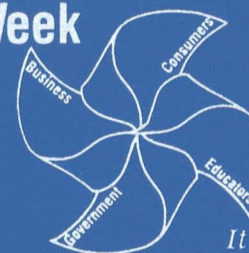




Consumer and
Corporate Affairs Canada

DIRECTORY OF SERVICES TO CONSUMERS ATLANTIC REGION

National
Consumer
Week



*It's
everybody's
business*

Canada

QUEEN
HC
120
.C63
C37
1993

IN = 24305

MEMORANDUM

TO: See Distribution List

OUR FILE: 5000-1-31

FROM: Regional Manager
Consumer Policy, Atlantic Region
HALIFAX

DATE: June 2, 1993

SUBJECT: DIRECTORY OF SERVICES TO CONSUMERS

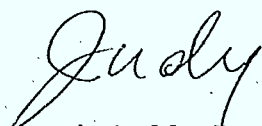
As you are aware, the fourth annual **National Consumer Week** took place from April 26 to 30, 1993. In recognition of this event, Consumer Policy, Atlantic Region, has produced an amendment to the Directory of Services to Consumers in the Atlantic Region, which is attached.

The Directory has proven to be a useful tool for front-line people who deal with enquiries from the public on a daily basis. It is recommended that this document be given to the person responsible for this function.

This edition of the Directory features new profiles on Environment Canada, the Public Legal Education and Information Societies in the four Atlantic provinces, and the Better Business Bureaux of Nova Scotia and Newfoundland.

You will note that this edition has a new cover which can be used more feasibly with future amendments. It is hoped that major revisions will be sent to you as they occur, not just once annually as in the past.

Please call Tanya Nadeau if you have any comments or suggestions for future updates to this directory.


Judy MacDonald

Encl.

Distribution List:

- Regional Director, Atlantic
- Regional Managers, Consumer, Atlantic
- District Managers, Consumer, Atlantic
- Regional Manager, Competition Policy, Atlantic
- Assistant Superintendent, Bankruptcy, Atlantic
- Regional Managers, Consumer Policy
- Director, Consumer Policy, HQ
- Library, HQ

DIRECTORY OF SERVICES

TO CONSUMERS

ATLANTIC REGION

HC120

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1993

MAIN

IN - 24305

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INTRODUCTORY COMMENTS

Consumer and Corporate Affairs, Atlantic Region, takes pleasure during this fourth annual **National Consumer Week** in presenting the following document entitled *Directory of Services to Consumers*.

This booklet is a compilation of material provided by representatives of private organizations and of federal government departments in Atlantic Canada, which have a "consumer focus", as well as information supplied by the four Atlantic provincial Consumer Affairs departments, and by the Main Libraries of the four capital cities in this region.

The directory is divided into two parts, as follows:

- 1) The front portion includes an outline of each of the federal and provincial departments who have participated in this exercise, including such information as major areas of responsibility, where general inquiries may be directed, an individual contact person or persons (if available), an overview of the programs involved, and addresses and telephone numbers of region and district offices, as the case may be.
- 2) The second portion includes an inventory of keywords (in alphabetical order) of the most common inquiries received by Consumer and Corporate Affairs staff from consumers in this region. This detailed listing breaks down many of these keywords into sub-headings, and provides names of references or referral agencies for each of the keywords, as well as cities where these references are located, and appropriate telephone numbers. If the referral agency should be one of the departments/libraries represented in the front portion of the directory, the notation to see that particular listing will be given. It is, by no means, a complete listing of all the keywords, but is fairly representative of the inquiries received by this Department.

The intent of the *Directory of Services to Consumers* is to be used as a reference tool by receptionists and other personnel of government departments, consumer associations and business who may be taking inquiries from Atlantic consumers. This booklet will hopefully assist these persons in referring calls and directing consumers to the appropriate point of reference in as little time as possible.

Consumer and Corporate Affairs staff in the Atlantic Region want to express thanks to all who participated in the compilation of this Directory. Without their help, this would not have been possible. It is our hope that it will be a valuable resource tool in the future.

A.C. HUNTER ADULT LIBRARY - NEWFOUNDLAND

Major Responsibility: Responsible for assisting the public, both in person and by mail, seeking consumer information in a variety of ways as listed under **Overview of Programs** section below.

General Inquiries: (709) 737-3950
(709) 737-3009 (Facsimile)

Contact: Victoria Murphy
Arts and Culture Centre
Allandale Road
Box 12057, Station A
ST. JOHN'S, Newfoundland
A1B 3T5

Overview of Programs: The A.C. Hunter Adult Library is able to assist the public seeking consumer information as follows:

- 1) Access and assistance in locating written materials about products and services which someone may be purchasing; e.g. *Consumer Reports* article on vacuum cleaners or Edmonston's *Lemon-Aid* books on car buying.
- 2) Information on how to be a better consumer; i.e. what kinds of things one needs to know to buy things wisely and how to complain if something goes wrong.
- 3) Trade directories and telephone books from around the world to assist in locating products, companies and services.
- 4) Guides to medical and legal services to assist people in being wise consumers of these complex services.

THE BETTER BUSINESS BUREAU OF NEWFOUNDLAND AND LABRADOR LTD.

Major Responsibility: Provides pre-purchase information, and mediates and arbitrates consumer disputes.

General Inquiries: (709) 364-2222 (9:30am - 4pm)
(709) 364-2255 (Facsimile)

Contact: All staff are able to provide assistance required.

360 Topsail Road
P.O. Box 516
St. John's, Newfoundland
A1C 4K4

Overview of Programs:

1) Role of the Better Business Bureau:

- (a) The Better Business Bureau (BBB) is a private, not for profit, society solely funded by Newfoundland businesses dedicated to ensuring a fair and equitable marketplace in which both consumers and responsible businesses profit.
- (b) This Better Business Bureau is licensed, as are the other 160 across North America, by the Council of the Better Business Bureaus in Arlington, Virginia. Day-to-day operations are managed by a staff of two reporting to the Board of Directors elected each year from the membership of the Better Business Bureau.

2) Pre-purchase information:

Bureau reports are based on BBB file experience related to the matter in which a firm responds to complaints filed with the Bureau. Reports are either satisfactory or unsatisfactory, and are based on the previous three years experience. General consumer advice is also provided relating to a whole series of consumer and business purchasing decisions.

3) Complaints, assistance, and counselling:

As a private agency, the Bureau's ability to resolve consumer disputes is based on the willingness of a firm to adjust legitimate concerns. The majority of firms are quite willing to do so; and Bureau mediation and arbitration, a legally binding alternative to Small Claims Court in which both parties submit a dispute to a volunteer trained arbitrator, have proven to be very effective in resolving disputes quickly and amicably.

4) Charity information, and advertising complaints:

Using the expertise of a Charity Review Committee, the BBB provides information to assist responsible giving. As well, the Bureau provides advice and assistance about complaints of the validity of advertising claims.

THE BETTER BUSINESS BUREAU OF NOVA SCOTIA

Major Responsibility: Provides pre-purchase information, and mediates and arbitrates consumer disputes.

General Inquiries: (902) 422-6583 (10am - 3pm)
(902) 422-6582 (10am - 3pm) Complaint/Advice/Counselling
(902) 422-6583 (Charity/Advertising)
(902) 429-6547 (Facsimile)

Contact: All staff are able to provide assistance required.

1888 Brunswick Street
Suite 601
P.O. Box 2124
HALIFAX, Nova Scotia
B3J 3B7

See **Note** below for other office.

Overview of Programs:

1) Role of the Better Business Bureau:

- (a) The Better Business Bureau (BBB) is a private, not for profit, society solely funded by Nova Scotia businesses dedicated to ensuring a fair and equitable marketplace in which both consumers and responsible businesses profit.
- (b) This Better Business Bureau is licensed, as are the other 160 across North America, by the Council of the Better Business Bureaus in Arlington, Virginia. Day-to-day operations are managed by a staff of nine reporting to the Board of Directors elected each year from the membership of the Better Business Bureau.

2) Pre-purchase information:

Bureau reports are based on BBB file experience related to the matter in which a firm responds to complaints filed with the Bureau. Reports are either satisfactory or unsatisfactory, and are based on the previous three years experience. General consumer advice is also provided relating to a whole series of consumer and business purchasing decisions.

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4) Charity information, and advertising complaints:

Using the expertise of a Charity Review Committee, the BBB provides information to assist responsible giving. As well, the Bureau provides advice and assistance about complaints of the validity of advertising claims.

Note:

Other Office in Nova Scotia:

348 Main Street
Suite 103
Yarmouth, Nova Scotia
B5A 1E9
Telephone: (902) 742-2432

CANADIAN HUMAN RIGHTS COMMISSION

- Major Responsibility:** Administers the Canadian Human Rights Act and conducts information programs as listed in **Overview of Programs** section below.
- General Inquiries:** (902) 426-8380
1-800-565-1752 (Toll Free Atlantic Canada)
(902) 426-9345 (Telephone Device for the Deaf)
(902) 426-2685 (Facsimile)
- Contact:** A rotation service is provided; therefore, there is no one particular contact available.
- 5657 Spring Garden Road
Suite 601
P.O. Box 3545
South Postal Station
HALIFAX, N. S.
B3J 3J2

Overview of Programs:

1) Role of the Canadian Human Rights Commission:

- a) The Commission administers the Canadian Human Rights Act by receiving and investigating complaints of discrimination in the workplace or in the provision of goods, services, facilities and accommodations within federal jurisdiction; and
- b) It is the duty of the Commission to conduct information programs, to foster public understanding of the Act and recognition of the principle of equal opportunity upon which the Act is founded and to discourage and reduce discriminatory practices. The Commission conducts education and information events, maintains community liaison and is engaged in an on-going communications program.

2) Prohibited Grounds of Discrimination:

The prohibited grounds of discrimination are: race, national or ethnic origin, colour, religion, age, sex, marital status, family status, conviction for which a pardon has been granted and mental and physical disability, including dependence on alcohol or drugs and sexual orientation.

3) Areas of Prohibited Discrimination:

- a) Denial of goods, services, facilities or accommodation, adverse differentiation in the provision of such services or denial of access to them based on a prohibited ground;
- b) Denial of occupancy of premises or accommodation or adverse differentiation in provision of commercial premises or residential accommodation;
- c) Refusal to employ or to continue to employ or adverse differentiation in relation to employment either directly or indirectly on a prohibited ground of discrimination;
- d) To circulate any form of application for employment or to publish any advertisement or to make any written or oral enquiry in connection to employment or prospective employment that expresses or implies discrimination;
- e) Exclusion from full membership in an employee organization or expulsion or suspension or any form of limitation or segregation in an employee organization based on a prohibited ground;
- f) Pursuing a policy or practice or entering into an agreement affecting recruitment, referral, hiring, promotion, training, etc., that deprives or tends to deprive an individual or class of individuals of any employment opportunities on a prohibited ground;
- g) Paying male and female employees different wages in the same establishment for performing work of equal value;
- h) Publishing or displaying before the public any notice, sign, symbol, emblem or other representation that expresses or implies discrimination;
- i) Communication hate messages telephonically; and
- j) Harassment in the provision of goods, services, facilities or accommodations in the provision of commercial premises or residential accommodation or in matters related to employment, if such harassment is based on a prohibited ground, including sex.

4) Areas of Enquiry and Consultation:

- a) Special programs - Affirmative Action;
- b) Adaptation planning;
- c) Contract compliance;

- d) Employment equity;
- e) General questions regarding the Charter of Rights & Freedoms;
- f) Mandatory retirement;
- g) Bona fide occupational requirements;
- h) Policy on AIDS;
- i) Combatting harassment, in particular, sexual harassment;
- j) Discrimination-free screening and selection methods; and
- k) Equal pay for work of equal value.

CANADIAN RADIO, TELEVISION AND TELECOMMUNICATIONS COMMISSION

Major Responsibility:

The CRTC regulates and supervises the Canadian Broadcasting System, radio, television, cable television and pay television under the Broadcasting Act which was passed by Parliament in 1991. (The only exception is that the Department of Communications is responsible for all technical aspects of broadcasting.) The CRTC also regulates the Atlantic Telephone companies.

General Inquiries:

(902) 426-7997
(902) 426-6997 (Telecommunications Device for the Deaf)
(902) 426-2721 (Facsimile)

Contacts:

Lynda MacDonald (Broadcasting Inquiries)
Donna Shewfelt (Telecommunications Inquiries)
Lois Gage (Telephone Device for Deaf)

Regional Office
Suite 1007, Bank of Commerce Bldg.
1809 Barrington St.
HALIFAX, Nova Scotia
B3J 3K8

Overview of Programs:

Enquiries and/or complaints are received in the Regional Office from the public, broadcasters, telephone companies, community groups, Members of Parliament and other Federal, Provincial and Municipal governments, etc. concerning decisions, regulations, policies and procedures of the Commission, such as:

- 1) Applications before the Commission and the procedure to intervene in support of, opposition to, or to comment on such applications.
- 2) Requests for assistance in obtaining broadcasting or cable services or for improvement to such services.
- 3) Billing practices or rates charged for cable television services.
- 4) Public relation problems encountered with broadcasting or cable business.

- 5) Costs related to cable installation (initial, hot or cold connections).
- 6) Disconnection of cable service for non-payment of monthly fees.
- 7) Inability to receive certain cable channels being distributed outside of channels 2 -13.
- 8) Complaints concerning non-availability of a community channel on cable or the type of programming available.
- 9) Simultaneous substitutions of local television with U. S. programming when the programs are identical.
- 10) Carriage or non-carriage of certain broadcasting services by cable licensees.
- 11) Complaints including allegations of unbalanced programming, unfair or misleading news or advertising and defamatory remarks.
- 12) Canadian content problems.
- 13) Excessive advertising.
- 14) Content of certain programs (the broadcasters are responsible for their programming subject to certain regulatory restrictions).
- 15) Complaints and inquiries concerning telephone service such as Automated Dialing-Announcing Devices (ADAD's) Call Management Services (CMS), 976, Services and Terms of Service.

COMMUNICATIONS CANADA

Major Responsibility: Responsible for the programs listed in the Overview of Programs section below.

General Inquiries: (902) 426-3810
(902) 426-1569 (Facsimile)

Contact: District Director
6009 Quinpool Road
9th Floor
HALIFAX, Nova Scotia
B3K 5J7

See Note below for other offices.

Overview of Programs:

1) Radio Licensing

- a) Issuance of radio licenses, frequencies and call signs for all classes of radio stations, i.e. mobile radios; radios on board ships and aircraft; private commercial communications systems; public commercial communications systems; amateur stations, etc.;
- b) Type approval of all telecommunications equipment for sale or use in Canada;
- c) Technical Construction and Operations Certificate (TOC) for all broadcast stations AM/FM/TV and Cable; and

2) Certification of Radio Operators

Provide study material and information and administer examinations leading to the issuance of radio operator's certificates of various classes: amateur certificates, radiotelephone restricted operator's certificates and other professional certificates.

3) Investigations of Interference Complaints

Receive and investigate complaints of interference to broadcast stations (AM, FM, TV and Cable) and private commercial communication systems.

4) Broadcast Inspections

Perform broadcast inspections to AM, FM, TV and Cable systems to ensure broadcasters are operating in accordance with their licenses.

5) Ship Inspections

- a) Compulsory inspections of vessels over 20 meters to ensure compliance with Canada Shipping Act; and
- b) Voluntary inspection of all radio-equipped vessels for safety purposes.

