



# Services *for* **You**

Guide to Government of Canada Services in  
Ontario



Government  
of Canada

Gouvernement  
du Canada

Canada 

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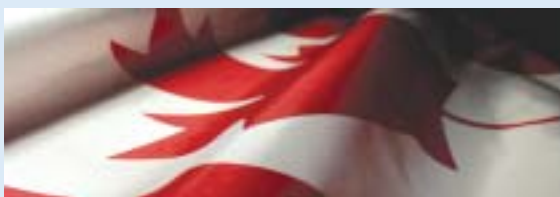
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# Introduction

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 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 sites 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](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.

# Children

## 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](http://www.hc-sc.gc.ca/hppb/paguide)



## 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](http://www.hrdc.gc.ca/cesg)

# 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.
- 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)**

## 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.



 **1 800 661-7785**

 [www.ec.gc.ca/ecoaction](http://www.ec.gc.ca/ecoaction)

### Restoring watersheds in the Toronto area

More than 500 volunteers helped restore eight watersheds and 12,000 hectares of public land in the Greater Toronto area. The volunteers, from dozens of communities in the area, spent more than 2,000 hours planting 20,000 native trees.

# Health

## Get the support you need to quit smoking

Students at Ontario colleges and universities are getting the help they need to quit smoking. The **Leave the Pack Behind** program brings students, health professionals, researchers and



administrators together to help smokers kick their deadly habit.

 **1 866 318-1116 (toll-free)**

 [www.gosmokefree.ca](http://www.gosmokefree.ca)

Leave the Pack Behind is one of many projects that Health Canada supports to help you go smoke free. Whether you're a light or heavy smoker, Health Canada 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.



## Easier access to health care for First Nations communities

Until recently, residents of the northern Ontario community of Poplar Hill had to fly as far as Winnipeg to receive medical treatment. Many had to travel with an Ojibway interpreter. Now, thanks to a video connection, many of those patients can see a medical specialist without leaving their community. The program reduces travel time, health costs and patients' stress.

The Poplar Hill project is one of five **telehealth programs** bringing health care closer to northern Ontario First Nations communities. Local residents are trained to communicate with doctors and patients and to carry out simple procedures such as examining ears and reading X-rays. Find out how information technologies are helping remote communities.

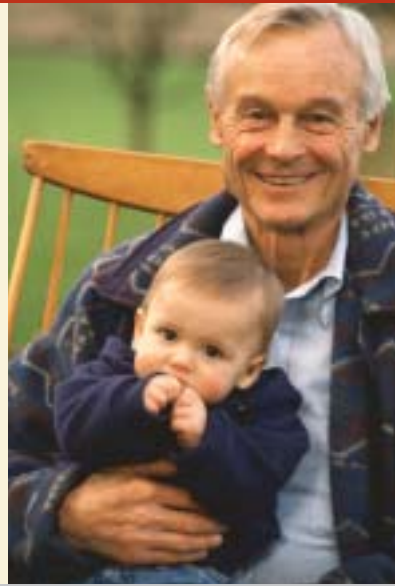
 **1 800 575-9200**


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

and click on "12 Projects" in the top menu, then on "Ontario"

## 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, 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"



# 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 enrol 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"

# Security

## Frequent travelers to the U.S. can save time at border

If your business takes you to the U.S. more than three times a month, you can **reduce the time you spend at border crossings**. The NEXUS system gives low-risk, pre-approved travelers access to dedicated lanes. The NEXUS service costs \$80 once every five years. And because NEXUS is a joint Canada-U.S. program, the one fee covers both countries.



 **1 866 639-8726 (toll-free)**

 **[www.ccrca.gc.ca/nexus](http://www.ccrca.gc.ca/nexus)**

# Support for business

## Self-employment benefit can make your business a reality

If you're unemployed, are eligible for employment insurance and want to start a business, help is available through the **Self-employment benefit**.

It can provide financial support, planning assistance and mentoring to help you get your business up and running.

