



The Daily

Statistics Canada

Thursday, April 5, 2001
For release at 8:30 a.m.

MAJOR RELEASES

- **Building permits, February 2001** 2
The value of building permits issued by municipalities declined in February, as construction intentions in the non-residential sector lost ground from January's peak. Builders took out \$3.4 billion worth of building permits, down 9.1% from January.
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MAJOR RELEASES

Building permits

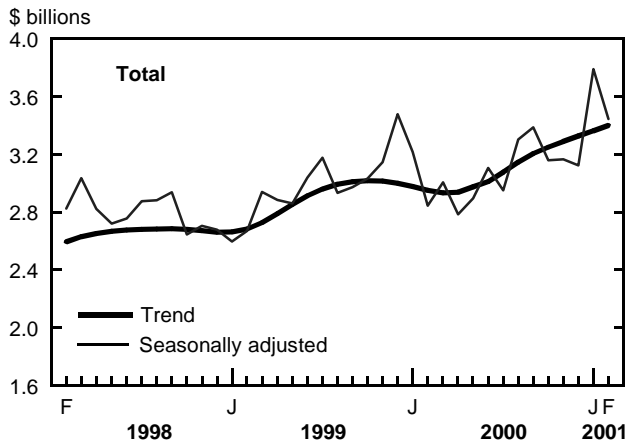
February 2001

The value of building permits issued by municipalities declined in February, as construction intentions in the non-residential sector lost ground from January's peak. Builders took out \$3.4 billion worth of building permits, down 9.1% from January.

Despite this retreat, February's total value of building permits was 11.9% above the average monthly level recorded in 2000.

The value of non-residential permits dropped 17.9% to \$1.5 billion, owing to important declines in all three categories — industrial, commercial and institutional. Housing intentions remained very strong, reaching \$2.0 billion, down a slight 0.9% from January. The decline in single-family permits more than offset the higher demand for multi-family dwellings.

Total value of permits declines from January's peak



For the first two months of 2001, municipalities issued \$7.2 billion in permits, up 19.4% compared with the same period of 2000, and the best showing for the first two months of any year since 1990. Advances in each component of both the residential (+14.3% to \$3.9 billion) and non-residential (+26.0% to \$3.3 billion) sectors were behind this performance.

Among the regions, the census metropolitan areas (CMAs) of Toronto and Montreal started 2001 strongly; in

Note to readers

Unless otherwise stated, this release presents seasonally adjusted data, which ease comparisons by removing the effects of seasonal variations.

The monthly Building and Demolitions Permits Survey covers 2,500 municipalities representing 94% of the population. It provides an early indication of building activity. The communities representing the other 6% of the population are very small, and their levels of building activity have little impact on the total.

The value of planned construction activities shown in this release excludes engineering projects (e.g., water works, sewers and culverts) and land.

both regions, the value of residential and non-residential permits was well above that of the same period of 2000. These two CMAs contributed more than 75% of the growth in the cumulative value of permits.

Single- and multi-family permits followed different paths

Permits for multi-family dwellings rose 11.8% to \$625 million in February, the highest monthly figure on record. However, the value of permits for single-family dwellings fell 5.9% to \$1.3 billion after a strong January.

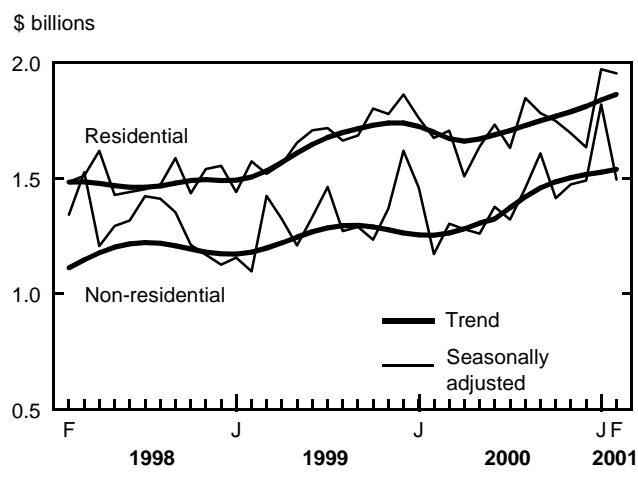
Declining mortgage rates, rising prices for new housing, tight vacancy rates for apartments in many regions and high full-time employment are consistent with the current vigorous activity in the housing sector.