6) Various Surveys and Inspections

- a) Perform broadcast inspections to AM, FM, TV and Cable systems to ensure broadcasters are operating in accordance with their licenses; and
- b) Perform various surveys and inspections of radiocommunication systems to ensure proper utilization of the frequency spectrum and adherence to terms of license.

7) Engineering

Engineering studies performed at the Regional level (Moncton) to ensure proper technical configuration and installation of large microwave radiocommunication systems

8) Technology

Administration of programs to promote the development/transfer of new technologies throughout the Atlantic Region.

9) Communications and Culture

Administration of various programs related to the development and implementation of cultural infrastructures, i.e. sound recording, performing arts, museums, etc.

Note:

Other offices in the Atlantic region:

Regional Office
4th Floor, 1045 Main Street
P.O. Box 5090
MONCTON, N.B.
E1C 8R2
Contact: Executive Director
Telephone: (506) 851-6545
Facsimile: (506) 851-6502

District Office
Room 337 Customs House
189 Prince William Street
Box 7285, Station A
SAINT JOHN, N.B.
E2L 4S6
Contact: District Director
Telephone: (506) 636-4336

Sub-district Office
5th Floor, Keystone Place
P.O. Box 155
BATHURST, N.B.
E2A 3Z2
Contact: Inspector-in-charge
Telephone: (506) 548-7480

Sub-district Office
1st Floor, Arts Building
196 George Street
P.O. Box 1927
SYDNEY, N.S.
B1P 6W4
Contact: Inspector-in-charge
Telephone: (902) 564-7000
Facsimile: (902) 564-3769

Sub-district Office
3rd Floor
Dominion Building
37 Queen Street
CHARLOTTETOWN, P.E.I.
C1A 4A9
Contact: Inspector-in-charge
Telephone: (902) 566-7000

District Office
Building 302
P.O. Box 9277, Station B
Pleasantville
ST. JOHN'S, Nfld.
A1A 2X9
Contact: District Director
Telephone: (709) 772-5330

Sub-district Office
Federal Building
P.O. Box 5277
CORNER BROOK, Nfld.
A1C 5W1
Contact: Inspector-in-charge
Telephone: (709) 637-4480

COMMUNITY LEGAL INFORMATION ASSOCIATION OF PRINCE EDWARD ISLAND

Major Responsibility: Provides information and resources about the law to the public. It is a non-profit organization.

General Inquiries: (902) 892-0853 (Toll free in PEI)
(902) 368-5355 (Facsimile)

Contact: Ann Sherman
P.O. Box 1207
Charlottetown, P.E.I.
C1A 7M8

Overview of Programs:

- 1) Publications are available on the law including consumer issues.
- 2) Library holds legal materials, many of which are aimed at the lay person. The public may borrow from the library.
- 3) Legal Information Line: Callers can ask general information questions about the law and the justice system. If appropriate, they will be referred to other agencies and resources.
- 4) Lawyer Referral Service: The Association does not offer this service; but, the Law Society of P.E.I. does. The fee is \$10 plus tax for a 30 minute consultation with a lawyer.
- 5) Speakers Bureau of lawyers, judges and persons who are knowledgeable about the law: We can arrange speakers for legal information sessions, workshops and conferences.

CONFEDERATION CENTRE PUBLIC LIBRARY (P.E.I.)

Major Responsibility: Responsible for assisting the public seeking consumer information in a variety of ways as listed under **Overview of Programs** section below.

General Inquiries: (902) 368-4642
(902) 566-4648 (Facsimile)

Contacts: Gary Ramsay & 6 other staff
P.O. Box 7000
CHARLOTTETOWN, P.E.I.
C1A 8G8

Overview of Programs: The Reference Department of Confederation Centre Public Library is able to assist the public seeking consumer information as follows:

- 1) Access and assistance in locating published information for prospective consumers on products and services such as automobiles, electronics, appliances and toys.
- 2) Statistical information such as Consumer Price Indices, energy consumption guides for appliances and fuel consumption guides for automobiles.
- 3) Information on how to be a better and more informed consumer, and how to complain if goods and services are unsatisfactory.
- 4) Information on various companies, e.g. background information and addresses for contacting companies.
- 5) Trade directories and telephone directories for Canada and some U.S. locations to assist in locating products, companies and services.
- 6) Guides to medical and legal services to assist people in being wise consumers of those complex services.
- 7) Visitor and tourist information such as accommodation, recreation, ferry schedules and maps.
- 8) Specialized local information such as local service directories.
- 9) Informed referral to other appropriate information sources and services if required information is unavailable in the library.

CONSUMER AND CORPORATE AFFAIRS CANADA

Major Responsibility: The proper functioning of the marketplace is the primary concern of Consumer and Corporate Affairs Canada. The Department is committed to a fair and efficient Canadian marketplace for all consumers.

General Inquiries: (902) 426-6080
(902) 426-6094 (Facsimile)
(902) 426-5092 (Telecommunications Device for the Deaf)

Contact: Maryse Leblanc, Receptionist

Regional Office
5670 Spring Garden Road
Suite 700, Halifax Insurance Bldg.
HALIFAX, Nova Scotia
B3J 1H6

Telephone listings for individual programs are listed in the following **Overview of Programs** section.

See Note below for other offices.

Overview of Programs:

1) Bankruptcy:

Personal and commercial bankruptcy, receivership, consumer proposal, and commercial reorganization - Telephone: (902) 426-2900.

2) Consumer Policy:

Recommends, initiates and coordinates programs in the government, business and voluntary sectors that promote and protect the interest of Canadian consumers. It also administers the *grants and contributions program* - Telephone: (902) 426-4778.

3) Consumer Products:

Packaging, labelling, composition, quantity and quality standards of foods, textiles, precious metals and other pre-packaged non-food products sold at all levels of trade - Telephone: DARTMOUTH (902) 426-6055; SAINT JOHN (506) 636-4299; and ST. JOHN'S (709) 772-5518.

4) Electricity and Gas:

Accuracy of meters used in the measurement for sale of electricity or natural gas and dispute resolution between buyer and seller - Telephone: DARTMOUTH (902) 426-3830; FREDERICTON (506) 452-3046 and ST. JOHN'S (709) 772-5525.

5) Intellectual Property and Corporate Affairs:

Patents, industrial design, copyright, trademarks, federal incorporation - Telephone: (902) 426-6080.

6) Competition Policy:

False or misleading advertising and deceptive marketing practices - Telephone: DARTMOUTH (902) 426-6002.

7) Product Safety:

Safety of consumer products such as toys, children's products, household furnishings and chemicals, clothing and sports equipment - Telephone: HALIFAX (902) 426-8300; MONCTON (506) 851-6638 and ST. JOHN'S (709) 772-4050.

8) Weights and Measures:

The accuracy of scales, gas pumps, and fuel meters used in trade, as well as the accuracy of measurement of commodities and services such as firewood and delivery of home heating oil - Telephone: DARTMOUTH (902) 426-3831; SAINT JOHN (506) 636-4591, ST. JOHN'S (709) 772-5517 and CHARLOTTETOWN (902) 566-7281.

9) Tax Rebate Discounters Act:

- For information relating to the interpretation and application of the Tax Rebate Discounters Act:

Dominion Building
Room 318, 3rd Floor
97 Queen Street
Charlottetown, P.E.I.
C1A 4A9
Contact: Marion Clark
Telephone: (902) 566-8746
Facsimile: (902) 566-7752

- For requests for discounting forms, discounter codes or consumer complaints and enquiries on how to become a discounter:

16th Floor, Zone 3, Phase I
Place du Portage
Hull, Québec
K1A 0C9
Contact: Pat O'Connell (english calls)
Telephone: (819) 953-3630
Contact: Brenda Poirier (french calls)
Telephone: (819) 953-6445
Facsimile: (819) 953-2331

- For registration of a discounter in Nova Scotia, call Department of Housing and Consumer Affairs (902) 424-4690; in Prince Edward Island, call Department of Justice (902) 368-4580; Newfoundland and New Brunswick do not require it.

Note:

Other offices in the Atlantic region:

District Office
50 Brown Avenue, Burnside Industrial Park
P.O. Box 38001
DARTMOUTH, Nova Scotia
B3B 1X2

District Office
Cormack Building
2nd Floor, Suite 202
2 Steers Cove
ST. JOHN'S, Newfoundland
A1C 6J5

District Office
2nd Floor, 633 Queen Street
FREDERICTON, New Brunswick
E3B 1C3

District Office
295 Bayside Drive
SAINT JOHN, New Brunswick
E2J 1B1

Sub-district offices are located in TRURO and SYDNEY, N.S.;
CORNER BROOK, Nfld.;
MONCTON and BATHURST, N.B.; and
CHARLOTTETOWN, P.E.I.



ENVIRONMENT CANADA

Major Responsibility:

Environment Canada is responsible for preserving and enhancing the quality of the natural environment. In the Atlantic Provinces, it is involved in important regional concerns such as ocean pollution, marine safety, wildlife conservation, emergency oil spill response, water conservation, safety from adverse weather, and the preservation of our natural and historic heritage.

General Inquiries:

(902) 426-7990 (Publications - Departmental)
(902) 426-3436 (Publications - Canadian Parks Service)

Addresses and telephone numbers are provided for individual programs under **Overview of Programs** section below.

Overview of Programs:

Environment Canada consists of the Departmental Communications Unit, the Committee of Regional Executives and three major Services: the Atmospheric Environment Service, the Canadian Parks Service and Conservation & Protection.

1) The Departmental Communications Unit:

Provides general-interest information and publications to the public regarding regional and national environmental issues, and Environment Canada's priorities and programs.

Departmental Communications Unit
Environment Canada
8th Floor, Queen Square
Dartmouth, Nova Scotia
B2Y 2N6

Telephone:

(902) 426-7990 (Publication & Inquiries - Departmental)
(902) 426-3436 (Publication & Inquiries - Canadian Parks Service)
(902) 426-3836 (Information on Canadian Environment Week)

2) The Committee Of Regional Executives:

Is comprised of the senior regional executives of the department's three Services, and it is supported by a permanent Secretariat. In the Atlantic region, its responsibilities include the implementation and coordination of Canada's Green Plan; the development of corporate policy; and the management of the Environmental Citizenship Initiative. The Environmental Citizenship Initiative provides funds to non-profit, non-government groups to undertake heritage or environmental projects. Its funding programs include: the Environmental Partners Fund, the Community Planning Fund, the Volunteer Support Fund and the Youth Action Fund.

Committee Of Regional Executives
Environment Canada
8th Floor, Queen Square
45 Alderney Drive
Dartmouth, Nova Scotia
B2Y 2N6

Telephone: (902) 426-8521
Toll free: 1-800-663-5755 (in Atlantic Canada)

ENVIRONMENT CANADA - ATMOSPHERIC ENVIRONMENT SERVICE

Major Responsibility: To provide timely weather, sea state and ice information - as well as forecasts and warnings - to the public and special groups such as farmers, fishermen and the aviation industry.

General Inquiries: (902) 426-9164

Atmospheric Environment Service
Environment Canada
1496 Bedford Highway
Bedford, Nova Scotia
B4A 1E5

Telephone numbers are provided for individual programs under **Overview of Programs** section below.

Overview of Programs:

1) General Weather Information:

Maritimes Weather Centre, Bedford, N.S. - Telephone: (902) 426-9200

Sydney Weather Office, N.S. - Telephone: (902) 564-7299

Yarmouth Weather Office, N.S. - Telephone: (902) 742-0899

Fredericton Weather Office, N.B. - Telephone: (506) 446-6240

Moncton Weather Office, N.B. - Telephone: (506) 851-6600

Saint John Weather Office, N.B. - Telephone: (506) 636-4939

Charlottetown Weather Office, P.E.I. - Telephone: (902) 566-7060

Newfoundland Weather Centre, Gander, Nfld. - Telephone: (709) 256-6611

St. John's Weather Office, Nfld. - Telephone: (709) 772-5269

2) Climate Information:

The Atmospheric Environment Service compiles and analyzes an extensive and constantly growing body of climate data. Much of this information is supplied by a dedicated network of over 7,000 volunteers. Such information can help farmers to determine the length of a growing season, architects to estimate heating requirements and home-owners to judge the best spot to place a skylight.

Telephone: (902) 426-9226

3) Weatheradio:

This is a dedicated VHF radio network that provides vital weather information round the clock to groups and individuals who need to know the latest weather. Special weather reports and forecasts are tailored to the needs of the general public and other key audiences such as the marine, aviation and agricultural industries. Weatheradio broadcasts include any weather warnings in effect, the latest forecasts, current weather conditions and a weather synopsis.

Telephone: (902) 426-9131

4) Marine Weather Service:

This is a specialized service that provides Nova Scotia mariners with up-to-date marine forecasts as well as information on sea state, freezing spray, ice conditions and other vital marine weather information.

Telephone: (902) 426-9600

5) Atmospheric Issues:

The Atmospheric Environment Service is on the leading edge of environmental sciences. Their experts can provide information on research into acid rain, toxic air pollutants, the ozone layer, global warming and other atmospheric issues.

Telephone: (902) 426-9229

ENVIRONMENT CANADA - CANADIAN PARKS SERVICE

Major Responsibility: The goal of the Canadian Parks Service is to protect for all time those places that are significant examples of Canada's natural and cultural heritage and also to encourage public understanding, appreciation and enjoyment of this heritage in ways that leave it unimpaired for future generations.

General Inquiries: (902) 426-3436

Canadian Parks Service
Historic Properties
Upper Water Street
Halifax, Nova Scotia
B3J 1S9

Telephone numbers are provided for individual programs under **Overview of Programs** section below.

Overview of Programs:

1) National Parks:

Protects major natural environments that are representative of the heritage of all Canadians. In Atlantic Canada the Canadian Parks Service manages seven national parks that each contain unique or classic examples of scenery, flora and fauna that make up our natural heritage.

Cape Breton Highlands National Park, N.S. - Telephone: (902) 285-2270

Kejimikujik National Park, N.S. - Telephone: (902) 682-2770

Prince Edward Island National Park - Telephone: (902) 566-7050

Fundy National Park, N.B. - Telephone: (506) 887-2000

Kouchibouguac National Park, N.B. - Telephone: (506) 876-2443

Gros Morne National Park, Nfld. - Telephone: (709) 458-2417

Terra Nova National Park, Nfld. - Telephone: (709) 533-2801

2) National Historic Sites:

The Sites are places that have been identified as being of extraordinary value to Canadian history. In Atlantic Canada the Canadian Parks Service manages 29 national historic sites that commemorate the people, places and events that have played a significant role in our historical development.

Nova Scotia National Historic Sites:

- Alexander Graham Bell National Historic Site & Grassy Island National Historic Site - Telephone: (902) 295-2069
- Fortress of Louisbourg National Historic Site - Telephone: (902) 733-2280
- Halifax Citadel National Historic Site - Telephone: (902) 426-5080
- Marconi National Historic Site - Telephone: (902) 295-2069
- Southwest Nova Scotia National Historic Sites - Telephone: (902) 532-2321
- St. Peters Canal - Telephone: (902) 733-2280

New Brunswick National Historic Sites - Telephone: (506) 636-4957

Newfoundland National Historic Sites - Telephone: (709) 772-5364

Prince Edward Island National Historic Sites - Telephone: (902) 566-7050

ENVIRONMENT CANADA - CONSERVATION & PROTECTION

Major Responsibility:

Conservation & Protection is responsible for conserving, enhancing and managing Canada's renewable resources. Air quality control, water quality monitoring, land resources development, migratory bird management, preventing or controlling the release of pollutants and assisting in the clean-up of harmful substances that have been spilled are just a few of its many responsibilities.