 **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" and "Self-Employment"

## Program helps you create new products and services

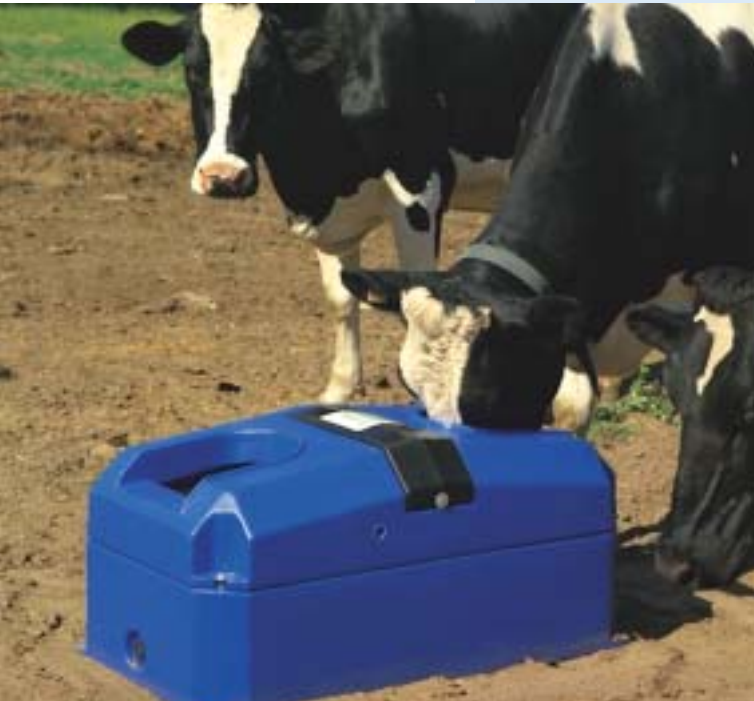
The National Research Council **Industrial Research Assistance Program** helps small- and medium-sized businesses create new products and services. In Ontario, the program has 60 advisors who will visit you on-site to help you turn your good idea into reality.

☎ 1 877 994-4727 (toll-free)

🌐 <http://irap.nrc.gc.ca>

### SuperBowl idea attracts new fans

With the support of the Industrial Research Assistance Program, Eric Robinson turned his idea into a 40-person company. Eric, from Shallow Lake, is the owner of Superior Plastics International. The company created a blue plastic livestock watering system called the SuperBowl. It is generally regarded as the most energy-efficient watering system of its kind.



# Volunteer and career opportunities

## Help fellow Ontarians 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.

 **1 800 959-8281**

 [www.ccra.gc.ca/volunteer](http://www.ccra.gc.ca/volunteer)

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.

## Serving Canada and the world

You can save lives, contribute to world peace and help people in need through a **career in the Canadian Forces**. The Canadian Forces Base in Trenton is home to one of Canada's main search-and-rescue operations.

## Canada's military vital to world peace

HMCS Toronto is one of the Canadian warships that have been serving in the Arabian Sea as part of the anti-terrorism campaign. The ship recently seized a two-tonne shipment of illegal drugs with a street value of some \$72 million. HMCS Toronto helps the Canadian Forces fulfill their commitment to world peace, stability and human security.

Members of this busy emergency response team save lives almost every day. Canadian Forces members are also active in national security, disaster relief and emergency preparedness. The Canadian military offers more than 100 different career choices.



 **1 800 856-8488**

 [www.recruiting.forces.gc.ca](http://www.recruiting.forces.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.

### The experience of a lifetime

Encouraged by his first experience with Exchanges Canada, a young Ontarian says he'd love to do it all over again. "Exchanges Canada is an excellent program," he says. "If I get another chance for an exchange, I won't miss it. I think it's good for young people to know about more than their own culture and to see new people."

 **1 800 O-Canada**

 [www.exchanges.gc.ca](http://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](http://canada.gc.ca)