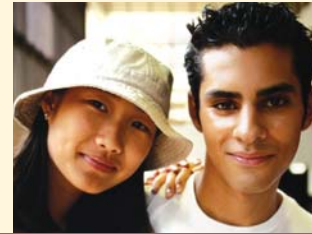


May I help you?



Who are we?

Service Canada is the Government of Canada's one-stop service delivery network. You can access a wide range of federal programs and services through 1 800 O-Canada, online at servicecanada.gc.ca, or in person at one of our 325 Service Canada Centres.

Service Canada is committed to providing service in the community where you live.

Our outreach representatives travel into communities to provide assistance either on a regularly scheduled basis or when there is a specific need, such as in the event of a natural disaster or when a company closes.

Check servicecanada.gc.ca to find the service location nearest you.

What do we offer?

Our staff are knowledgeable about more than 60 government programs and services, and take the time to ensure you are connected to the services you need. Here is a sample of what you can access:

- Youth Employment Programs
- Job and skills training
- Canada Pension Plan (CPP)
- Old Age Security (OAS)
- Employment Insurance (EI) benefits
- Social Insurance Numbers (SIN)
- Pleasure craft licences
- Passport applications *
- Canadian Agricultural Skills Service (CASS) program *

*Check our Web site for select locations offering this service.

This list will grow as we continue to add new services.

We're serious about service

Our Service Charter lays out the level of service you can expect from us. We take all suggestions, compliments and complaints seriously and try to resolve any issues locally. We have created an Office for Client Satisfaction to receive your feedback on the quality of our service and recommend ways we can improve.

What can you expect at Service Canada?

- Fair, unbiased, personalized service
- Information that is easy to understand
- Clear explanations of our decisions
- Security of your private information

How to reach us

**CALL: 1 800 O-Canada
(1 800 622-6232)**

TTY: 1 800 926-9105

CLICK: servicecanada.gc.ca

VISIT: A Service Canada Centre near you

This document is available, on demand, in alternative formats such as large print, Braille, audio cassette or on computer diskette. Call **1 800 O-Canada** (TTY 1-800-926-9105) to request your copy.