General Inquiries:

(902) 426-7231 - Regional Director General's Office
(506) 536-3025 - Canadian Wildlife Service
(902) 426-3980 - Environmental Protection
(902) 426-6050 - Water Resources Directorate
(902) 426-7984 - Canada-Nova Scotia Cooperation Agreement
on Sustainable Economic Development

Addresses and telephone numbers are provided for individual programs under **Overview of Programs** section below.

Overview of Programs/Components:

Conservation & Protection consists of three distinct components: the Canadian Wildlife Service, Environmental Protection and the Water Resources Directorate. Its corporate programs are developed and carried out primarily by the staff of the Regional Director General's Office.

1) Regional Director General's Office:

Its responsibilities include: developing major policies and strategies; leading the national Marine Environmental Quality initiative; carrying out the environmental impact assessment review process; and co-ordinating finance, administration and personnel services.

Regional Director General's Office
Conservation and Protection
15th Floor, Queen Square
45 Alderney Drive
Dartmouth, Nova Scotia
B2Y 2N6
Telephone: (902) 426-8468

2) Canadian Wildlife Service:

The Service is responsible for all wildlife matters under the jurisdiction of the federal government. These include protection and management of migratory birds, nationally significant habitats, and endangered species - and work on other wildlife issues of regional, national and international importance. CWS also works to protect threatened species and conducts studies on the socio-economic importance of wildlife. In the Atlantic region, it is active in such programs as protecting internationally significant wetland areas and reducing seabird deaths resulting from the negligent discharge of oil from ships at sea.

Regional Office
Canadian Wildlife Service
Environment Canada
P.O. Box 1590
Sackville, N.B. E0A 3C0
Telephone: (506) 536-3025
(902) 426-6469 - Nova Scotia
(709) 772-5585 - Newfoundland

3) Environmental Protection:

EP is on the front lines of many of the major pollution issues under the jurisdiction of the federal government -- from air and water pollution, to waste management, to environmental emergencies. Its programs focus on pesticides; shellfish contamination; toxic chemicals such as dioxins; ocean dumping; emissions from oil refineries, pulp and paper mills and other industries; and pollutants such as acid rain and ground-level ozone. EP also administers and enforces the Canadian Environmental Protection Act - legislation designed to protect the environment from toxic pollutants on land, in water, and through all layers of the atmosphere.

Regional Office
Environmental Protection
Environment Canada
5th Floor, Queen Square
45 Alderney Drive
Dartmouth, Nova Scotia B2Y 2N6
Telephone: (902) 426-3980
(902) 426-5601 - Nova Scotia District Office
(506) 452-3286 - New Brunswick District Office
(902) 566-7042 - Prince Edward Island District Office
(709) 772-5488 - Newfoundland District Office

To report marine spills and other environmental emergencies:

In the Maritimes 1-800-565-1633
In Nfld. & Labrador (709) 772-2083

4) Water Resources Directorate:

The Directorate oversees the management and conservation of water resources in Atlantic Canada that fall under the federal government's jurisdiction. The Directorate: 1) routinely measures the quality and quantity of the region's water resources through an extensive network of monitoring stations and field programs; 2) manages the regional components of the National Flood Damage Reduction Program; 3) conducts research into the effects of atmospheric pollutants, such as acid rain, on Atlantic Canada's lakes and waterways; and 4) conducts land use monitoring, researches land and water conservation issues, and advises on federal land management. The Water Resources Directorate is also responsible for coordinating the Atlantic Coastal Action Program, a Green Plan Initiative that will help protect and enhance 13 coastal areas throughout Atlantic Canada.

Regional Office
Water Resources Directorate
Environment Canada
4th Floor, Queen Square
Dartmouth, Nova Scotia
B2Y 2N6
Telephone: (902) 426-6050

Monitoring & Evaluation Branch in Moncton, N.B.
Telephone: (506) 851-3837

The Water Resources Directorate is also responsible for the management of the Canada - Nova Scotia Cooperation Agreement on Sustainable Economic Development which is administered by the Sustainable Economic Development Secretariat.

5) The Canada/Nova Scotia Cooperation Agreement On Sustainable Economic Development:

Supports programs and practices that demonstrate sustainable development -- the balance between economic growth and environmental protection or enhancement -- through the following funding programs: Environmental Assistance to Business; Demonstration Projects and Business Support; and Education and Public Information. Individuals, businesses, non-government organizations, academic institutes and governments (including municipalities) are eligible to apply. Preference is given to projects that use new technologies or processes and that will be viable after funding expires.

Sustainable Economic Development Secretariat
11th Floor, Queen Square
Dartmouth, Nova Scotia
B2Y 2N6
Telephone: (902) 426-7984

EXTERNAL AFFAIRS AND INTERNATIONAL TRADE CANADA

Major Responsibility: Responsible for programs listed under **Overview of Programs** section below.

General Inquiries: 1-800-567-6868 (Toll Free)
(902) 426-4620 (Facsimile)

Contact: Phélice Cormier, Manager
Scotia Square, Duke Tower, Suite 608
HALIFAX, Nova Scotia
B3J 1P3

See Note below for other offices.

Overview of Programs:

1) **Passports:**

Issuing Canadian passports to Canadian citizens.

2) **External Affairs:**

a) Provide information on Canadian Embassies or High Commissions, i.e. address and telephone numbers;

b) Enquiries on assistance to Canadian citizens travelling abroad;

c) Redirect questions regarding visa application to Embassies or High Commissions of other countries; and

d) Redirect trade enquiries to Ottawa.

3) **Publication:**

a) *Bon Voyage, but ...*; and

b) Provide information on visa requirements, consular assistance, addresses of Canadian missions abroad, plus more important information the traveller may require.

Note:

Other offices in the Atlantic region:

140 Water Street
Toronto Dominion Place, Suite 702
ST. JOHN'S, Newfoundland
Contact: Velda Tizzard
Toll free: 1-800-567-6868

440 King Street
King's Place, Suite 608
FREDERICTON, New Brunswick
Contact: Jeanne Caissie
Toll free: 1-800-567-6868

FREDERICTON PUBLIC LIBRARY (NEW BRUNSWICK)

Major Responsibility: Responsible for assisting the public with consumer information in a variety of ways as listed under **Overview of Programs** section below.

General Inquiries: (506) 458-8154
(506) 450-6167 (Facsimile)

Contact: 12 Carleton Street
FREDERICTON, N.B.
E3B 5P4

Overview of Programs: The Reference Department of the Fredericton Public Library is able to assist the public seeking consumer information as follows:

- 1) Access and assistance in locating written material about products and services which someone may be purchasing.
- 2) Information on how to be a better consumer; what kinds of things one needs to know to buy things wisely and how to complain if something goes wrong.
- 3) Information on various companies, e.g. addresses, if one needs to write to a company or find data on a company.
- 4) Trade directories for North American companies and telephone books for selected Canadian cities.
- 5) Gateway information: "if the library can't help, who can and how to get in touch with them."

HALIFAX CITY REGIONAL LIBRARY

Major Responsibility: Responsible for assisting public seeking consumer information in a variety of ways as listed under **Overview of Programs** section below

General Inquiries: (902) 421-6984 and 421-6985 (Reference Services)

Contact: Laura Jantek + 7 other officers
5381 Spring Garden Road
HALIFAX, Nova Scotia
B3J 1E9

Overview of Programs: The Reference Department of the Halifax City Regional Library is able to assist the public seeking consumer information in a variety of ways:

- 1) Access and assistance in locating written material about products and services which someone may be purchasing; for example, a *Canadian Consumer* article on blenders or Edmonston's *Lemon-Aid* books on car buying.
- 2) Information on how to be a better consumer; what kinds of things one needs to know to buy things wisely and how to complain if something goes wrong.
- 3) Information on various companies, e.g. addresses, if one needs to write to a company or find data on a company.
- 4) Trade directories and telephone books from around the world to assist in locating products, companies and services.
- 5) Guides to medical and legal services to assist people in being wise consumers of those complex services.
- 6) Gateway information: "if the library can't help, who can and how to get in touch with them."

HEALTH AND WELFARE CANADA

Major Responsibility: Responsible for the programs listed under the **Overview of Programs** section below.

General Inquiries: (902) 426-2038

Contact: Margaret Moran

Regional Office, Communications
1496 Lower Water Street
HALIFAX, Nova Scotia
B3J 1R9

Telephone listings are provided for individual programs under **Overview of Programs** section below.

Overview of Programs:

- 1) **Income Security Programs:** Information on financial programs such as Canada Pension Plan, Old Age Security, Guaranteed Income Supplement, Family Allowance, Spouse's Allowance are available at the following locations:

ST. JOHN'S, Nfld. Client Service Centre - Telephone: (709) 772-5501

CORNER BROOK, Nfld. Client Service Centre - Telephone: (709) 637-4366

FREDERICTON, N.B. Client Service Centre - Telephone: (506) 452-3300

MONCTON, N.B. Client Service Centre - Telephone: (506) 851-7000

SAINT JOHN, N.B. Client Service Centre - Telephone: (506) 636-4527

BATHURST, N.B. Client Service Centre - Telephone: (506) 548-7486

CHATHAM, N.B. Client Service Centre - Telephone: (506) 773-9491

EDMUNDSTON, N.B. Client Service Centre - Telephone: (506) 735-8431

HALIFAX, N.S. Client Service Centre - Telephone: (902) 426-8370

SYDNEY, N.S. Client Service Centre - Telephone: (902) 564-7353

AMHERST, N.S. Client Service Centre - Telephone: (902) 667-5126

ANTIGONISH, N.S. Client Service Centre - Telephone: 1-800- 863-3540(Toll Free)

NEW GLASGOW, N.S. Client Service Centre - Telephone: (902) 755-4430

TRURO, N.S. Client Service Centre - Telephone: (902) 895-4335

CHARLOTTETOWN, P.E.I., Client Service Centre - Telephone: (902) 566-7850.

2) Medical Services:

- Indian Health Services:

HALIFAX, N.S. Atlantic Regional Office - Telephone: (902) 426-7392

- Occupational & Environmental Health Services and Public Service and Immigration Health:

HALIFAX, N.S. Atlantic Public Service Health Unit - Telephone: (902) 426-3998.

3) Health Promotion Directorate:

Information is available on health promotion (smoking, alcohol, drugs) and contribution programs:

HALIFAX, N.S., Atlantic Regional Office - Telephone: (902) 426-2700.

4) Social Service Programs:

Information is available on the New Horizons Program and Seniors' Independence Program, (SIP):

ST. JOHN'S, Nfld. Regional Office - Telephone: (709) 772-2279

MONCTON, N.B. Regional Office - Telephone: (506) 851-7007

HALIFAX, N.S. Regional Office - Telephone: (902) 426-2741

CHARLOTTETOWN, P.E.I. Regional Office - Telephone: (902) 566-7857.

5) Child Care & Family Violence:

HALIFAX, N.S. Atlantic Regional Office - Telephone: (902) 426-2038.

HEALTH AND WELFARE CANADA - HEALTH PROTECTION BRANCH

Major Responsibility: The Health Protection Branch of Health and Welfare Canada is responsible for matters relating to the health and safety of foods, drugs, medical devices, cosmetics and radiation emitting devices manufactured or imported into Canada. Matters of tampering or sabotage are investigated jointly with the police force of jurisdiction. This Branch is also responsible for the enforcement of the Tobacco Products Control Act and Regulations.

General Inquiries: (902) 426-2160

Regional Office
1992 Baffin Street
P.O. Box 1060
DARTMOUTH, N.S.
B2Y 3Z7

See Note below for other offices.

Overview of Programs: Consumer concerns to be directed to Health Protection Branch include:

1) **Foods:** (manufactured, prepackaged or raw foods)

- hazards of a microbiological, chemical or nutritional nature;
- product defects due to extraneous material (such as wood or glass) or toxic substances; and
- food illness, allergic reactions and food additives.

2) **Drugs:**

- product defects and adverse or allergic reactions; and
- labelling, advertising and sale or distribution.

3) Cosmetics:

- product defects of a hazardous nature;
- product contents, allergic or adverse reactions; and
- labelling and advertising (such as implied claims).

4) Medical Devices:

- malfunctions, reactions or any other identified hazard; and
- product performance, labelling and advertising.

5) Tobacco Products:

- labelling, advertising and promotion complaints.

6) Radiation Emitting Devices:

- product defects, health hazards, performance and labelling.

Note:

Other offices in the Atlantic region:

Room 517
189 Prince William Street
SAINT JOHN, New Brunswick
E2L 2B9
Telephone: (506) 636-4860

Suite 101, Kelly Building
3 Harbourside
CHARLOTTETOWN, P.E.I.
C1A 8R4
Telephone: (902) 566-7871

Sir Humphrey Gilbert Building
165 Duckworth Street
P.O. Box 9430
ST. JOHN'S, Newfoundland
A1A 2Y5
Telephone: (709) 772-5536

INDUSTRY, SCIENCE AND TECHNOLOGY CANADA

Major Responsibility: ISTC promotes international competitiveness and industrial excellence: foster innovation, research and development; expand Canadian capabilities in science and technology; improve Canada's place in international trade; act as a reasoned advocate within government for the interests of the industrial and scientific communities.

General Inquiries: (902) 426-ISTC (4782)
(902) 426-2624 (Facsimile)

Contact: Maryann Everett/Claudine Martell

Regional Office
5th Floor, Central Guaranty Trust Tower
1801 Hollis Street
P.O. Box 940
Station M
HALIFAX, Nova Scotia
B3J 2V9

See Note below for other offices.

Overview of Programs:

- 1) ISTC aims to foster the development and application of strategic technologies - information technology, advanced industrial materials and biotechnology - because these fields are considered critical to progress in a wide range of industries.
- 2) An important part of ISTC, the International Trade Centre, is linked to the resources of External Affairs and International Trade Canada's 239 trade commissioners in 127 locations, and provides export-related services.
- 3) The Halifax office houses a Business Service Centre, which is the entry point to the department's information resources such as industry profiles, advice on competitiveness and access to computerized databanks.

Note:

Other offices in the Atlantic region:

Regional Office
770 Main Street
Assumption Place
P.O. Box 1210
MONCTON, N.B.
E1C 8P9
Telephone: (506) 857-4782
Facsimile: (506) 851-6429

Regional Office
215 Water Street
Suite 504
P.O. Box 8950
ST. JOHN'S, Nfld.
A1B 3R9
Telephone: (709) 722-4782
Facsimile: (709) 772-5093

Regional Office
134 Kent Street
Suite 400
Confederation Court Mall
P.O. Box 1115
CHARLOTTETOWN, P.E.I.
C1A 7M8
Telephone: (902) 566-7400
Facsimile: (902) 566-7450

MULTICULTURALISM AND CITIZENSHIP CANADA

Major Responsibility: Responsible for the programs and services listed under **Overview of Programs** section below.

General Inquiries: (902) 426-5647
1-426-6227 (Toll-Free within N.S.)
(902) 426-5428 (Facsimile)
(902) 426-9522 (TDD)

Contact: Colleen Hunt
Atlantic Regional Office
5281 Duke Street
HALIFAX, Nova Scotia
B3J 3M1

Court of Canadian Citizenship
5281 Duke Street
HALIFAX, Nova Scotia
B3J 3M1

See Note below for other offices.