Among the provinces, Ontario's increase in residential construction intentions in February (+11.4% to \$1.1 billion) was the largest and was due to a jump in multi-family dwelling permits. This strong showing was more than offset by declines in Quebec (-24.8% to \$290 million) and British Columbia (-10.3% to \$217 million).

On a year-to-date basis, the healthy state of the residential sector has been brought about by robust gains in both multi-family (+36.0% to \$1.2 billion) and single-family dwellings (+6.9% to \$2.7 billion). Accordingly, the January and February cumulative value was the housing sector's best result since 1990.

For the first two months of 2001, the largest increases in dollar terms occurred in Ontario (+17.3% to \$2.0 billion) and Quebec (+24.4% to \$676 million). In contrast, Nova Scotia recorded the biggest decline.

Value of non-residential permits declines



Non-residential saw first decline in four months

After a strong 22.2% advance in January, the value of building permits in the non-residential sector slid 17.9% to \$1.5 billion in February. All three components — industrial, institutional and commercial — contributed to the overall decline.

In the fourth quarter of 2000, the industrial capacity utilization rate eased slightly and growth in the real gross domestic product slowed to 0.6%, reflecting a widespread moderation of demand. Despite this, retail trade rose for a third consecutive month in January, corporate profits reached a record high in 2000 and the industrial vacancy rate is still low. On the whole, the outlook for the non-residential sector remains positive in 2001.

Industrial building intentions tumbled 17.6% to \$351 million in February. Factories and utilities showed the most significant losses. The largest decline was in Quebec (-36.3% to \$104 million) and the largest increase (in dollar terms) was in New Brunswick (+424.1% to \$18 million).

Commercial building permits declined 10.5% to \$918 million in February, after jumping 47.1% in January. Office building projects showed the most significant loss, while hotel permits showed a second consecutive monthly increase. Ontario posted the largest decline (-20.0% to \$368 million) and British Columbia (+50.3% to \$159 million) the greatest gain.

Institutional building intentions fell 39.1% to \$224 million in February. It was the second straight monthly decline in the institutional component. Education and welfare projects showed the most significant losses. The most important decrease was in Ontario (-44.7% to \$119 million).

Among the provinces, increases in all three components led British Columbia to the largest advance in the non-residential sector (+39.6% to \$226 million). However, a large drop in the Toronto CMA led Ontario to a sharp decline (-25.7% to \$645 million).

Value of building permits

Census metropolitan area	Jan. 2001 ^r	Feb. 2001 ^p	Jan. to Feb. 2001	Jan. to Feb. 2000	Jan. to Feb. 2001	2000 to 2001
	seasonally adjusted					
	\$ millions	% change	\$ millions	% change		
St. John's	15.3	7.2	-52.7	32.4	22.5	-30.4
Halifax	21.4	25.5	18.9	59.3	46.9	-20.8
Saint John	5.0	5.4	9.3	7.0	10.4	48.0
Chicoutimi-Jonquière	6.2	6.8	10.2	29.0	13.0	-55.3
Québec	70.4	66.2	-6.0	90.4	136.7	51.2
Sherbrooke	7.8	9.0	15.3	17.7	16.8	-5.1
Trois-Rivières	5.1	9.5	88.1	14.4	14.6	0.8
Montréal	588.1	345.6	-41.2	548.5	933.7	70.2
Hull	25.9	74.4	187.6	23.1	100.3	334.6
Ottawa	117.3	127.8	9.0	190.9	245.2	28.5
Oshawa	29.2	61.3	109.7	76.0	90.6	19.2
Toronto	982.8	951.9	-3.1	1,426.1	1,934.7	35.7
Hamilton	104.1	70.4	-32.4	89.4	174.5	95.2
St. Catharines-Niagara	34.0	29.1	-14.2	49.5	63.1	27.5
Kitchener	55.9	69.7	24.5	133.5	125.6	-5.9
London	59.3	30.6	-48.4	75.3	89.9	19.4
Windsor	44.2	44.2	0.1	81.1	88.4	9.1
Sudbury	4.2	4.2	-0.6	3.4	8.4	144.8
Thunder Bay	9.1	1.9	-78.7	14.9	11.1	-25.8
Winnipeg	34.3	34.3	-0.1	109.8	68.6	-37.5
Regina	31.3	9.9	-68.3	21.0	41.2	96.2
Saskatoon	27.7	14.0	-49.4	56.0	41.8	-25.4
Calgary	159.3	183.0	14.8	450.5	342.3	-24.0
Edmonton	99.6	107.1	7.5	184.1	206.7	12.3
Vancouver	236.3	255.8	8.3	564.4	492.1	-12.8
Victoria	30.9	31.4	1.3	39.7	62.3	56.7

