



# Services *for* You



Guide to Government of Canada Services in  
Alberta



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 five 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.

# Environment



## 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.

☎ **1 800 567-1570**

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

## Opportunity for a healthier lifestyle

The Fireweed Institute in Edmonton is helping people while it helps the environment. With the support of Environment Canada programs such as EcoAction, the Institute offers courses that teach people to live healthier and less stressful lives. "We're trying to craft a new way of living and working that's in harmony with the earth," says the Institute's Dr. Elizabeth Lange.






## 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 to 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 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 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)

 **1 800 387-2000**

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

and click on "Publications"

## 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.


# Health and safety

## 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](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”


## 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.

The program is available in many communities

throughout Alberta, including Medicine Hat, Red Deer, Edmonton, Peace River, High Level and Grande Prairie.

 **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"




## Communities prevent crime

Women who use drugs and alcohol during pregnancy can cause severe problems for their children. Their children can develop learning problems, become hyperactive or have trouble managing their anger. As a result, they may turn to crime or abuse alcohol and drugs later in life. If your community wants help in dealing with these issues, contact the **National Crime Prevention Strategy**.

## Support for mothers in need

The northern Alberta community of Cold Lake is helping mothers make healthy decisions for themselves and their children. A mentor provided through the National Crime Prevention Strategy supports and advises new mothers and pregnant women who have used drugs and alcohol during pregnancy.

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

 **[www.prevention.gc.ca](http://www.prevention.gc.ca)**  
and click on "About our Programs"



# Immigration



## Help new arrivals to Canada

Canadians are helping people new to Canada feel more at home. The **Host Program** matches volunteers with individuals and families who have recently arrived in Canada. Volunteers help newcomers improve language skills, meet new friends and better understand the Canadian way of life.

☎ **1 888 242-2100 (toll-free)**

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

and click on "After You Arrive"  
in the menu on the left, then  
on "Canadian Volunteers"

## Inspired by a stranger's kindness


When an Alberta woman got lost in a Moscow subway station, a stranger helped her find her way. Touched by the stranger's kindness, she decided to join the Host Program when she returned to Canada. She was matched with a mother of two from Ethiopia. "I simply wanted to return some of the kindness I received while travelling."



## 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](http://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](http://www.cic.gc.ca)**

and click on "After You Arrive"

# Innovation


## Support for business development

Community Futures Development Corporations offer information and loans to **help community and business development**. Community Futures Development Corporations are non-profit organizations run by volunteer boards of directors and funded by the Government of Canada. There are 27 in Alberta.

### Take a seat at the River's Edge

After managing a store in Jasper that sold log furniture, Stuart Grant caught the entrepreneurial bug. Along with his wife Akiko and their young family, Stuart relocated to Blairmore in 1998 and opened River's Edge Log Works. Stuart now cuts his own logs, peels them and produces beautifully handcrafted log and pine furniture.

"For a while things were touch and go. We didn't know if we would survive," indicated Stuart. "Without the assistance we received from a Community Futures Development Corporation, we would not have been able to buy our own building. Now we control our destiny."

 **1 888 338-9378 (toll-free)**

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

and click on "Community Futures Development Corporations"

## Local business goes international

The **Canada Business Service Centre** also supports business development. With its help, a Sherwood Park company is achieving international success. Techniche International Inc. sews a patented cooling fabric into its clothing to cool the body. The company sells industrial clothing—such as hoods, vests, caps and coveralls—around the world.

 **1 800 272-9675**

 **[www.cbcs.org/alberta](http://www.cbcs.org/alberta)**

## 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.



### Young Alberta entrepreneur wins award

Six years ago, Red Flame Hot Tap Services in Red Deer was a one-person operation. Today, Jared Sayers' company is thriving. His crews work in the oil and gas industry

in Canada and as far away as Kazakhstan. For his efforts, Jared, 30, earned a Young Entrepreneur Award from the Business Development Bank of Canada.

☎ **1 877 232-2269 (toll-free)**

🌐 **www.bdc.ca**

and click on "Young Entrepreneur"

# Youth

## 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.



☎ **1 800 O-Canada**

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

**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.

## Young Canadians get to know each other better

Vermilion's Justin Selte says he knows a lot more about Newfoundland since taking part in a Youth Exchanges Canada program. Justin's 4-H district visited 4-H district members in Summerside, Newfoundland. They enjoyed boat tours, a lobster meal and kayaking. Earlier in the summer, 4-H district members from Summerside visited the Columbia Icefields, Calgary Stampede and Banff Hot Springs in Alberta. "Now I have more of an understanding about Newfoundland and the diversity of Canada," he says. "It was awesome."

## 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](http://www.yip.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)