Overview of Programs:

1) Citizenship Registration and Promotion

Provides services for the acquisition and proof of Canadian Citizenship and other services mandated under the Citizenship Act and for the promotion of the concept and values of Canadian Citizenship.

2) Voluntary Action Program

Provides technical and financial assistance to voluntary organizations to promote the growth and diversity of the voluntary sector and to enhance its independence. The Directorate carries out research and analysis, policy development, and coordination with other departments and governments on issues pertaining to voluntarism.

3) Human Rights Program

Promotes the development and understanding, respect for and enjoyment of human rights and facilitates the implementation of Canada's domestic and international human rights obligations. Funding is available to voluntary, non-governmental organizations to develop and implement strategies which address human rights issues, and to encourage institutions to incorporate human rights policies and practices into their regular programs.

4) National Literacy Program and Secretariat

Addresses the issue of adult literacy through activities and projects in partnership with provincial and territorial governments, volunteer organizations, business and labour.

5) Multicultural Programs

The Multiculturalism sector is responsible for monitoring the Canadian Multiculturalism Act and related policies. Through these programs, listed below, financial and technical support is available to institutions, community-based organizations and individuals to undertake projects related to the Canadian Multiculturalism Policy:

- Race Relations and Cross Cultural Understanding (RCU): designed to foster the elimination of racism and racial discrimination in Canada, to help institutions adapt to Canada's multicultural reality and to promote cross-cultural understanding.
- Heritage, Cultures and Languages (HCL): promotes the development and expression of heritage cultures and languages as an integral part of Canadian artistic, cultural and academic life. The program provides support for projects which provide equal opportunity and access for artists of diverse backgrounds to Canada's cultural institutions or which produce and promote creative works reflecting Canada's multicultural reality; and the creation of heritage language teaching materials with Canadian content.
- Community Support and Participation (CSP): supports the full and equitable participation in Canadian life of individuals and communities from Canada's ethnocultural and visible minorities. Citizenship and Community Participation (CCP) targets first-generation Canadians (people born in other countries now living in Canada) who face difficulties related to their experience as immigrants. CCP supports immigrant service agencies, immigrant and visible minority women's groups. Community Support (CS) helps ethnocultural and visible minority groups through community-based organizations to develop and participate as communities in Canada.
- Cross Government Commitment: through the Multiculturalism Secretariat, the Department supports and encourages cross-government initiatives to implement the Canadian Multiculturalism Policy.

Note:

Other offices in the Atlantic Region:

**Atlantic Regional Office
and Nova Scotia Office
5281 Duke Street
HALIFAX, Nova Scotia
B3J 3M1**

**District Office
860 Main Street, Suite 503
MONCTON, New Brunswick
E1C 1G2
Telephone: (506) 851-2648
Facsimile: (506) 851-2685
TDD: (506) 851-6988**

**District Office
97 Queen Street, Suite 201
CHARLOTTETOWN, P.E.I.
C1A 4A9
Telephone: (902) 566-7188
Facsimile: (902) 566-7189
TDD: (902) 566-7344**

**District Office
5th Floor, Atlantic Place
215 Water Street
Box 66
ST. JOHN'S, Nfld.
A1C 6C9
Telephone: (709) 772-0661
1-800-563-0883 (Toll-Free within Nfld.)
Facsimile: (709) 772-2275
TDD: (709) 772-4564**

NEW BRUNSWICK DEPARTMENT OF JUSTICE - CONSUMER AFFAIRS BRANCH

Major Responsibility: The Consumer Affairs Branch of the Department of Justice is responsible for the administration of several laws which the Government of New Brunswick has enacted to provide for protection of the consumer.

General Inquiries: (506) 453-2659

Contact: G.A. Peabody
670 King Street
Room G-18, Centennial Building
P.O. Box 6000
FREDERICTON, N.B.
E3B 5H1

Overview of Programs:

1) Consumer Complaints and Enquiries:

The Branch responds to enquiries from consumers and businesses, as well as in areas unregulated by the department.

2) Consumer Education:

Advises consumers respecting consumer protection in matters of purchase of goods and services, lending and borrowing practices, real estate matters and many others. Maintains liaison with consumer groups.

3) Licensing:

Administers the following statutes which require licensing or registration:

- Auctioneers License Act - auctioneers;
- Collection Agencies Act - collection companies/collectors;
- Consumer Product Warranty and Liability Act - defective products/unhonoured warranties;
- Cost of Credit Disclosure Act - interest rates/credit contracts;
- Direct Sellers Act - direct sellers/salespersons;

- Pre-Arranged Funeral Services Act - prepayment of funeral services; and
- Real Estate Agents Act - salespersons/agents;

In addition, the Branch has responsibility for the following statutes, most of which require little or no administration:

- Absconding Debtors Act;
- Arrest and Examinations Act;
- Creditors Relief Act;
- Innkeepers Act;
- Sale of Goods Act;
- Unconscionable Transactions Relief Act; and
- Warehouse Receipts Act.

4) Appointment

Administers the appointment provisions under the following statute:

- Commissioners for Taking Affidavits Act.

5) Inspection and Compliance

Investigates, monitors and enforces various aspects of the statutes administered.

Note: Other services of the Department of Justice and other provincial departments:

Registrar of Credit Unions and Co-operatives: (506) 453-2315

Superintendent of Insurance: (506) 453-2541

Registrar of Deeds and Land Titles: (506) 453-2963

Corporate and Trust Affairs: (506) 453-2703

Private Investigator and Security Guards
Licensing Division: (506) 453-2429

Legal Aid: (506) 453-1911

Offices of the RENTALSMAN:

Regional Centre, 300 St. Mary's Street
P.O. Box 6000
FREDERICTON, N.B. E3B 5H1
Contact: Maurice Bouchard, Margaret Lemay
Telephone: (506) 453-2557
Facsimile: (506) 457-7289

One Market Square, Level III
SAINT JOHN, N.B. E2L 4Z6
Contact: Arthur Scott, Eileen Holmes, Nancy Glennie
Telephone: (506) 658-2512
Facsimile: (506) 658-3096

770 Main Street, Assumption Place
P.O. Box 5001
MONCTON, N.B. E1C 8R3
Contact: Gary Jewett, Roger LeClair
Telephone: (506) 856-2330
Facsimile: (506) 382-8657

Court House Annex
254 St. Patrick St, 3rd Floor
P.O. Box 5001
BATHURST, N.B. E2A 3Z9
Contact: Al Firlotte
Telephone: (506) 547-2162
Facsimile: (506) 547-2106

CN Building, 2nd Floor
Roseberry Street
P.O. Box 5001
CAMPBELLTON, N.B. E3N 3H5
Contact: Al Firlotte
Telephone: (506) 789-2362

Carrefour Assomption Ltée
121 Church Street
P.O. Box 5001
EDMUNDSTON, N.B. E3V 3L3
Contact: Guy Laforest
Telephone: (506) 735-2096
Facsimile: (506) 735-2093

NEWFOUNDLAND DEPARTMENT OF JUSTICE - CONSUMER AFFAIRS DIVISION

Major Responsibility: The Newfoundland Department of Justice, Consumer Affairs Division, is responsible for regulating and enforcing legislation providing for protection of the consumer. It offers mediation services for consumers as well as an education program for schools and special interest groups throughout the province.

General Inquiries: (709) 729-2600
(709) 729-6998 (Facsimile)

Contact: John Corcoran or Leonard Penton
Consumer Affairs Officers
2nd Floor, Elizabeth Towers
Elizabeth Avenue
P.O. Box 8700
ST. JOHN'S, Nfld.
A1B 4J6

See Note below for other offices.

Overview of Programs:

1) Consumer Affairs:

Investigates consumer complaints and enquiries in areas under the department's jurisdiction, offers a mediation service to consumers who have been unable to resolve a problem which evolved as a result of a consumer transaction, provides information such as ratings on products, offers an education program involving presentations to schools and special interest groups.

2) Landlord and Tenant Relations:

Provides guidance, advice and interpretations in respect to existing legislation, judicial decisions and Residential Tenancies Boards' Orders.

3) Licencing and Enforcement:

Ensures that business community and its representatives operate within the framework of the statutes of the Department which regulate consumer affairs, insurance and real estate matters, financial institutions and professional associations.

4) Registry Bills of Sale:

Maintains a public registry for the registration of conditional sales contracts, bills of sale and chattel mortgages. Provides searching services of all registered documents.

5) Real Estate and Audit:

Administers and enforces the Real Estate Trading Act and Regulations and the Mortgage Brokers Act and Regulations. Provides mediation of consumer complaints pertaining to real estate and mortgages. Provides information and guidance to consumers on such matters.

6) Commercial Relations:

Offers information on financial institutions and intermediaries. Offers access to consumers to an insurance dispute mediation service.

7) Trade Practices:

Protects consumers from unfair and unconscionable business practices through the administration of the Trade Practices Act. Provides suppliers with a minimum standard of conduct in the marketing of consumer goods and services in the province.

Note:

Other offices in Newfoundland:

Consumer Affairs Division
Department of Justice
P.O. Box 2222
GANDER, Nfld.
A1V 2N9
Contact: Carl Tessier, Consumer Affairs Officer
Telephone: (709) 256-1019

Consumer Affairs Division
Department of Justice
Sir Richard Squires Building
P.O. Box 2006
CORNER BROOK, Nfld.
A2H 6J8
Contact: Nellie Osmond, Consumer Affairs Officer
Telephone: (709) 637-2445

NOVA SCOTIA DEPARTMENT OF HOUSING AND CONSUMER AFFAIRS

Major Responsibility: The Nova Scotia Department of Housing and Consumer Affairs (provincial government department) promotes and creates an environment of fairness and trust between buyer and seller, borrower and lender, tenant and landlord, and audience and entertainer.

General Inquiries: (902) 424-4690

Contact: Consumer Counsellor
5151 Terminal Road
P.O. Box 998
HALIFAX, Nova Scotia
B3J 2X3

See Note below for other offices.

Overview of Programs:

1) Consumer & Commercial Relations Division:

- a) Complaints and Enquiries: Investigates and mediates consumer complaints and responds to consumer enquiries under statutes administered by this department (noted below) and in many unregulated areas;
- b) Debtor Assistance: Administers a debt repayment program under Part X of the Bankruptcy Act and offers budget and credit counselling to consumers;
- c) Licensing: Administers the licensing provisions under the following statutes:
 - Direct Sellers' Licensing Act and Regulations - direct sellers/salespersons;
 - Real Estate Brokers' Licensing Act - brokers/agents;
 - Collection Agencies Act - collection companies/brokers;
 - Consumer Reporting Act - credit & lifestyle reporting agencies;
 - Consumer Protection Act;
 - Future Services Act - health clubs and fitness clubs membership;

- Instalment Payment Contracts Act - commercial lenders;
- Consumer Creditors Conduct Act - department stores, private collectors;
- Consumer Services Act - sets up consumer services bureaus;
- Mortgage Brokers and Lenders Registration Act - all lenders must be licensed, and disclose the cost of borrowing;
- Public Accountants Act - all accountants must be licensed;
- Tax Rebate Discounting Act;
- Insurance Act;
- Cemetery & Funeral Services Act - prearranged sale of cemetery goods, funerals and lots;
- Embalmers & Funeral Directors Act - embalmers, funeral directors and funeral homes; and
- Unconscionable Transactions Relief Act - prevention against excessive loans and interest rates;

(Many of these statutes also contain consumer protection provisions and the Licensing, Complaints & Enquiries and Inspection & Compliance sections are involved in investigating, monitoring and enforcing various aspects of these Acts.)

d) Inspection and Compliance: Investigates complaints and carries out routine monitoring of the compliance level of firms and individuals registered under the assigned statutes.

2) Residential Tenancies and Condominiums Division:

- Residential Tenancies Act - deals with landlord/tenant complaints;
- Condominiums Act - registration of units; and
- Rental Property Conversion Act - a 4 or more apartment building cannot be converted.

3) Rent Review Division:

- Rent Review Act - reviews rental increases and provides a mechanism to appeal rental increases and establishes a guideline amount for rental increases.

4) Administration, Amusements and Field Services Division:

- Theatres and Amusements Act - regulates video stores, theatres, projectionists, poker machine operators, other places of amusement, and classifies films and videos.

5) Financial Institutions & Revenue Division:

- Credit Union Act - inspects provincial credit unions and ensures compliance with credit union regulations;
- Insurance Act - licenses and regulates insurance companies;
- Trust and Loan Companies Act - licenses and regulates trust and loan companies;
- Insurance Premiums Tax Act - tax on insurance premiums;
- Loan Companies Inspection Act; and
- Mutual Insurance Companies Act.

6) Business Practices Division:

Offers a mediation service to consumers unable to resolve a dispute with a business.

7) Housing Division:

Deals with public housing, grants for improvements for the disabled, and rental assistance, etc.

Note:

Other offices in Nova Scotia:

Provincial Building, Prince Street
SYDNEY, Nova Scotia
B1P 5L1
Contact: Valerie Bobyk
Telephone: (902) 563-2020

Provincial Building
MacSween Street
P.O. Box 624
PORT HAWKESBURY, Nova Scotia
B0E 2V0
Contact: Calvin Jones
Telephone: (902) 625-2691

176 Archimedes Street
P.O. Box 236
NEW GLASGOW, Nova Scotia
B2H 5E3
Contact: Danny MacKay
Telephone: (902) 752-0975

2nd Floor, Provincial Building
136 Exhibition Street
KENTVILLE, Nova Scotia
B4N 4E5
Contact: Mike Bacon
Telephone: (902) 679-6080

Provincial Building, 99 High Street
BRIDGEWATER, Nova Scotia
Contact: Nancy Beck
Telephone: (902) 543-7336
(Bridgewater office is open all day Wednesday;
mornings Monday, Tuesday, Thursday and Friday.)

Professional Centre, 195 Main Street
ANTIGONISH, Nova Scotia
B2G 2B8
Contact: Calvin Jones
Telephone: (902) 863-7315
(Antigonish office is open Monday and Thursday only.)

Bank of Montreal Building, Suite 300
35 Commercial Street
TRURO, Nova Scotia
B2N 3H8
Contact: Gordon Carroll
Telephone: (902) 893-5999

Provincial Building
10 Starrs Road
YARMOUTH, Nova Scotia
B5A 2T1
Contact: Ron Schnare
Telephone: (902) 742-7985

81 Alderney Drive
DARTMOUTH, Nova Scotia
B2Y 2N7
Telephone: (902) 424-8095

PRINCE EDWARD ISLAND DEPARTMENT OF JUSTICE - CONSUMER SERVICES DIVISION

Major Responsibility: The Prince Edward Island Department of Justice, Consumer Services Division, is responsible for the administration of assigned statutes and advising the public of their rights and responsibilities under these statutes.