^r Revised data.

^p Preliminary data.

Note: Data may not add to totals due to rounding.

Despite February's fall, the total value of non-residential building permits reached \$3.3 billion for the first two months of 2001, up 26.0% from the same period of 2000. Permits for industrial construction were \$776 million, up 35.2%. Commercial permits reached \$1.9 billion, up 20.7% and institutional intentions were \$593 million, up 33.4%.

On a year-to-date basis, Ontario recorded the largest increase (+54.4% to \$1.5 billion) due to growth in all three components, while Alberta (-26.1% to \$319 million) posted the largest decline.

Available on CANSIM: matrices 80 (levels 3-7 and 33-48), 129, 137, 443, 989-995 and 4073.

The February 2001 issue of *Building permits* (64-001-XIE, \$14/\$145) is now available. See *How to order products*.

The March 2001 building permit estimate will be released on May 7.

To obtain data, contact Vere Clarke (613-951-6556; clarver@statcan.ca). For more information, or to enquire about the concepts, methods or data quality of this

release, contact Étienne Saint-Pierre (613-951-2025; saineti@statcan.ca), Investment and Capital Stock Division.

Value of building permits

	January 2001 ^r	February 2001 ^p	January to February 2001	January to February 2000	January to February 2001	2000 to 2001
seasonally adjusted						
	\$ millions		% change	\$ millions		% change
Canada	3,790.3	3,446.2	-9.1	6,062.7	7,236.5	19.4
Residential	1,970.9	1,953.0	-0.9	3,433.8	3,923.9	14.3
Non-residential	1,819.4	1,493.2	-17.9	2,628.9	3,312.6	26.0
Newfoundland	24.3	12.5	-48.3	45.1	36.8	-18.5
Residential	20.2	9.3	-54.0	35.7	29.5	-17.4
Non-residential	4.1	3.2	-20.5	9.5	7.3	-22.6
Prince Edward Island	11.3	4.6	-58.8	15.9	15.9	0.1
Residential	5.2	4.4	-15.1	9.9	9.6	-3.0
Non-residential	6.1	0.2	-96.2	6.0	6.3	5.4
Nova Scotia	55.8	48.3	-13.3	112.2	104.1	-7.2
Residential	33.7	27.5	-18.3	89.0	61.2	-31.2
Non-residential	22.0	20.8	-5.7	23.2	42.8	84.5
New Brunswick	36.5	53.0	45.3	65.0	89.5	37.6
Residential	23.1	23.0	-0.6	45.8	46.1	0.6
Non-residential	13.4	30.0	124.7	19.2	43.4	126.0
Quebec	875.5	642.6	-26.6	1,028.4	1,518.1	47.6
Residential	385.9	290.3	-24.8	543.5	676.2	24.4
Non-residential	489.7	352.2	-28.1	484.9	841.9	73.6
Ontario	1,824.2	1,710.3	-6.2	2,703.1	3,534.5	30.8
Residential	956.2	1,065.6	11.4	1,723.5	2,021.8	17.3
Non-residential	868.0	644.7	-25.7	979.6	1,512.7	54.4
Manitoba	55.8	51.4	-7.9	168.5	107.2	-36.4
Residential	30.0	23.9	-20.4	62.5	53.9	-13.7
Non-residential	25.7	27.5	6.8	106.0	53.3	-49.7
Saskatchewan	78.5	51.7	-34.2	124.6	130.1	4.4
Residential	18.1	18.7	3.6	45.4	36.8	-19.0
Non-residential	60.4	32.9	-45.5	79.2	93.3	17.8
Alberta	419.7	423.2	0.8	941.4	842.9	-10.5
