented by the Business Development Bank of Canada, the **Young Entrepreneur Award** recognizes the accomplishments of young Canadian entrepreneurs. Every year, one winner is selected from each province and territory by a panel of business people, members of Chambers of Commerce and representatives from the Business Development Bank of Canada.

Winners receive public recognition and a special day of training with senior managers, academics and business leaders. To be eligible, you must be:

- a Canadian citizen;
- between 19 and 30 years old on December 31, 2003; and
- have at least three years experience as an entrepreneur.

Nominate yourself, or someone you know, before June 6, 2003.

 **1 877 232-2269 (toll-free)**
 **www.bdc.ca**
and click on "Young Entrepreneur"

The time is now for Timeless

Justin MacLeod's software company, Timeless Technologies Inc., serves more than 3,500 customers around the world. From its small base in Charlottetown, Timeless Technologies offers database solutions in areas such as sports and health care. For his efforts, Justin, 28, earned the Young Entrepreneur Award in 2001. His advice to other young entrepreneurs? "Deliver a top-quality product and be the best in your particular area."



How to win support for your business idea

Got a great idea? The National Research Council of Canada can help you take that great idea off the drawing board into the marketplace. The Council's Industrial Research Assistance Program will **support research and development, networking and market research**. And, depending on the project, you may be eligible for funding from \$5,000 to \$350,000.

☎ **1 877 994-4727 (toll-free)**

☎ <http://irap.nrc.gc.ca>

Made in Canada

Thanks to the support of the National Research Council and other government partners, a P.E.I. firm has acquired exclusive rights to manufacture, distribute and sell a new line of biodegradable packaging. The packaging is made from potato and other plant-fibre starch. Other notable products developed in Canada with the support of the National Research Council include canola, the Canadarm and the world's first heart pacemaker.

Personal finances

Apply for employment insurance benefits on-line

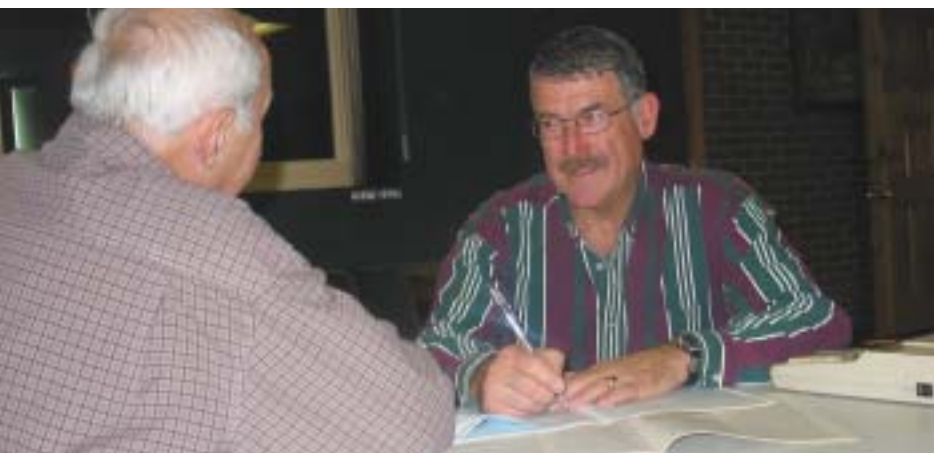
Applying for employment insurance benefits on-line is easy and convenient. Simply access **Appli-Web** on the Internet. It's secure, easy to use, and accessible 24 hours a day, seven days a week.



☎ **1 800 206-7218**

☎ www.hrdc.gc.ca/ei

and click on "Apply for EI On-Line"



Help others prepare their income tax returns

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.

Cliff does the taxes, others get the returns

A retiree, Cliff Poirier is now putting his years of experience to work for others. Last year, he was among hundreds of P.E.I. volunteers who helped more than 5,000 fellow Islanders complete their income tax forms. In all, Cliff helped more than 400 people complete their tax returns through the Community Volunteer Income Tax Program.