General Inquiries: (902) 368-4580
Zenith: 07723

Contact: Consumer Services Counsellor
Province of Prince Edward Island
18 Fitzroy Street
P.O. Box 2000
CHARLOTTETOWN, P.E.I.
C1A 7N8

Overview of Programs:

1) Consumer and Commercial Relations:

- a) Complaints, Inquiries and Product Information: Investigates consumer complaints and acts as an independent mediator, provides responses to consumer inquiries in areas under statutes administered by the department and in other areas, assists consumers in obtaining product information;
- b) Debtor Assistance: Assists over-indebted consumers through the Orderly Payment of Debts Program under Part X of the Bankruptcy Act and provides financial counselling to consumers;
- c) Licensing: Administers the following statutes which require licensing or registration:
 - Auctioneers Act - auctioneers;
 - Cemeteries Act - privately owned cemeteries;
 - Charities Act - charitable organizations;
 - Collection Agencies Act - collection agencies;
 - Consumer Protection Act - consumer lenders;

- Sections 105 - 110 of the Criminal Code of Canada - Gun Control, Firearms Acquisition Certificates and Dealer Permits
- Consumer Reporting Act - credit reporting agencies;
- Direct Sellers Act - direct sellers/salespersons;
- Private Investigators and Security Guards Act - security guards/private investigators;
- Films Act - video rental outlets; and
- Lotteries Schemes Order - gaming activities, i.e., bingos, raffles, lotteries, casinos.

The following statutes, although administered by the Division, do not require licensing or registration:

- Business Practices Act;
- Conditional Sales Act;
- Pre-arranged Funeral Services Act;
- Sale of Goods Act;
- Tax Rebate Discounting Act (Federal); and
- Part X, Bankruptcy Act (Federal).

d) Inspection and Compliance: Investigates, monitors and enforces various aspects of the statutes administered.

Note:

Rent control and tenancy matters in P.E.I. are handled by:

Island Regulatory & Appeals Commission (IRAQ)
 Suite 501, 134 Kent Street
 P.O. BOX 577
 CHARLOTTETOWN, P.E.I.
 C1A 7L1
 Telephone: (902) 892-3501
 Facsimile: (902) 566-4076

THE PUBLIC LEGAL EDUCATION SOCIETY OF NOVA SCOTIA

- Major Responsibility:** Provides information and resources about the law to the public. It is a non-profit organization.
- General Inquiries:** (902) 423-7154
1-800-420-9779 Legal Information & Lawyer Referral (Toll free)
(902) 421-1255 (Facsimile)
- Contact:** Calls will be referred to the appropriate person.
109 -1127 Barrington Street
Halifax, Nova Scotia
B3H 2P8

Overview of Programs:

- 1) Publications are available on the law including consumer issues.
- 2) Library holds legal materials, many of which are aimed at the lay person. The public may borrow from the library.
- 3) Legal Information Line: Callers can ask general information questions about the law and the justice system. If appropriate, they will be referred to other agencies and resources.
- 4) Lawyer Referral Service: Callers are given the names of lawyers who give an initial consultation of up to 30 minutes for a nominal fee of \$20, plus tax.
- 5) Speakers Bureau of lawyers, judges and persons who are knowledgeable about the law: We can arrange speakers for legal information sessions, workshops and conferences.

PUBLIC LEGAL EDUCATION AND INFORMATION SERVICE OF NEW BRUNSWICK

Major Responsibility: Provides information and resources about the law to the public. It is a non-profit organization.

General Inquiries: (506) 453-5369
(506) 457-7342 (Facsimile)

Contact: Deborah Doherty
P.O. Box 6000
Fredericton, New Brunswick
E3B 5H1

Overview of Programs:

- 1) Publications are available on the law including consumer issues.
- 2) Library holds videos that the public can borrow from.
- 3) Legal Information Line: Callers can ask general information questions about the law and the justice system. If appropriate, they will be referred to other agencies and resources.
- 4) Speakers Bureau of lawyers, judges and persons who are knowledgeable about the law: We can arrange speakers for legal information sessions, workshops and conferences.

PUBLIC LEGAL INFORMATION ASSOCIATION OF NEWFOUNDLAND

Major Responsibility: Provides information and resources about the law to the public. It is a non-profit organization.

General Inquiries: (709) 722-2643
(709) 722-8902 (Facsimile)

Contact: Peter Ringrose
P.O. Box 1064
Station C
St. John's, Newfoundland
A1C 5M5

Overview of Programs:

- 1) Publications are available on the law including consumer issues.
- 2) Legal Information Line: Callers can ask general information questions about the law and the justice system. If appropriate, callers will be referred to other agencies and resources.
- 3) Lawyer Referral Service: The Association in Newfoundland does not provide this service; but, the Law Society of Newfoundland does. The fee is \$25 for a 30 minute consultation with a lawyer.
- 4) Speakers Bureau of lawyers, judges and persons who are knowledgeable about the law: We can arrange speakers for legal information sessions, workshops and conferences.

REFERENCE CANADA - INFORMATION

- Major Responsibility:** Reference Canada is the federal government's bilingual telephone referral and basic information service. Available nationwide, this toll-free service helps the public find answers to questions about programs and services offered by the federal government.
- General Inquiries:** 1-800-667-3355 (Toll Free N.S. and Nfld.)
1-800-465-7735 (Toll Free Telephone Device for the Deaf)
- Contact:** Suzanne Beaudoin
Chief, Reference Canada Program
47 Clarence Street, 3rd Floor
Ottawa, Ontario
K1A 0S5
- See Note below for joint federal/provincial/territorial services and provincial services only.
- Overview of Programs:** Since inception in 1982, Reference Canada offices have steered millions of Canadians through the maze of government to the right person who can answer their queries. This, to some extent, eliminates the image that the federal government is inaccessible, and greatly reduces mis-directed calls.

The Service

- The federal referral service is operated by Reference Canada or in conjunction with a province or territory.
- Where agreements exist, a joint federal and provincial service is offered whereby enquiries for both levels of government are handled. In these instances, the name of the provincial service is used. (See list of offices and applicable telephone numbers included in Note section following.)
- Regardless of whether the service is federal only or "joint", the emphasis is on referral and basic information. The service does not act as a switchboard, nor should it be confused with a government operator-type of service.
- The service is for Canadians who are unsure where to call in government for answers to their queries.

Note:

Joint federal/provincial/territorial services in the Atlantic region:

Island Inquiries - CHARLOTTETOWN

11 Kent Street

P.O. Box 2000

CHARLOTTETOWN, P.E.I.

C1A 7N8

Toll Free: (902) 368-5050

Facsimile: (902) 892-3420

New Brunswick Inquiries - FREDERICTON

670 King Street, Room G11, Centennial Building

P.O. Box 6000

FREDERICTON, New Brunswick

E3B 5H1

Telephone: (506) 453-2525

Toll Free: (506) 442-4400

Facsimile: (506) 453-7408

Provincial programs and services:

N.S. Public Enquiries

Information and Communications Services

Department of Supply and Services

1700 Granville Street

P.O. Box 608

Halifax, Nova Scotia B3J 2R7

Toll Free: (902) 424-5200

Facsimile: (902) 425-3026

General Information

Department of Work Services and Transportation

Confederation Building

P.O. Box 8700

St. John's, Newfoundland A1B 4J6

Telephone: (709) 729-2300

Facsimile: (709) 729-4658

REVENUE CANADA - EXCISE

Major Responsibility: Administers and interprets the Excise Tax Act, the Excise Act and the Softwood Lumber Products Export Charge Act. The various duties and taxes levied under these pieces of legislation include: Excise taxes on gasoline, tobacco and jewellery, Excise duties on liquor and tobacco products, Air Transportation Tax, and the Goods and Services Tax.

General Inquiries: (902) 426-7800

Regional Office
Metropolitan Place, 15th Floor
99 Wyse Road
P.O. Box 1658
DARTMOUTH, Nova Scotia
B3J 2Z8

See Note below for other offices.

Overview of Programs:

1) Interpretation and Service:

Provides information and responds to written and telephone enquiries from registrants and the general public on the Goods and Services and other taxes.

2) Audit:

Ensures the appropriate application, compliance and enforcement of the Excise Tax Act and the Excise Act, regulations and directives.

3) Collections:

Ensures that taxes and duties owing to the Crown are received in a timely manner.

Note:

Other offices in the Atlantic region:

NOVA SCOTIA District Office:

CCL Group Building, 3rd Floor
2695 Dutch Village Road
P.O. Box 2900
HALIFAX, Nova Scotia
B3L 4N5
Telephone: (902) 426-1975
Toll Free: 1-800-565-9111

NEWFOUNDLAND & LABRADOR District Office:

Atlantic Place, 8th Floor, Suite 811
215 Water Street
P.O. Box 5500, Station A
ST. JOHN'S, Newfoundland
A1C 5W4
Telephone: (709) 772-2851
Toll Free: 1-800-563-4950

PRINCE EDWARD ISLAND District Office

Seaman Building
49 Water Street
P.O. Box 1448
CHARLOTTETOWN, P.E.I.
C1A 7N1
Telephone: (902) 566-7272
Toll Free: 1-800-565-9111

MONCTON District Office:

West Main Plaza
1600 Main Street, Suite 107
P.O. Box 1070
MONCTON, New Brunswick
E1C 8P2
Telephone: (506) 851-7015
Toll Free: 1-800-561-6656

SAINT JOHN District Office:

Hilyard Place, 1st Floor, Building B
580 Main Street
P.O. Box 6865, Station A
SAINT JOHN, New Brunswick
E2L 4S3
Telephone: (506) 636-4909
Toll Free: 1-800-561-6656

SECRETARY OF STATE CANADA

- Major Responsibility:** Encourages and promotes the full participation of Canadians in all aspects of society. This is done through programs and services whereby individuals and organizations may receive information, technical and/or financial assistance.
- General Inquiries:** (902) 426-6227 (Toll-Free N.S.)
(902) 426-9522 (Telecommunications Device for the Deaf)
(902) 426-5428 (Facsimile)
- Contact:** Dominique Prévost

Regional Office
1875 Brunswick Street
HALIFAX, Nova Scotia
B3J 3L8

See Note below for other offices.
- Overview of Programs:** The following programs are administered by the department:

1) Official Languages and Translation

Official Languages: to increase awareness and appreciation of Canada's official language minority communities.

Promotion of Official Languages: provides technical and financial resources to official language minority groups, provincial government departments and to non-profit organizations to promote the use of the minority official language. The program focuses on the following main areas: community development, community radio stations, intergovernmental co-operation, co-operation with private and voluntary sectors, and increased public awareness and information. In addition, there is support for linguistic duality, through assistance to groups, such as Canadian Parents for French (CPF).

Translation Bureau: Translation of federal government documents in the two official languages.

Interpretation: Provides simultaneous translation services in the official languages and sign languages services to help federal employees communicate with the hearing impaired.

2) Social Development Programs

This set of programs is designed to facilitate the ability of native citizens, women and people with disabilities to have full access to, and participate fully in, all social, economic, political and cultural aspects of life in Canada. Through the programs listed below, technical and financial aid is provided to community groups representative of the three target groups: women, native citizens and people with disabilities:

- **Disabled Persons Participation Program**
Persons with disabilities
Partnership program with mainstream community organizations and disabled persons
- **Native Citizens Programs**
Aboriginal Women's Program
Native Social and Cultural Development Program
Aboriginal Friendship Centre Program
- **Women's Program**

3) State Ceremonial

This sector administers the annual Canada Day Program and activities related to the promotion of Canada's symbols.

Note:

Other Regional offices in the Atlantic region:

860 Main Street, Suite 504
MONCTON, New Brunswick E1C 1G2
Telephone: (506) 851-7066
Facsimile: (506) 851-7079
TDD: (506) 851-6988

Atlantic Place, 5th Floor, 215 Water Street
Box 75,
ST-JOHN'S, Newfoundland A1C 6C9
Telephone: (709) 772-5566
Toll Free: 1-800-563-4220
Facsimile: (709) 772-2275
TDD: (709) 772-4564

Dominion Building
97 Queen Street, Suite 201
CHARLOTTETOWN, PEI C1A 4A9
Telephone: (902) 566-7188
Facsimile: (902) 566-7189
TDD: (902) 566-7344

STATISTICS CANADA

Major Responsibility:

Collects, analyzes and publishes statistical information that describes the economics, social and general conditions of the country and its citizens.

General Inquiries:

(902) 426-3110 - Operations/Survey Respondents
(902) 426-5331 - Data Enquiries (Halifax Metro)
1-800-565-7192 - Toll Free for Atlantic region
1-800-363-7629 - Telecommunications Device for the Deaf
(902) 426-9538 - Facsimile

Contact:

The above numbers are located at a switchboard; therefore, any one of several persons may answer the call, and depending upon the nature, the call will then be channelled to the person responsible.

Atlantic Region, Maritime Office
1770 Market Street
HALIFAX, Nova Scotia
B3J 3M3

See Note below for Newfoundland office.

Overview of Programs:

1) Legislation:

The Statistics Act and Corporations and Labour Unions Returns Act enables Statistics Canada to collect information from Canadians and on the economy. Other federal Acts also bear on Statistics Canada's collection efforts.

2) Broad Subject Areas:

Economic, socio-economic, demographic and social.

(Further Breakdown: primary industries; manufacturing; transportation, communications and utilities; commerce, construction, finance and prices; employment, unemployment and labour income; education, culture, health and welfare; census and intercensal studies.)

3) Data Availability:

Publications, microform, off-the-shelf computer tabulations, special request computer runs, diskette products, public on-line system (socio-economic information management system), CD ROM, computer tapes. Fees apply to all the aforementioned.

4) Services:

- a) Statistics Canada provides a free inquiry service, as well as a research library, open to the public Monday through Friday, 8:30 a.m. to 4:30 p.m.;
- b) Research projects are carried out on a cost recovery basis; and
- c) Other services include presentations, seminars and workshops. There is a fee for all seminars and workshops.

Note:

Other office in the Atlantic region:

Atlantic Region, Newfoundland Office
3rd Floor, Viking Building
P.O. Box 8556
ST. JOHN'S, Newfoundland
A1B 3P2
(709) 772-4646 - Operations/Survey Respondents
(709) 772-4073 - Advisory Services
1-800-565-7192 - Toll Free for Atlantic region
1-800-363-7629 - Telecommunications Device for the Deaf
(709) 772-6433 - Facsimile

VETERANS AFFAIRS CANADA

- Major Responsibility:** Responsible for the programs listed under **Overview of Programs** section below.
- General Inquiries:** 1-800-565-1528 (Toll-Free N.B. and P.E.I.)
1-800-426-8199 (Toll-Free Nova Scotia)
(902) 426-7447 (Facsimile)
- Contact:** See **Contacts** listed under individual programs in **Overview of Programs** section below.

Atlantic Regional Office
45 Alderney Drive
12th Floor, Queen Square
DARTMOUTH, Nova Scotia
B2Y 2N6

See **Note** below for other offices.

Overview of Programs:

1) Disability Pensions:

Awarded by the Canadian Pension Commission as compensation for disability and death related to military service and for service during the Second World War in certain organizations closely associated with the Armed Forces. Calls will be forwarded to appropriate counsellor:

Sub-regional Office, ST. JOHN'S, Nfld. - Telephone: (709) 772-4716

CORNER BROOK District Office, Nfld. - Telephone: (709) 637-4377

CHARLOTTETOWN District Office, P.E.I. - Telephone: (902) 566-8677

SAINT JOHN District Office, N.B. - Telephone: (506) 636-4815

CAMPBELLTON District Office, N.B. - Telephone: (506) 753-5069

HALIFAX District Office, N.S. - Telephone: (902) 426-7931

SYDNEY District Office, N.S. - Telephone: (902) 564-7028

2) Allowances:

The War Veterans Allowance Act provides for the payment of a monthly allowance to veterans, including their dependants, who meet service eligibility requirements and who, because of age or incapacity, are unable to work and have insufficient income for maintenance as determined by an income test. Contact follows:

Atlantic Regional Office, DARTMOUTH - Ron Eagles, Entitlement Officer,
Economic Benefits - Telephone: (902) 426-2008

(The Civilian War Pensions and Allowances Act qualifies certain civilians who served in close support of the war effort and their dependants, for benefits pursuant to the War Veterans Allowance Act.)