Residential	252.6	270.8	7.2	509.3	523.4	2.8
Non-residential	167.0	152.4	-8.8	432.0	319.4	-26.1
British Columbia	403.8	443.0	9.7	840.0	846.7	0.8
Residential	241.9	217.1	-10.3	354.6	459.0	29.5
Non-residential	161.8	225.9	39.6	485.4	387.7	-20.1
Yukon	4.0	4.2	5.7	4.1	8.2	102.2
Residential	3.5	1.9	-45.2	3.1	5.4	77.5
Non-residential	0.5	2.3	383.5	1.0	2.8	178.5
Northwest Territories	1.1	1.3	15.2	1.8	2.4	32.9
Residential	0.5	0.3	-33.3	0.8	0.8	5.7
Non-residential	0.6	1.0	51.2	1.1	1.6	52.3
Nunavut	0.0	0.0	...	12.5	0.0	-100.0
Residential	0.0	0.0	...	10.7	0.0	-100.0
Non-residential	0.0	0.0	...	1.8	0.0	-100.0

^r Revised data

^p Preliminary data.

... Data not applicable.

Note: Data may not add to totals due to rounding.

OTHER RELEASES

Help-wanted Index

March 2001

In March, the Help-wanted Index (1996=100) decreased by 1.8% to 168, the third consecutive monthly decline. The March index fell in 5 of the 10 provinces; the largest of these decreases occurred in New Brunswick (-3.2%), Ontario (-2.1%) and Quebec (-1.8%).

Note: The Help-wanted Index is compiled from the number of help-wanted ads published in 22 newspapers in 20 major metropolitan areas, and is considered an indicator of labour demand measuring companies' intentions to hire new workers. These indices have been seasonally adjusted and smoothed to ease month-to-month comparisons.

Help-wanted Index

(1996=100)

	March 2000	Feb. 2001	March 2001	March 2000 to March 2001	Feb. to March 2001
	seasonally adjusted and smoothed				
	%				
	change				
Canada	171	171	168	-1.8	-1.8
Newfoundland	179	200	203	13.4	1.5
Prince Edward Island	207	245	246	18.8	0.4
Nova Scotia	169	161	162	-4.1	0.6
New Brunswick	194	185	179	-7.7	-3.2
Quebec	159	165	162	1.9	-1.8
Ontario	188	192	188	0.0	-2.1
Manitoba	166	176	175	5.4	-0.6
Saskatchewan	137	138	141	2.9	2.2
Alberta	157	175	176	12.1	0.6
British Columbia	147	137	135	-8.2	-1.5

Available on CANSIM: matrix 105 (levels 8, 9 and 10).

For more information, or to enquire about the concepts, methods or data quality of this release, contact Jean Leduc (613-951-4090; fax: 613-951-4087; labour@statcan.ca), Labour Statistics Division. ■

Aquaculture statistics

1999

Aquaculture sales soared past the \$600 million mark in 1999 in the wake of increases in both production and prices of fish products, as well as a modest growth in exports.

The aquaculture industry generated revenues of \$611.4 million, a 17.6% gain from 1998 and slightly higher than that year's growth rate of 16.3%.

Finfish, mostly salmon, accounted for \$560.2 million in sales, 91.6% of the total, while molluscs accounted for \$44.8 million, or 7.3%. Finfish sales increased 18.5% from 1998, compared with 20.8% for molluscs.

