



Services *for* **You**

Guide to Government of Canada Services in
Quebec

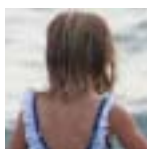


Government
of Canada

Gouvernement
du Canada

Canada 

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Printing and distribution cost: 33¢ per unit



PF4-2/2002-5
0-662-67009-4

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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 eight 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 sites 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

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

Children and families

Education savings grant, a gift for the future

When you decide to open a Registered Education Savings Plan for a special child in your life, you give them a gift for the future. The **Canada Education Savings Grant** will contribute up to \$400 per year by depositing 20 cents for every dollar you invest in a Registered Education Savings Plan, until your child turns 17.

This government support could add up to \$7,200 by the time your child is ready to go on to post-secondary studies.



☎ **1 888 276-3624 (toll-free)**

🌐 www.hrdc.gc.ca/cesg

Pre-school program helps Aboriginal kids

Aboriginal children are ready to learn when they start school thanks to **Aboriginal Head Start**. The program is offered to children up to five years old on and off reserve. It is supported by the Government of Canada.

To find out how to participate, contact the Aboriginal Head Start program.

A welcome helping hand

“This program has really made a difference for my daughter. When she comes home from school, she talks about her culture. She even teaches me things,” says the mother of an Aboriginal Head Start participant. “When she started school, she was already used to learning and interacting with others.”

☎ **1 866 225-0709 (toll-free)**

🌐 www.hc-sc.gc.ca/hppb/childhood-youth
and click on “Aboriginal Childhood & Youth”

Consumer information

Protect your rights

Concerned about:

- Cutting your credit card debt?
- Reducing banking fees?
- Shopping safely on-line?
- Avoiding consumer fraud?
- Investing wisely?
- Protecting your privacy?

For practical tools and information to **protect your interest in today's marketplace**, contact Consumer Connection.



☎ **1 800 348-5358**
🌐 consumer.ic.gc.ca

Pull the plug on junk mail and unwanted phone calls

It's easy to **remove your name from many of the mail and phone lists** companies use to contact you. Simply go to:

- strategis.gc.ca
- click on "Consumer Information" in the left menu
- then on "Consumer Connection"
- "Health and Personal" and
- "Resources for Seniors" under "Personal Services"

Environment

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:

- 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.
- Lower your thermostat.
- Clean your furnace filter regularly.
- Install low-flow shower heads which use up to 60% less water than conventional showers.
- Take the bus. One full bus takes 40 vehicles off the road. That saves 70,000 litres of fuel and avoids over 175 tonnes of greenhouse gas emissions a year.
- Turn off your vehicle whenever possible. Letting your vehicle run for just 10 seconds uses more fuel than restarting your engine.



1 800 O-Canada



www.climatechange.gc.ca

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.

☎ **1 800 463-4311**
🌐 www.ec.gc.ca/ecoaction

A healthy St. Lawrence River

The Governments of Canada and Quebec are working together to protect, restore and improve the St. Lawrence River with the **St. Lawrence Vision 2000** program. Find answers to some of your questions:

- Can you drink water from the river?
- Can you eat fish caught in the river?
- Are there activities on the water that pose health risks?



☎ **1 800 463-4311**
🌐 www.slv2000.qc.ca
and click on "Human Health"
at the top of your screen



Smog alerts protect you

Smog makes breathing a struggle for people with heart or lung disorders. **Info-Smog** gives you free summer smog warnings.

☎ **1 800 463-4311**
🌐 <http://lavoieverte.qc.ec.gc.ca/atmos/smog>

Health

We can live without tobacco

Did you know that almost 40% of young adult students smoke? Most young people who smoke regularly will continue to smoke as adults. The **Tobacco Control Program** can help you when you're ready to give up smoking. It offers:

- step-by-step quick quit tips;
- information on how to quit, build your motivation and even deal with people who nag you to stop smoking; and
- quit-smoking e-mails to support you through the process.

☎ **1 866 318-1116 (toll-free)**

🌐 www.gosmokefree.ca



☎ **1 866 225-0709 (toll-free)**

🌐 www.healthcanada.ca/diabetes

To prevent diabetes

Diabetes affects more than 500,000 people in Quebec. It can cause serious damage to the

heart and kidneys. It can even lead to blindness.

Almost all cases of diabetes



are type 2. This kind of diabetes can be prevented or delayed. You have to watch your weight, eat well and be physically active.

To learn more and to find out if you are at risk, order the publication *Eat Well. Be Active. Have Fun.*

Alcohol and pregnancy: A dangerous mix

Fetal alcohol syndrome is caused by drinking alcohol during pregnancy. It leads to birth defects and developmental delays in children. It is 100% preventable. Researchers have not yet determined an acceptable quantity of alcohol for women to consume during pregnancy. Health Canada recommends that pregnant women and those who wish to become pregnant avoid alcohol.



 **1 866 225-0709 (toll-free)**
 www.healthcanada.ca/fas



Eating well during pregnancy

Eating well while you're pregnant is a way to start caring for your child before birth. Order the publication *Canada's Food Guide to Healthy Eating*.

 **1 800 O-Canada**
 www.hc-sc.gc.ca/nutrition

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

 **1 800 O-Canada**
 www.hc-sc.gc.ca/seniors-aines
and click on "Publications,"
then on "F" in the A-Z index

fact sheets that explains what can be done to maintain seniors' quality of life. *You Can Prevent Falls!* is aimed at seniors, veterans, families and caregivers.

Don't forget to apply for seniors' benefits

Canada/Quebec 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 "Services for Canadians," then on "Seniors"

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 have to find a place to live, get a job and enroll your children in school. You need to apply for a health card and find a doctor. 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"

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 organizations in Quebec 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>

Jobs

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.



☎ 1 800 495-8775

🌐 www.yip.gc.ca



The Canadian Forces: A career choice

Peacekeeping, emergency assistance, the fight against terrorism: a **military career** is full of possibilities. In 2001, more than 2,500 Quebec-based members of the Canadian Forces were sent to Bosnia, the Democratic Republic of Congo, Ethiopia and Afghanistan. To fight terrorism, the frigate HMCS Montreal spent the fall and part of the winter in the Arabian Gulf. Our CF-18s, that have already flown

☎ 1 800 856-8488

🌐 www.recruiting.forces.gc.ca

more than 20,000 missions since September 11, 2001, will continue to protect the continent.

The Canadian military offers more than 100 different career choices.

Support for businesses

Help for small- and medium-sized businesses

☎ 1 800 322-4636

🌐 www.dec-ced.gc.ca

If you own a small- or medium-sized business and want to **increase your competitiveness, innovate or export** your products, Canada Economic Development offers programs and services that could help you.



By catching the wind, Quebec's wind power industry supplies clean and sustainable energy.

Exporting expertise takes off

A company in Gaspé that measures wind is now exporting its expertise with help from Canada Economic Development.

Information for entrepreneurs and the self-employed

If you dream of starting your own business, or if you are self-employed, the Canada Customs and Revenue Agency has the information and services you need. Whether you want to get your business number or to figure out allowable tax deductions, the Agency is the resource for you.

☎ 1 800 959-5525

🌐 www.ccra.gc.ca

Offer your services to the Government of Canada

You can register your business through **Contracts Canada** and become a supplier to the Government of Canada. Contracts Canada will also help you understand the government's purchasing process. Take advantage of the opportunities that are there for you.

☎ 1 800 811-1148

🌐 contractscanada.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 Accord information:

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

■ canada.gc.ca