 **1 800 959-8281**

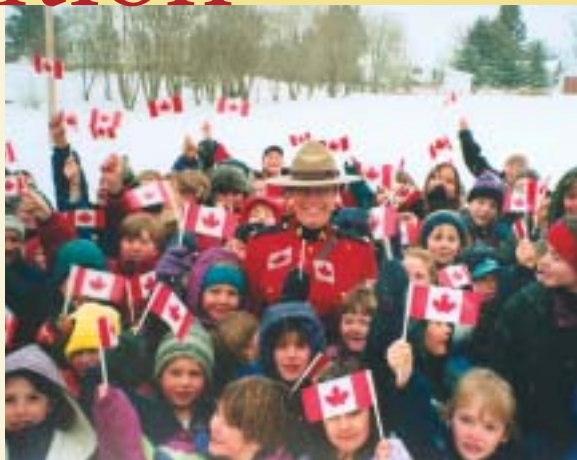
 www.cca.gc.ca/volunteer

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

Safety and prevention

Have a positive influence on youth and your community

The Royal Canadian Mounted Police (RCMP) wants to work with you to reduce youth crime in your community. Through its **National Youth Strategy** the RCMP promotes crime prevention by strengthening communities and involving young people. You can get involved by contacting your RCMP detachment.



- Look under “Royal Canadian Mounted Police” in the government pages of the telephone book
- www.rcmp.gc.ca/youth

Healing through helping others

Julian Madigan is a recovering drug addict. But despite his own struggle, Julian and his father Gerry found the time to share their experiences with others. In September 2002, they visited 11 schools and four parent groups in P.E.I. to talk about drug abuse. Together, they shared their story with 7,000 P.E.I. students and parents.

If you need to talk, we're here to listen

Got something on your mind? Want to talk about it? Why not call the **Kids Help Phone** and speak to a professional counsellor. Kids Help Phone is a free and anonymous service that provides counselling and referral services. Every day, Kids Help Phone counsellors answer some 1,000 calls and questions from across the country. Feel free to talk about anything from relationships or drug abuse to school or family. It's up to you.

☎ **1 800 668-6868**

🌐 www.rcmp.gc.ca

and click on "Y" in the A-Z index

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 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"



Training opportunities for youth

Take the first step toward a full-time job

If you are between 15 and 30, and are unemployed or under-employed, you can gain the skills and work experience you need to get a full-time job through the **Federal Public Sector Youth Internship Program**. The program will put you in a Government of Canada office for a nine-month internship. The program is delivered in partnership with the YMCA.

To be eligible for the program you must:

- be 15 to 30 years old;
- be a Canadian citizen or permanent resident;
- be unemployed or under-employed;
- not be a full-time student; and
- not have participated in other Government of Canada internship programs.



 **1 800 495-8775**

 **www.yip.gc.ca**

Your chance to explore and experience Canada

Get to know Canada and yourself better by experiencing life in another part of Canada. Exchanges Canada offers two exciting programs to help you learn more about yourself and your country.

Youth Exchanges Canada pairs Canadians aged 11 to 18 across the country. You'll help organize the exchange, do the research on your twin community, help raise funds and plan activities.

Youth Forums Canada brings people under 30 together in a Canadian community for at least five days. Your time will be dedicated to studying and discussing national institutions and issues of national interest.

In most cases, the Government of Canada will pay your travel costs.

Many groups are under-represented in exchange programs. These include Aboriginal youth, youth with disabilities, youth from low-income families and youth from rural or isolated regions. The Government of Canada encourages these groups to take advantage of available programs.



Program gets a big thumbs up

One young Islander who had the opportunity to explore and experience another part of Canada through Exchanges Canada was full of praise. "You never truly understand just how great the program is until you've experienced it for yourself," she said.

☎ **1 800 O-Canada**

🌐 www.exchanges.gc.ca

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