Aquaculture exports increased 5.2% to \$385.5 million in 1999. About 96.5% of finfish exports go to the United States each year; France, Japan and Taiwan take the remainder. Exports expanded substantially during the 1990s, more than doubling between 1992 and 1999, driven by salmon exports to the United States.

Sales increased in all seven provinces that have aquaculture operations. New Brunswick and British Columbia alone accounted for 84.7% of all aquaculture revenues in 1999. In New Brunswick, where aquaculture operations recovered from disease problems, sales rose 20.5% to \$218.4 million. Farmers in British Columbia, who account for almost half the national production, recorded sales of \$299.4 million, up 13.5% from 1998. Revenues in Nova Scotia increased 53.9% to \$29.4 million.

Prince Edward Island had \$22.3 million in mollusc sales in 1999, about half the national revenue from molluscs. This was an increase of 11.5% over 1998.

While revenues were up, production costs increased even more. At the national level, product expenses — the cost of products and services purchased from other businesses, excluding capital and labour costs — totalled \$426.9 million in 1999, up about 24.0% from 1998. Feed costs rose 22.6% to \$173.3 million, accounting for more than 40.6% of total product expenses.

Producers paid out \$82.1 million in salaries and wages, up 16.8% from 1998. Depreciation charges were estimated at \$28.6 million, while interest costs totalled \$15.7 million, up 10.2% from 1998.

In total, aquaculture farmers produced a gross output — including sales, subsidies and growth in inventories — of \$697.4 million in 1999, up 23.5% from 1998. Inventories of goods more than doubled to \$56.1 million in 1999 as the industry expanded.

As a result, the gross value-added by the industry to the Canadian economy — the difference between gross output and total product expenses — reached \$272.0 million in 1999, up 21.9% from 1998.

New Brunswick aquaculture operations accounted for 30.5% of the national \$48.9 million increase in value-added in 1999, and British Columbia producers accounted for 45.1% of the increase.

British Columbia's gross value-added grew 19.7% to \$134.0 million, and New Brunswick's rose 20.4% to \$88.0 million.

Available on CANSIM: matrices 8500-8535.

Data will be available soon in the updates to the *Livestock statistics — update* binder (23-603-UPE, \$45/\$149) or the *Agriculture economics statistics* binder (21-603-UPE, \$26/\$52). See *How to order products*.

For more information, or to enquire about the concepts, methods or data quality of this release, please contact Tony Dupuis (613-951-2511; tony.dupuis@statcan.ca) or Agriculture Division (1-800-465-1991).

Value-added account, aquaculture industry

	1997	1998	1999	1997	1998	1999	1997	1998	1999	1997 to 1998	1998 to 1999
	New Brunswick			British Columbia			Canada				
	\$ '000									% change	
Sales of aqua products/services	162,000	181,150	218,360	224,800	263,700	299,400	447,300	520,100	611,430	16	18
Total operating revenue	164,000	186,800	225,980	230,000	270,100	314,900	461,400	539,930	641,315	17	19
Gross output	166,000	189,800	255,980	275,000	285,100	332,900	511,300	564,680	697,435	10	24
Total of product inputs	109,200	116,750	168,015	177,500	173,140	198,905	327,830	341,610	425,455	4	25
Gross value added (factor cost)	56,800	73,050	87,965	97,500	111,960	133,995	183,470	223,070	271,980	22	22

Demographic statistics

Fourth quarter 2000 (preliminary)

Postcensal estimates as of January 1, 2001 for Canada, the provinces and the territories are now available. Canada's population was 30,872,000 on January 1, 2001, up 266,200 from January 1, 2000. The population growth rate, 0.87%, was only slightly higher than in the previous year. This small rise in the growth rate was mainly the result of higher immigration. A total of 227,000 immigrants entered Canada in 2000, up about 37,000 from 1999.

These estimates will appear in *Quarterly demographic statistics* (91-002-XIB, \$8/\$25; 91-002-XPB, \$10/\$33), which is now available. See *How to order products*.