3) Health Care:

Health care and treatment benefits may be provided to eligible veterans through the Department's hospital, veteran's homes, contract beds, in the veterans' community under the Doctor/Hospital/Dentist-of-Choice Programs and, in emergencies, wherever the veteran happens to be in Canada. Contact follows:

Atlantic Regional Office, DARTMOUTH - Ivan Hennigar, Entitlement Officer,
Treatment Benefits - Telephone: (902) 426-8534

4) Veterans Independence Program (VIP):

The program is aimed at helping veterans to maintain or improve their self-sufficiency and quality of life by assisting them to remain independent and healthy in their own homes or communities, thus successfully delaying and, where possible, preventing institutionalization. Calls will be forwarded to appropriate counsellor:

See Section 1)

5) Counselling and Other Services:

Veterans Affairs Canada provides counselling for veterans who are concerned about or who must adjust to changing social, economic and health conditions. The district offices are also a source of information and advice about all Veterans Affairs' programs, as well as other community resources to which a veteran may be referred. Calls will be forwarded to appropriate counsellor:

See Section 1)

6) Funerals, Burials and Gravemarkers:

Assistance for funeral and burial expenses up to an established limit is available to certain eligible persons. Calls will be forwarded to appropriate counsellor:

See Section 1)

Note:

Other offices in the Atlantic region:

Sub-regional Office
5th Floor
Paramount Place
34 Harvey Road
ST. JOHN'S, Newfoundland
A1C 2G1
Telephone: (709) 772-4716

District Office
Herald Tower
4 Herald Ave.
CORNER BROOK, Newfoundland
A2H 4B4
Telephone: (709) 637-4377

District Office
4th Floor, National Bank Tower
134 Kent Street
CHARLOTTETOWN, P.E.I.
C1A 8R8
Telephone: (902) 566-8677

District Office
3rd Floor, Place 400
400 Main Street
SAINT JOHN, New Brunswick
E2K 4N5
Telephone: (506) 636-4815

District Office
Room 501
Campbellton City Centre
157 Water Street
CAMPBELLTON, New Brunswick
E3N 3L4
Telephone: (506) 753-5069

District Office
10th Floor
Young Tower
6080 Young Street
HALIFAX, Nova Scotia
B3K 5L2
Telephone: (902) 426-7931

District Office
308 George Street
SYDNEY, Nova Scotia
B1P 1J8
Telephone: (902) 564-7028

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
ACCESS TO INFORMATION	- Access to personal federal gov't records - Info/compl.	Information Commissioner of Canada (ICC)		Ottawa	1-800-267-0441 (613) 995-2410
ACCOUNTANTS	-Chartered -Public	Canadian Institute of Chartered Accountants Prov. Consumer Affairs	N.S. Chapter NF Chapter P.E.I. Chapter N.B. Chapter	Toronto Halifax St. John's Charlottetown Saint John See Prov. CA listings	(416) 962-1242 (902) 425-3291 (709) 753-7566 (902) 368-4551 (506) 634-1588
ACID RAIN	-Information	Environment Cda		See Env. Cda listing	
ADDITIVES	-Food	Health Protection Br., H&WC		See HPB listing	
ADVERTISING (see also labelling)	-Children -Food, Textiles, Precious metals, Cosmetics, Furs -Toiletries & Fragrances -Tobacco products -Non-prescription drugs, therapeutic devices -Misleading -Subliminal -Tastes & Ethics -Offending	Cdn. Advertising Standards Council Consumer Products, CCAC Health Protection Br., H&WC Health Protection Br., H&WC Bureau of Competition Policy, CCAC Cdn. Advertising Standards Council	Some aspects of cosmetics, fragrances and toiletries advertising also governed by the HPB	Toronto See listing for CCAC and HPB See HPB listing See HPB listing Halifax Toronto	(416) 961-6312 (902) 426-6002 (416) 961-6312

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
AIRLINES	-Fares & Licenses	National Transportation Agency		Ottawa/Hull	(819) 997-6567
	-Airline safety -Charter flights -Standards of service -Lost luggage		Atl. Reg. Office	Moncton	(506) 851-7444
ALLERGIES	-Information	Allergy Information Assn.		Toronto	(416) 244-9312
ANIMALS (see also "Pets")	-Control, care, abuse	Humane Society or S.P.C.A.			See local phone book
	-Health	Agriculture Canada Veterinary Inspection	Atl. Reg. Off.	Moncton	(506) 857-7652
		Prov. Depts. of Agriculture			See local phone book
	-Endangered species	Cdn Wildlife Service (Div. of Env. Cda)	Atl. Reg. Off.	Sackville, NB Nova Scotia Newfoundland	(506) 536-3025 (902) 426-6469 (709) 772-5585
	-Import/export permits			Ottawa/Hull	(819) 997-1840
APARTMENT RENTALS (Landlord/Tenant Disputes)	-Rent review	Rent Review Div., N.S. CA		See N.S. CA	
	-Residential tenancies	N.S. Provincial Consumer Affrs.		See N.S. CA	
		Landlord & Tenant Relations Div., Newfoundland Consumer Affairs		See Nfld. CA	
		Residential Rental Property Div. (of P.E.I.)		See PEI CA	
		Rentalsman, N.B. CA		See N.B. CA	
APPLIANCES	-Labelling	Consumer Products, CCAC		See CCAC listing	
	-Product information -Magazines	Consumers Assn. of Canada Consumers Union of the USA	Canadian Consumer Consumer Reports	Local & Main Libraries	See local phone book See Library listings
	-Safety standards	Canadian Standards Assn.	Atlantic Region	Toronto Moncton	(416) 747-4000 1-800-561-7997
	-Repairs/complaints	Cdn Electronic Appliances Service Association	See also BBB and Prov. CA listings	Toronto	(416) 447-2511

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
ASBESTOS	-In consumer products	Product Safety, CCAC		See CCAC listing	
ASSISTANCE/ADVICE	-Mediation/arbitration. -Reliability reports on businesses	Better Business Bureau	For additional info see BBB listing	Halifax St. John's	(902) 422-6581 (709) 364-2222
AUTOMOBILES (see also Car Seats and Tires)	-Dealerships/disputes -How to buy (new & used) -Leasing contracts -Warranty disputes	Prov. Consumer Affairs		See listings for Prov. C.A.	
	-Comparative ratings	Consumer Publications	Consumer Reports Canadian Consumer	Local Libraries Main Libraries	See local phone book See Library Listings
	-Defects in manufacturing and design -Safety standards -Vehicle recalls	Transport Canada	Road Safety Branch Public Affairs Offices	Ottawa St. John's Halifax Moncton	(613) 993-9851 (709) 772-4328 (902) 426-3589 (506) 851-7314
	- Help with auto repair complaints	Better Business Bureau	BBB has arbitration board for major auto companies	Halifax St. John's	(902) 422-6578 (709) 364-2222
	- Ratings & legal advice	Automobile Protection Assn.		Montreal	(514) 273-1662
	- Liens			N.S. NF P.E.I. N.B.	1-424-5200 (709) 729-2901 (902) 368-6000 1-800-442-4400
	- Vehicle importation	Transport Canada	See Rev. Cda listing	Ottawa	(613) 238-2533
	- Crash Test Results	Transport Canada Prov. Motor Vehicle Offices		Ottawa	(613) 995-7293 See local phone book
	- Buyers Kit	Canadian Automobile Assoc.		Halifax Fredericton Saint John Moncton Charlottetown	(902) 443-5530 (506) 452-1987 (506) 634-1400 (506) 857-8225 (902) 892-1612
	-Odometer tampering	R.C.M.P./Commercial Crime		R.C.M.P. Det.	See local phone book

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
BANKRUPTCY		Bankruptcy Branch, CCAC		Halifax	(902) 426-2900
BANKS	-Chartered, enquiries and complaints	Office of the Superintendent of Financial Institutions (OSFI) Finance Canada	OSFI is responsible for the supervision of banks	Ottawa	(613) 990-7788
	-Deposit insurance	Canada Deposit Insurance Corp.		Ottawa	1-800-461-2342 (613) 996-2081
	-Service & Policies	Regional Complaint Offices Bank Head Office	Inquire at bank or at local library		
	-General banking practices	Canadian Bankers' Association	Atl. Reg. Office	Toronto Halifax	(416) 362-6092 (902) 423-3399
	-Interest/exchange rates information	Bank of Canada		Ottawa Halifax	(613) 782-8111 (902) 422-8563
	-Damaged bank notes			Saint John	(506) 634-3400
	-Unclaimed balances				
	-Canada Savings Bonds,				
	-Treasury bills				
BAR CODES	- Universal Product Codes (UPC)	Grocery Product Manuf. of Cda 885 Don Mills Rd., Ste 301 Don Mills, Ont. M3C 1V9		Don Mills, Ont.	(416) 510-8024
BEST BEFORE DATES	-Regulations	Consumer Products, C.C.A.C.		See CCAC listing	
BOTTLES	-Returns	Dept. of Envir. (prov.)			See local phone book
	-Safety	Product Safety, C.C.A.C.		See CCAC listing	
BUG REPELLENT		Agriculture Canada		Ottawa	1-800-267-6315
BUSINESS	-Advice/Counsel and referrals for business starters and entrepreneurs	Atl. Cda Opportunities Agency A.C.O.A.	Head Office	Moncton, NB Fredericton Charlottetown Halifax	1-800-561-7862 1-800-561-4030 1-800-565-0228 1-800-565-1228
	-Info re: business loans and grants			Sydney St. John's, NF	1-800-565-9460 1-800-563-5766

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
BUSINESS, cont'd	-Federal registration	Corporations Directorate, CCAC		Halifax	(902) 426-6080
	-Provincial registration	N.S. Dept. of the Attorney General Registry of Joint Stock Companies		Halifax	(902) 424-7743
		N.B. Dept. of Justice Corporate & Trust Affairs		Fredericton	(506) 453-3860
		P.E.I. Dept. of Justice Corporations		Charlottetown	(902) 368-4550
		Nfld. Dept. of Justice Registry of Deeds & Companies		St. John's	(709) 729-3315
	-To locate suppliers	Industry, Science & Technology Cda		Moncton	(506) 851-6400
	-Assess market opportunities	BOSS Sourcing System		Halifax	(902) 426-4782
-Basic info on -27,000 Cdn Companies			St. John's	(709) 772-4782	
			Charlottetown	(902) 566-7400	
-To locate suppliers	Main & Local Libraries	Trade Directories	See Main Library	See local phone book	
-Addresses	Reference Section		listing		
-Products					
-Reputation and reliability info	Better Business Bureau	See BBB listing	Halifax	(902) 422-6581/82	
-Help with redress		See also Prov. CA listings on redress	St. John's	(709) 364-2222	
C.A. NUMBER	-Application for or identification of	Consumer Products, C.C.A.C.		See CCAC listing	
CABLE T.V.	-Complaints, rates	C.R.T.C.		See CRTC listing	
CANADA PENSION PLAN (CPP)	-Information	Health & Welfare Cda Income Security Programs Br.		See H&WC listing	
CANADA SAVINGS BONDS	-Administration of CSB	Bank of Canada		Ottawa	(613) 782-8111
	-Treasury Bills			Halifax	(902) 422-8563
				Saint John	(506) 634-3400
CANADIAN CONSUMER MAGAZINE	- Research - Subscriptions - Product test results	Consumers Association of Canada 307 Gilmore St. Ottawa, Ont. K2P 0P7	CAC tests and rates consumer products	Ottawa See listing for Main Libraries	(613) 238-2533

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
Canadian Consumer cont'd	- Brands ratings	Libraries/Consumer Index	Reference Section	Local libraries	See local phone
CANADIAN STANDARDS ASSOCIATION (CSA)	-Csa certification info	Canadian Standards Association	Atl Reg. Off.	Toronto Moncton	(416) 747-4000 1-800-561-7997
CARPETS	-Flammability	Product Safety, C.C.A.C.		See CCAC listing	
	-Information & mediation	Canadian Carpet Institute		Montreal	(514) 866-2081
CARS	See AUTOMOBILES				
CAR SEATS	-Legislation -Standards -Complaints	Transport Canada, Road Safety		Ottawa	(613) 998-1964 (613) 993-9851
	-Dealer installed	Transport Canada, Road Safety		Ottawa	(613) 993-9851
	-From retailer	Product Safety, C.C.A.C.		See CCAC listing	
	-Installation by consumer & information on recalls	Canadian Automobile Assn.		Halifax Charlottetown Saint John Moncton Fredericton	(902) 443-5530 (902) 892-1612 (506) 634-1400 (506) 857-8225 (506) 452-1987
CENSORSHIP	-Film classification (movies, videos)	Prov. Consumer Affairs		See listings for Prov. C.A.	
CERTIFICATES	-Birth, death, marriage divorce	Vital Statistics Div. (prov. govt.)			See local phone book
	-Citizenship	Multiculturalism and Citizenship Cda		See MCC	
	-Motor vehicle safety	Prov. Dept. of Transportation			See local phone book
CERTIFICATION SYSTEMS	-Info on all systems ie: CSA, ULC etc.	Standards Council of Canada Information Division		Ottawa	(613) 238-3222
CHARITIES	-Registration -Information	Revenue Canada, Charities Div.		Ottawa	1-800-267-2384

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
CHARITIES cont'd	-Complaints	Better Business Bureau		Halifax St. John's	(902) 422-6581 (709) 364-2222
		Philanthropic Advisory Service Canadian Council of Better Business Bureaux		Toronto	(416) 669-1248
CHEMICAL PRODUCTS	-Safety of consumer goods used in the home -Household chemicals -Packaging & labelling	Product Safety, C.C.A.C.		See CCAC listing	
	-Alphabetical listing of manuf. & products -Inquiries			Ottawa	(613) 954-3021
	-Disposal (waste management)	Environment Canada Environmental Protection	For more info see Env. Cda listing	NS NB PEI NF	(902) 426-5601 (506) 452-3286 (902) 566-7042 (709) 772-5488
	-Transportation of	See "DANGEROUS GOODS"			
	-Chemicals used in the workplace	See " OCCUPATIONAL HEALTH AND SAFETY"			
CHILDREN'S PRODUCTS	-Safety of (See also TOYS, CAR SEATS)	Product Safety, C.C.A.C.		See CCAC listing	
CITIZENSHIP	-General information	Multiculturalism and Citizenship Canada		See listing for MCC	
COLLECTION AGENCIES	-Registration and complaints	Prov. Consumer Affairs		See listings for Prov. C.A.	
COMPANIES	SEE BUSINESS				
COMPETITION	-Restrictive trade practices	Bureau of Competition Policy C.C.A.C.		See CCAC listing	