To obtain data, contact Lise Champagne (613-951-2320; fax: 613-951-2307; lise.champagne@statcan.ca), Demography Division, or the nearest Regional Reference Centre. For more information, or to enquire about the concepts, methods or data quality of this release, call Daniel Larrivée (613-951-0694; fax: 613-951-2307; daniel.larrivee@statcan.ca), Demography Division. □

Available on CANSIM: matrices 1, 2, 4-6, 397, 5731, 6470, 6516 and 6981.

Canada's population¹

	January 1, 1999 ^{PF}	January 1, 2000 ^{PF}	January 1, 2001 ^{PP}	Annual growth rate (%)	
				1999	2000
Canada	30,351,274	30,605,741	30,871,967	0.8	0.9
Newfoundland	543,124	541,093	537,797	-0.4	-0.6
Prince Edward Island	137,297	138,428	139,078	0.8	0.5
Nova Scotia	937,254	941,012	942,322	0.4	0.1
New Brunswick	753,563	755,703	757,267	0.3	0.2
Quebec	7,336,276	7,361,142	7,383,300	0.3	0.3
Ontario	11,434,740	11,577,177	11,741,793	1.2	1.4
Manitoba	1,139,249	1,144,677	1,149,220	0.5	0.4
Saskatchewan	1,026,260	1,024,847	1,020,660	-0.1	-0.4
Alberta	2,933,120	2,973,560	3,022,861	1.4	1.6
British Columbia	4,011,561	4,048,446	4,077,389	0.9	0.7
Yukon	31,099	30,748	30,194	-1.1	-1.8
Northwest Territories	40,982	41,598	42,108	1.5	1.2
Nunavut	26,749	27,310	27,978	2.1	2.4

¹ These estimates are adjusted for net census undercount.

^{PF} Updated postcensal estimates.

^{PP} Preliminary postcensal estimates.

Sawmills and planing mills

January 2001

Sawmills in Canada produced 5 783.4 thousand cubic metres of lumber and ties in January, an increase of 0.1% from 5 775.8 thousand cubic metres produced in January 2000.

Estimates for 2000 have been revised.

Available on CANSIM: matrices 53 and 122 (series 2).

The January 2001 issue of *Sawmills and planing mills* (35-003-XIB, \$9/\$86) will be available soon. See *How to order products*.

For more information, or to enquire about the concepts, methods or data quality of this release, contact Gilles Simard (613-951-3516; simales@statcan.ca), Manufacturing, Construction, and Energy Division. ■

Steel primary forms

Week ending March 31, 2001 (preliminary)

Steel primary forms production for the week ending March 31 totalled 282 153 metric tonnes, down 2.0% from 287 818 tonnes a week earlier and down 13.4% from 325 951 tonnes from the same period of 2000. The year-to-date total on March 31 was 3 567 102 tonnes, down 15.4% from 4 217 960 tonnes produced in the same period of 2000.

For more information, or to enquire about the concepts, methods or data quality of this release, contact Julie Mayer (613-951-5370; julie.mayer@statcan.ca), Manufacturing, Construction and Energy Division. ■

NEW PRODUCTS

Rural and small town Canada analysis bulletin, 1851–1998, Vol. 2, no. 7
Catalogue number 21-006-XIE
(Free).

Cereals and oilseeds review, January 2001
Catalogue number 22-007-XIB (\$11/\$112).

Cereals and oilseeds review, January 2001
Catalogue number 22-007-XPB (\$15/\$149).

Building permits, February 2001
Catalogue number 64-001-XIE (\$14/\$145).

Labour force information, week ending
March 17, 2001
Catalogue number 71-001-PIB (\$8/\$78).
Available at 7 am Friday, April 6

Labour force information, week ending
March 17, 2001
Catalogue number 71-001-PPB (\$11/\$103).
Available at 7 am Friday, April 6

Federal scientific activities, 2000–2001
Catalogue number 88-204-XIB (\$35).