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
CONDITIONAL SALES CONTRACTS		Prov. Consumer Affairs		See listings for Prov. C.A	
CONSUMER PRICE INDEX	-Cost of living enquiries	Statistics Canada	For more info see Stats Cda listing	Halifax Halifax	1-800-565-7192 (902) 426-5331
CONSUMER REPORTS MAGAZINE	-Product research -Testing -Brand ratings -Subscriptions	Consumers Union of the U.S.A. Subscription Department P.O. Box 2480, Boulder, Col. 80322 Main and local libraries Reference Section	Tests and rates consumer products	Local Libraries See also listing for Main Libraries	See local phone book
CONTESTS	-Deceptive promos.	Bureau of Competition Policy, CCAC		Halifax	(902) 426-6002
CONTRACTORS	-Home improvement -Home building (how to hire)	Prov. Consumer Affairs	SEE ALSO HOUSING	See listings for Prov. CA	
CONTRACTS	-General -Itinerant sales -Conditional sales -Financial loans (chartered banks) -Cable TV, Television	Private legal matter Prov. Consumer Affairs Finance Canada C.R.T.C.	Legal Counsel	See listings for Prov. C.A Ottawa See listing for CRTC	(613) 995-3521
COPYRIGHT	-Information -Registration	CCAC		Halifax	(902) 426-6080
COSMETICS	-Safety -Packaging, labelling & composition claims	Health Protection Br., H&WC Consumer Products, C.C.A.C.		See HPB listing See CCAC listing	
COST OF LIVING	-Consumer Price Index	Statistics Canada	For more info see Stats. Cda listing	Halifax Halifax	1-800-565-7192 (902) 426-5331

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
CREDIT CARDS	-Complaints	Prov. Consumer Affairs		See listings for Prov. C.A.	
	-Credit Card Costs quarterly publication	Consumer Policy Branch, CCAC		Halifax	(902) 426-4778
CREDIT COUNSELLING	-Assistance/advice	Prov. Cons. Affairs		NB PEI NS NF	(506) 453-2682 (902) 368-4580 (902) 424-4690 (709) 729-2600
		Atlantic Credit Counselling Family Enrichment & Counselling Family Counselling Services Metro Community Law Clinic Personal Credit Counselling Services		Moncton Fredericton Charlottetown Halifax St. John's	(506) 383-9915 (506) 458-8211 (902) 894-8591 (902) 420-3450 (709) 753-5812
CREDIT RATINGS	-Personal Credit Records -Information	Equifax Canada Inc.	Nova Scotia	Montreal	1-800-667-2380
			New Brunswick	Montreal	1-800-465-7166
		The Credit Bureau of the Island	Prince Edward Island	Charlottetown	(902) 566-2050
		Credit Bureau of St. John's Ltd. Credit Bureau of Corner Brook Credit Bureau of Central Nfld.	Newfoundland	Summerside St John's Corner Brook Grand Falls	(902) 436-9115 (709) 753-7030 (709) 634-4016 (709) 489-2285
CREDIT UNIONS	-Standards & supervision	Prov. Consumer Affairs		See listings for Prov. C.A.	
CRIBS	-Safety standards	Product Safety, C.C.A.C.		See CCAC listing	
DANGEROUS GOODS (transportation of)	-Regs for shippers, carriers consignees & handlers of dangerous goods -Regs for mfg. of containers and packaging -Transportation emergency response -Information	Transport Cda, Surface Group Transport of Dangerous Goods		Ottawa	(613) 993-5925
			Atl. Reg. Off.	Halifax	(902) 426-9461
see also "Chemical Products"					
DEBT CONSOLIDATION	See "ORDERLY PAYMENT OF DEBTS (OPD)"				

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
DENTISTS	-Complaints/info	Prov. Dental Association		NS NB PEI NF	(902) 420-0088 (506) 452-8575 (902) 566-4526 (709) 579-2362
DEPOSIT INSURANCE	-Protection on financial deposits	Canada Deposit Insurance Corp. (CDIC)		Ottawa	1-800-461-2342
DISABLED	-Information on available programs	Secretary of State of Canada		See SS listing	
DISCRIMINATION	-Race -Religion -Age -Disability -Sex	Canadian Human Rights Comm.		See CHRC listing	
DOCTORS	-Medical Complaints	Prov. Medical Societies		NB NS PEI NF	(506) 458-8860 (902) 468-1866 (902) 368-7303 (709) 726-7424
DOOR TO DOOR SALESMEN	-Registration and selling practices	Prov. Consumer Affairs		See listings for Prov. C.A.	
DOWN FILLED ARTICLES	-Labelling and advertising regulations	Consumer Products, C.C.A.C.		See CCAC listing	
DRIVEWAY PAVING & HOME IMPROVEMENT CONTRACTORS	-Registration and complaints	Prov. Consumer Affairs		See listings for Prov. C.A.	
DRUGS	-Advertising -Packaging, labelling and safety -Prescription drugs	Health Protection Br., H&WC Prov. Pharmaceutical Societies		See HPB listing NS NB NF	 (902) 422-8528 (506) 857-8957 (709) 753-5877
DRY CLEANERS	-Complaints	Better Business Bureau		Halifax St. John's	(902) 422-6581 (709) 364-2222

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
ECONOMY	-Status for Atlantic Cda	Atl. Prov. Economic Council Library - Reference Section		Halifax	(902) 422-6516
ELDERLY	SEE SENIORS				
ELECTIONS	-Federal/information	Elections Canada		Ottawa	1-800-267-8683
ELECTRICAL APPLIANCES	-General information	Canadian Appliance Mfg. Assn.		Toronto	(416) 674-7410
	-Safety	Canadian Standards Association		Toronto Moncton	(416) 747-4000 1-800-561-7997
	-Energy Consumption		Contact your local power company		
ELECTRICITY	-Meter inspection	Electricity & Gas, C.C.A.C.		See CCAC listing	
	-Safety of aluminum wiring -Safety of appliance -Installation	Canadian Standards Association		Toronto Moncton	(416) 747-4000 1-800-561-7997
ENERGUIDE	-Energy consumption labelling	Consumer Products, C.C.A.C.	Discontinued (for similar info, contact electric utility)		
ENERGY	-Residential info -Home heating -Furnaces -Conversion to gas -Heat pumps	NS Dept. of Natural Resources PEI Dept. of Energy and Forestry NF Prov. Cons. Aff. NB Dept. of Housing	(toll free in NS only)	NS PEI NF NB	(902) 424-5727 (902) 368-5010 (709) 729-2600 (506) 453-2690
	-Fuel efficiency -Energy conservation -R-2000 Homes	Energy, Mines & Resources Cda		Halifax St. John's	(902) 426-2167 (709) 772-5659
EXPORTING	-Assistance/information -Controls	External Affairs Cda Export Control Division	Info. Export line	Ottawa	1-800-267-8376
FAMILY ALLOWANCE	-Information	Health & Welfare Cda Income Security Programs		See H&WC listing	

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
FILMS	-Classification	Prov. Consumer Affairs		See listings for Prov. C.A.	
FINANCE	SEE BANKS CREDIT UNIONS INSURANCE TRUST COMPANIES				
FOOD	-Additives -Health standards	Health Protection Branch, H&WC		See HPB listing	
	-Labelling -Packaging -Advertising -Best before dates -Ingredient listing -Storage instructions -Food Grades -Quality -Quantity, (bulk packaged)	Consumer Products, C.C.A.C.		See CCAC listing	
	-Pet food	Consumer Products, C.C.A.C. (No legal standards--for complaint or information contact pet food manufacturer)		See address on container	
FRANCHISES	-How to franchise in Canada and foreign markets	Industry, Science & Technology Cda		NB NS PEI NF	(506) 857-4782 (902) 426-7259 (902) 566-7400 (709) 772-4782
	-Info on franchises	Association of Canadian Franchisors		Toronto	(416) 595-5005
FUEL CONSUMPTION GUIDE	-Motor vehicle	Transport Canada Public Affairs Offices		Halifax Moncton St. John's	(902) 426-3589 (506) 851-7314 (709) 772-4328
FUEL EFFICIENCY	SEE ENERGY				
FUR COATS	-Labelling	Consumer Products, C.C.A.C.		See CCAC listing	

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
FURNACES	SEE ENERGY				
GAS	-Home heating - quality & metering	Electricity & Gas, C.C.A.C.		See CCAC listing.	
	-Safety of gas furnaces	Canadian Gas Association		Toronto	(416) 447-6465
GASOLINE	-Pumps (accuracy)	Weights & Measures, C.C.A.C		See CCAC listing	
	-Price	Public Utilities Board	SEE UTILITIES		
GOODS & SERVICES TAX (GST)	-Public inquiries	Revenue Canada - Excise		See listing for	
	-Business inquiries			Rev. Canada	
	-Assessment/collection				
	-Consumer booklets	CCAC		See CCAC listing	
GOVERNMENT PUBLICATIONS	SEE INFORMATION				
HAZARDOUS PRODUCTS	See "CHEMICAL PRODUCTS" and "DANGEROUS GOODS"				
HEALTH	-Radiation	Health Protection Br., H&WC		See HPB listing	
	-Sanitation				
	-Hazards in packaged food				
	-Hospitals/Health Care Institutions	Prov. Depts. of Health		NS	(902) 424-4310
	-Nursing			NB	(506) 453-2581
	-Prov. medical insurance			PEI	(902) 368-4900
	-Community Health Services			NF	(709) 729-5021
HEATING	SEE ENERGY				
HOUSING	-Building code	Canada Mortgage and Housing Corp. (CMHC)		Saint John	(506) 648-4988
	-Grants, programs, literature			Fredericton	(506) 452-3050
	-Home buying info/advice			Moncton	(506) 857-6116
	-How to hire a contractor			St. John's	(709) 772-4400
				Halifax/Dartmouth	(902) 426-3530
				Sydney	(902) 564-7840

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
HOUSING cont'd	-Home heating/furnaces -Energy efficiency -R-2000 homes	SEE "ENERGY" " "		Charlottetown	(902) 566-7336
	-Residential info and advice	NS Dept. of Housing NB Dept. of Housing PEI Dept. of Energy and Forestry NF Prov. Consumer Affairs		NS NB PEI NF	(902)424-4690 (506) 453-2690 (902) 368-5010 (709) 729-2600
IMPORTING	-Importer numbers -Duty -Prohibited goods -Currency exchange	Canada Customs	Atl. Reg. Office	Halifax	(902) 426-2661
	-Permits -Controls -Advice	External Affairs Canada Import Controls Div.	Textile/Clothing Agric. Products Footwear/Leather Other products	Ottawa Ottawa	(613) 996-3711 (613) 995-8104
INCOME SECURITY	-Old Age Pension -Cda Pension Plan -Family Allowance -Guaranteed Income supp. -Spouses' Allowances -Direct Deposit	Health & Welfare Cda Income Security Programs	See H&W Cda listing for Atl. Cda telephone numbers		
INCORPORATION	SEE "BUSINESS" for registration info				
INFORMATION	-For referral within federal. gov'n't depts and programs	"REFERENCE CANADA" General Information and Referral Services	For more info, see Ref. Cda listing	Ottawa	1-800-667-3355
	-For referral within provincial gov'n't depts and programs	PROVINCIAL ENQUIRIES General Information and Referral Services	N.S. Toll-free NB Toll-free PEI Toll-free (not toll-free)	Halifax Fredericton Charlottetown St. John's	(902) 424-5200 1-800-442-4400 (902) 368-5050 (709) 729-2300
	-Federal Publications (to order copies of federal acts and legislation)	Supply & Services Canada Publication Centre 270 Albert St. Ottawa, Ont. K1A 0S9 (SSC publication: "Guide to Federal Programs & Services")	Price quotes and availability For prov. publications, refer to Prov. Enquiries	Ottawa/Hull	(819) 956-4800

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
INFORMATION cont'd	-TB publication: "Info Source"	Treasury Board of Canada Communications Div.	Sources of federal govn't information	Ottawa	(613) 957-2400
	SEE ALSO: "ACCESS TO INFORMATION" and "PRIVACY ACT"				
INSOLVENCY		Bankruptcy/Insolvency, C.C.A.C.		Halifax	(902) 426-2900
INSULATION	-Advice	CMHC	General Inquiries	Halifax Moncton Fredericton St. John's	(902) 426-3530 (506) 851-6116 (506) 452-3050 (709) 772-4400
	-Safety	Product Safety, C.C.A.C.		See CCAC listing	
	-Ureaformaldehyde Foam info for home buyers	Communications Branch, CCAC		Hull	(819) 997-2938
INSURANCE	-Coverage info.	Insurance Bureau of Canada	Toll-free	Halifax	1-800-565-7189
	-Life Ins./Health Ins. coverage info.	The Canadian Life and Health Insurance Association	Toll-free	Toronto	1-800-268-8099
	-Insurance Act Legislation -Licensing and regulation	Superintendent of Insurance	Provincial gov'n't	N.S. P.E.I. N.B. Nfld.	(902) 424-4690 (902) 368-4564 (506) 453-2541 (709) 576-2594
	-Supervision of federally licensed or registered	Office of the Superintendent of Financial Institutions (OSFI)		Ottawa	(613) 990-7788
	-Financial deposits	Cda Deposit Insurance Corp.	CDIC	Ottawa	1-800-461-2342
INTEREST RATES	-Limits on interest	Finance Canada		Ottawa	(613) 996-2081
	-Disclosure of cost of borrowing	Provincial Consumer Affairs		See listings for Prov. Cons. Aff.	
INVENTIONS	-Patents, information	C.C.A.C.		Halifax	(902) 426-6080
	-Assistance in marketing	See "BUSINESS" keyword			

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
INVESTMENTS	-Information -For info/complaints on stockbrokers, investment dealers/advisers/brokers and companies	Investment Dealers' Association See "SECURITIES" Keyword		Toronto	(416) 364-6133
JEWELLERY	-Precious Metals Marking	Consumer Products, C.C.A.C.		See CCAC listing	
LABELLING	-Hazardous Products -Symbols on products -Textiles -Down-filled products -Precious metals -Food (prepackaged) -General product packaging -Misrepresentation	Product Safety, C.C.A.C. Consumer Products, C.C.A.C.		See CCAC listing See CCAC listing	
	To obtain: -Made in Canada labels -Buy Canadian labels -Shop Canadian labels	Cdn Manufacturers' Assn.		Toronto	(416) 363-7261
	-Legislation on above label claims	Consumer Products Br., CCAC		See CCAC listing	
	Children's car seats	Transport Canada, Road Safety	Regs. when installed at dealership	Ottawa	(613) 993-9851
LABOUR	-Employer/employee disputes -Minimum wage -Prov. labour standards -Equal pay -Federal jurisdiction occup. health & safety	Prov. Depts of Labour		NS NB PEI NF	(902) 424-4125 (506) 453-2597 (902) 368-5550 (709) 729-2711-StandardsLabour
			District offices	Moncton Charlottetown Halifax Sydney St. John's	(506) 851-7424 (902) 566-7171 (902) 426-3833 (902) 564-7130 (709) 772-5022

KEYWORDS	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
LANDLORD-TENANT	See APARTMENT RENTALS				
LAWYERS	See LEGAL MATTERS				
LEAD	-In dishes, paint	Product Safety, CCAC		See CCAC listing	
LEGAL MATTERS	-General legal info.	Public Legal Ed. Society of N.S. Public Legal Ed. Info. Serv. of N.B. Public Legal Info. Assn. of Nfld. Legal Info. Assn. of P.E.I.	Toll-free Toll-free For more info, please refer to front profiles on "Legal Societies"	Halifax Fredericton St. John's Charlottetown	1-420-9779 (506) 453-2668 (709) 722-2643 (902) 892-0853
LOANS	-Complaints	Prov. Consumer Affairs		See listings for Prov. C.A.	
	-Chartered banks (complaints)	Office of the Superintendent of Financial Institutions Finance Canada		Ottawa	(613) 992-0377
LOBBYING	-Registration/information	CCAC		Halifax	(902) 426-6080
LUMBER	-Pressurized or treated	Agriculture Canada			1-800-267-6315
"MADE IN CANADA"	SEE LABELLING				
MAGAZINES	-Consumer Reports -Canadian Consumer	Local Libraries Consumer index, Reference section	See listings for Main Libraries	Local Libraries	See local phone book
MAIL	-Junk mail (help for name removal from mailing lists) -Business assistance to mail order firms	Canadian Direct Mail Marketing Association	for mailing address see "Mail Order Co." keyword	Toronto	(416) 391-2362