Quarterly demographic statistics,
October–December 2000
Catalogue number 91-002-XIB (\$8/\$25).

Quarterly demographic statistics,
October–December 2000
Catalogue number 91-002-XPB (\$10/\$33).

Annual demographic statistics, 2000
Catalogue number 91-213-XIB (\$56).

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Statistics Canada

Thursday, June 5, 1997
For release at 8:30 a.m.



MAJOR RELEASES

- **Urban transit, 1995** 2
Despite the emphasis on taking urban transit, Canadians are getting it less and less. In 1995, about 10 million took an average of about 10 trips on some form of urban transit, the lowest level in the past 25 years.
- **Productivity, hourly compensation and unit labour cost, 1995** 4
Growth in productivity among Canadian businesses was relatively weak again in 1995, accompanied by sluggish gains in employment and slow economic growth during the year.

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Each centre has facilities to retrieve information from CANSIM, Statistics Canada's data retrieval system. A telephone inquiry service is available with toll-free access for those located outside local calling areas. Many other valuable services—from seminars to consultations—are also offered. For information, contact your nearest Regional Reference Centre.

Newfoundland and Labrador, Nova Scotia, Prince Edward Island and New Brunswick

Advisory Services
Statistics Canada
1741 Brunswick Street
2nd Floor, Box 11
Halifax, Nova Scotia
B3J 3X8
Local calls: (902) 426-5331
Toll free: 1-800-263-1136
Fax: 1-902-426-9538
E-mail: atlantic.info@statcan.ca

Quebec and Nunavut

Advisory Services
Statistics Canada
4th Floor, East Tower
Guy Favreau Complex
200 René Lévesque Blvd. W.
Montréal, Québec
H2Z 1X4
Local calls: (514) 283-5725
Toll free: 1-800-263-1136
Fax: 1-514-283-9350
E-mail: infostcmontreal@statcan.ca

National Capital Region

Statistical Reference Centre (NCR)
Statistics Canada
Lobby, R.H. Coats Building
Holland Avenue
Tunney's Pasture
Ottawa, Ontario
K1A 0T6
Local calls: (613) 951-8116
Fax: 1-613-951-0581
E-mail: infostats@statcan.ca

Ontario

Advisory Services
Statistics Canada
10th Floor
Arthur Meighen Building
25 St. Clair Avenue East
Toronto, Ontario
M4T 1M4
Local calls: (416) 973-6586
Toll free: 1-800-263-1136
Fax: 1-416-973-7475

Manitoba

Advisory Services
Statistics Canada
Via Rail Building, Suite 200
123 Main Street
Winnipeg, Manitoba
R3C 4V9
Local calls: (204) 983-4020
Toll free: 1-800-263-1136
Fax: 1-204-983-7543
E-mail: statswpg@solutions.net

Saskatchewan

Advisory Services
Statistics Canada
Park Plaza, Suite 440
2365 Albert Street
Regina, Saskatchewan
S4P 4K1
Local calls: (306) 780-5405
Toll free: 1-800-263-1136
Fax: 1-306-780-5403
E-mail: statcan@sk.sympatico.ca

Alberta and the Northwest Territories

Advisory Services
Statistics Canada
15th Floor, Park Square
10001 Bellamy Hill
Edmonton, Alberta
T5J 3B6
Local calls: (780) 495-3027
Toll free: 1-800-263-1136
Fax: 1-780-495-5318
E-mail:
Johane.Tremblay@a.statcan.ca

British Columbia and the Yukon

Advisory Services
Statistics Canada
Library Square Tower, Suite 600
300 West Georgia Street
Vancouver, B.C.
V6B 6C7
Local calls: (604) 666-3691
Toll free: 1-800-263-1136
Fax: 1-604-666-4863

National toll-free enquiries line (Canada and the United States): 1-800-263-1136
Toll-free order-only line (Canada and the United States): 1-800-267-6677
Toll-free fax order line (Canada and the United States): 1-877-287-4369
Toll-free telecommunications device for the hearing impaired: 1-800-363-7629