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
MAIL cont'd	-Chainletters asking for money	R.C.M.P. Commercial Crime Section			See local phone book
	-Postal problems	Canada Post Corporation	For mediation assist. on unresolved compl. contact the Better Business Bureau	Halifax	(902) 426-7031
	-Sales & service		See "BBB" listing	Fredericton	(506) 452-3890
	-Claims processing			Moncton	(506) 857-7076
	-Commercial service			Charlottetown	(902) 566-7070
	-Priority courier service			Saint John	(506) 648-4774
	-Minister responsible for Canada Post Corporation	Harvie Andre House of Commons Parliament Buildings Ottawa, Ontario K1A 0A6		St. John's	(709) 772-5603
MAIL ORDER COMPANIES	-Misleading Advertising	Marketing Practices, C.C.A.C		Halifax	(902) 426-6002
	-Assistance w junk mail	Cdn. Direct Mail Mktg. Assn.		Toronto	(416) 391-2362
	-Removal fr mailing lists	1 Concorde Gate, Ste 607			
	-Mediation	Don Mills, Ont. M3C 3N6			
MARKETING PRACTICES	-False advertising	Bureau of Competition Policy	for more info, see CCAC listing	Halifax	(902) 426-6002
	-Pyramid selling				
	-Double ticketing	Bureau of Competition Policy		Halifax	(902) 426-6002
MEASURING DEVICES and MEASUREMENT		Weights & Measures, C.C.A.C.			See CCAC listing
MEDICINES	See DRUGS				
METALS	See PRECIOUS METALS				
METERS	-Gas & Electricity	Electricity & Gas, C.C.A.C.			See CCAC listing
	-Other	Weights & Measures, C.C.A.C.			See CCAC listing
METRIC	-Information and conversion	C.C.A.C Communications Branch, Metric Office		Ottawa	(613) 996-4000

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
MICROWAVE OVENS	-Radiation	Health Prot. Br, H&WC		See HPB listing	
	-Safety standards	Cdn. Standards Association		Toronto Moncton	(416) 747-4000 1-800-561-7997
MOBILE HOMES	-General information & complaints	Prov. Consumer Affairs		See listings for Prov. C.A.	
MORTGAGE BROKERS	-Complaints, mediation	Prov. Consumer Affairs		See listings for Prov. C.A.	
MOTOR VEHICLES	See AUTOMOBILES				
MOVIES	-Classification, advertising	Prov. Consumer Affairs		See listings for Prov. C.A.	
NEWSPAPERS	-To initiate complaints against a newspaper about its conduct	Atlantic Press Council	Complainants must seek satisfaction with the newspaper first	Truro, NS Toll-free	(902) 897-2646 1-800-363-2800
NUTRITION		Health Prot. Br., H&WC		See listing for HPB	
OCCUPATIONAL HEALTH & SAFETY	-Complaints/enquiries	Prov. Depts. of Labour Occupational Health & Safety		NS NB PEI NF	(902) 424-7649 (506) 453-2467 (902) 368-5585 (709) 576-5548
	-Enquiries service	Cdn Centre for Occ. Health & Safety		Hamilton, On	1-800-263-8466
	-WHMIS legislation	Workplace Hazardous Materials Information System - WHMIS	Product Safety CCAC	Ottawa	(613) 953-3080
OIL TRUCK METERS	-Regulations & inspections -Safety -Disputes re billing	Weights & Measures, C.C.A.C		See CCAC listing	
OLD AGE PENSION	-Information	Health & Welfare Cda Income Security Programs		See H&WC listing	

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
OMBUDSMAN	-Investigation of complaints against prov. & mun. gov'n't depts and their officials	Ombudsman	Toll-free " Refer PEI & NF callers to provincial enquiries line. See "Information" keyword	NS NB	1-424-7680T 1-800-561-4021
ORDERLY PAYMENT OF DEBTS (OPD)	-Debt consolidation -Counselling	Prov. Dept. of Consumer Affairs	 NB & NF do not have the OPD program. Refer callers to their Prov.Cons.Aff. office for further advice. See also "Credit Counselling" keyword	NS PEI NB NF	(902) 424-4690 (902)368-4580 (506) 453-2682 (709) 729-2600
OVER CHARGING	See PRICES & RATES				
OZONE LAYER	-Information	Environment Canada		See Env. Cda listing	
PACKAGING	-Standards -Legislation -Deceptive -Hazardous Products -Household chemicals -Drugs/medicines	Consumer Products, C.C.A.C. Product Safety, C.C.A.C. Health Protection Br., H&WC		See CCAC listing See CCAC listing See HPB listing	
PASSPORTS	-Issuance	External Affairs Canada		See EA/ITC listing	
PATENTS	-Registration/information	C.C.A.C.		Halifax	(902) 426-6080

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
PAVING COMPANIES	-Driveway paving contractors	Prov. Consumer Affairs		See listings for Prov. C.A.	
PENSIONS	-Canada Pension -Old Age Security	Health & Welfare Canada Income Security Programs		See listing for H&WC	
PETS	-Care, control, abuse	Society for the Prevention of Cruelty to Animals (SPCA)			See local phone book
		Also, the local "Humane Society"			See local phone book
	-Health care	Prov. Veterinary Ass.		NS NB PEI NF	(902) 865-1876 (506) 851-7654 (902) 892-2512 (709) 596-7695
	-Dog kennels complaints/info	Kennel Club of Canada		Toronto	(416) 763-4391
POLLUTION (Air & Water)	-Information	Environment Canada		See Env. Cda listing	
POP BOTTLES	-Returns	Prov. Dept. of Environment			See local phone book
	-Safety	Product Safety, C.C.A.C		See CCAC listing	
PRECIOUS METALS	-Marking & Labelling	Consumer Products, C.C.A.C		See CCAC listing	
PRESCRIPTIONS	See DRUGS				
PRICE FIXING	-Complaints	Competition Policy, C.C.A.C.		Halifax	(902) 426-6002
PRICES & RATES	-Over charges	Prov. Consumer Affairs		See Prov. C. A.	
PRIVACY ACT	Info/complaints	Privacy Commissioner of Canada		Ottawa	1-800-267-0441 (613) 995-2410

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
PRODUCT INFO. (testing & ratings)	SEE "CANADIAN CONSUMER" SEE "CONSUMER REPORTS"				
PUMPS	-Fuel pumps, accuracy	Weights & Measures, C.C.A.C.		See CCAC listing	
PYRAMID SELLING		Competition Policy, C.C.A.C.		See CCAC listing	
QUALITY	(See specific product or category of goods)				
QUANTITY	-Pre-packaged -Unpackaged	Consumer Products, C.C.A.C. Weights & Measures, C.C.A.C.		See CCAC listing See CCAC listing	
RADIATION	-Produced through consumer products such as microwave ovens, computers, etc.	Health Prot. Br., H&WC		See HPB listing	
	-Information	Radiation Prot. Br., H&WC		Ottawa	(613) 957-2990
RADIOS	-Safety	Cdn. Standards Association		Toronto Moncton	(416) 747-4000 1-800-561-7997
RADIO STATIONS	-Licencing	Cdn. Radio-Television & Telecommunications Commission		See CRTC listing	
RAFFLES	-Regulations	Prov. Consumer Affairs		See listings for Prov. C.A.	
REAL ESTATE	-Licencing & Registration -Regulations -Complaints	Prov. Consumer Affairs		See listings for Prov. C.A.	
REFERRAL SELLING	-Selling practices	Competition Policy, CCAC		Halifax	(902) 426-6002
REFUNDS	-General -Info/assistance	Better Business Bureau		Halifax St. John's	(902) 422-6581 (709) 364-2222
	-Complaints	Prov. Consumer Affairs		See Prov. C.A.	

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
RENT INCREASES	See APARTMENT RENTALS				
REPAIRS	See "AUTOMOBILES", "APPLIANCES" & "ASSISTANCE"				
REPOSSESSION	-Contracts, bailiffs collection agencies	Prov. Consumer Affairs		See listings for Prov. C.A.	
RESTAURANTS	-Sanitation/inspection	Prov. Depts of Health			see local phone book
	-Misrepresentation in the menus	Consumer Products, C.C.A.C		See CCAC listing	
RESTRICTIVE TRADE PRACTICES	-Complaints/Enquiries	Bureau of Competition Policy		Halifax	(902) 426-6002
RUGS	-Flammability	Product Safety, C.C.A.C.		See CCAC listing	
SAFETY	-Airlines	National Transportation Agency		Ottawa/Hull	(819) 997-6567
	-Railways	Transport Canada, Railway Safety Directorate		Ottawa	(613) 998-2984
	-Seat belts/child restraints	Transport Canada, Road Safety Product Safety, C.C.A.C.		Ottawa See CCAC listing	(613) 998-1978
	-Motor vehicles	Transport Canada	Road Safety Branch	Ottawa	(613) 993-9851
	-Mfg. defects		Public Affairs Offices	St. John's	(709) 772-4328
	-Safety standards			Halifax	(902) 426-3589
	-Vehicle recalls			Moncton	(506) 851-7314
	-Tire safety stds				
	-Cosmetics	Health Prot. Br., H&WC		See HPB listing	
-Drugs					
-Therapeutic devices					
-Electrical appliances	Cdn. Standards Association			Toronto Moncton	(416) 747-4000 1-800-561-7997

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
SAFETY cont'd	-General product safety -Household chemicals -Insulation -Textile flammability	Product Safety, C.C.A.C.			See CCAC listing
	-Toys -Children's products	Product Safety, C.C.A.C.			See CCAC listing
	-Workplace	See "OCCUPATIONAL HEALTH & SAFETY"			
SALESMEN & SALES PRACTICES	-Door-to-door -Direct Sellers' Licencing -Complaints	Prov. Consumer Affairs			See listings for Prov. CA
SECURITIES	-Information -Registration -Consumer complaints on stockbrokers, investment dealers/brokers/advisers and companies	Prov. Securities Commission		NS NB PEI NF	(902) 424-7768 (506) 658-3060 (902) 368-4550 (709)
SENIORS	-Publication entitled: "Guide to Programs and Services"	Health & Welfare Cda Communications Branch	TO OBTAIN THE GUIDE	Halifax	(902) 426-2038
	-Housing assistance adaptations, renovations, planning & construction -How to hire a contractor	Cda Mortgage & Housing Corp.		Saint John Fredericton Moncton St. John's Halifax/Dartmouth Sydney Charlottetown	(506) 648-4988 (506) 452-3050 (506) 857-6116 (709) 772-4400 (902) 426-3530 (902) 564-7840 (902) 566-7336
	-Old Age Pension -Cda Pension Plan -Guaranteed Inc. Supp. -Spouses' Allowances -Direct Deposit	Health & Welfare Cda Income Security Programs	See H&WC listing for Atl Cda tel. no.'s		
SHORT MEASURE	-Prepackaged product	Consumer Products, C.C.A.C.			See CCAC listing
	-Unpackaged product, bulk	Weights & Measures, C.C.A.C.			See CCAC listing

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
SOCIAL INSURANCE NUMBER (SIN)	-Registration	Canada Employment Ctr., EIC		Local CEC office	See local phone book
	-Compl/enquiries re: use of	Privacy Commissioner of Canada		Ottawa	1-800-267-0441
SOFT DRINK BOTTLES	-Safety	Product Safety, C.C.A.C.		See CCAC listing	
STANDARDS	See "CERTIFICATION" See "SAFETY"				
STEREOS	-Safety	Cdn. Standards Association		Toronto Moncton	(416) 747-4000 1-800-561-7997
	-Defective -Complaints/Assistance	Better Business Bureau (also Store/Manufacturer)	See also Prov CA for redress assistance	Halifax St. John's	(902) 422-6581 (709) 364-2222
STUDENT LOANS	-Information	Secretary of State	Toll-free Toll-free	NS NF NB & PEI	1- 426-6227 1-800-563-4220 (506) 851-7066
TELEPHONE COMPANY	-Complaints	Canadian Radio-Television Telecommunication Comm.		See CRTC listing	
TELEVISION	-Station regulation (incl. cable rates and service)	Canadian Radio-Television Telecommunication Comm.		See CRTC listing	
TEXTILES	-Labelling	Consumer Products, C.C.A.C.		See CCAC listing	
	-Flammability	Product Safety, C.C.A.C.		See CCAC listing	
TIRES	-Safety standards -Recall register	Transport Canada, Road Safety		Ottawa	(613) 993-9851
TOILETRIES	-Labelling	Consumer Products, C.C.A.C.		See CCAC listing	
	-Health	Health Prot. Br., H&WC		See HPB listing	
TOYS	-Recommendations	Canadian Toy Testing Council	Publishes Toy Buying Guide	Ottawa See local library	(613) 728-6817
	-Safety	Product Safety, C.C.A.C.		See CCAC listing	

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
TRADEMARKS	-Registration/information	C.C.A.C.		Halifax	(902) 426-6080
TRAVEL	-Agents -Complaints	Assn. of Cdn. Travel Agencies (ASTRA)	See also BBB listing for help with complaints	Ottawa	(613) 238-1361
	-Passports -Embassies/info	External Affairs & International Trade Cda		See EA/ITC listing	
	See also "AIRLINES"				
TRUST COMPANIES	-Assistance w complaints	Trust Co.'s Association of Cda		Toronto	(416) 364-1207
	-Compl./info on provincially licensed and regulated	Prov. Cons. Aff. Dept. of Justice Dept. of Prov. Affairs Dept. of Justice		NS NB PEI NF	(902) 424-4690 (506) 453-2711 (902) 368-4550 (709) 729-2600
	-Compl./info on federally registered and licensed	Office of the Superintendent of Financial Institutions (OSFI) Dept. of Finance		Ottawa	(613) 990-7788
UPC Codes (universal product codes)	See "BAR CODES"				
UTILITIES	-Rates -Regulation	Public Utilities Board		Halifax St. John's Charlottetown Saint John	(902) 424-7763 (709) 726-6432 (902) 892-3501 (506) 658-2504
WARRANTIES	-Failure to honour	Prov. Consumer Affairs		See Prov. CA	
	-Misleading	Bureau of Competition Policy, C.C.A.C.		Halifax	(902) 426-6002
WATER	-Drinking (quality/testing)	This is done at the provincial level	Refer callers to their prov. enq. line for the appropriate reference. See "Information" keyword		

KEYWORD	SUB-HEAD	REFERENCE	NOTE	CITY	TELEPHONE
WATER cont'd	-Pollution	Environment Canada Conservation & Protection Environmental Protection		See Env. Cda listing	
WEATHER	-Information	Environment Canada		See Env. Cda listing	
WORKPLACE	-Safety	See "OCCUPATIONAL HEALTH & SAFETY"			
	-Labour issues	See "LABOUR"			
X-RAY EMITTING APPLIANCES	-Information	Health Prot. Br., H&WC		See HPB listing	