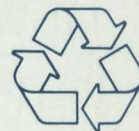




Consumer and
Corporate Affairs
Canada

Consommation
et Corporations
Canada

Think Recycling!



Pensez à recycler!

GUIDE
TO FEDERAL
CONSUMER
SERVICES

Team Up!
for a Stronger
Marketplace

Canada

Consumers • Business • Government

FOREWORD

The Guide to Federal Consumer Services includes information on the consumer-oriented programs and services of federal departments, agencies and Crown Corporations.

This fourth edition has been designed to:

- assist Members of Parliament, Senators, and their staff in responding to consumer-related inquiries and complaints from the public;
- promote greater understanding and cooperation among officials of departments that provide a service to consumers; and
- promote greater collaboration and cooperation among consumer groups and those federal departments, agencies and Crown Corporations offering consumer programs and services.

To fulfill the broad information requirements of Guide users, each listing contains the following information:

- the objective(s) of the consumer-oriented programs or services;
- specific forms of consumer assistance frequently requested, together with corresponding contacts;
- where appropriate, lists of available consumer publications and of the legislation relating to the particular consumer programs or services offered; and
- where applicable, a list of mailing addresses and telephone numbers for regional and/or district offices.

For easy referral to specific topics, Guide users may refer to either the Table of Contents or the Subject Index.

Consumer Policy and Services Branch
Consumer and Corporate Affairs Canada
Place du Portage, Phase I
16th Floor
50 Victoria Street
Hull, Quebec
K1A 0C9

April 1990

TABLE OF CONTENTS

	<u>Page</u>
Department, Agency, Crown Corporation Abbreviations	iii
Subject Index	iv
Agriculture Canada	1
Bank of Canada	
Canada Savings Bonds	3
Canada Deposit Insurance Corporation	6
Canada Mortgage and Housing Corporation	8
Canada Post Corporation	10
Canadian Aviation Safety Board	13
Canadian Human Rights Commission	15
Canadian Radio-television and Telecommunications Commission	17
Communications Canada	
Spectrum Management	20
Consumer and Corporate Affairs Canada	
Bureau of Consumer Affairs	22
Bureau of Corporate Affairs and Legislative Policy	27
Bureau of Competition Policy	29
Energy, Mines and Resources Canada	32
Environment Canada	
Environmental Choice Program	35
Water Planning and Management Branch	36
Canadian Parks Service	37
Health and Welfare Canada	
Health Protection Branch	39
Health Services and Promotion Branch	41
National Transportation Agency of Canada	43
Office of the Superintendent of Financial Institutions Canada	45

	<u>Page</u>
Postal Service Customer Councils	47
Standards Council of Canada	49
Statistics Canada	51
Supply and Services Canada	
Canadian Government Publishing Centre	53
Depository Services Program	56
Canada Service Bureau Program	57
Transport Canada	
Road Safety and Motor Vehicle Regulation Directorate	59
Canadian Coast Guard	62

DEPARTMENT, AGENCY, CROWN CORPORATION ABBREVIATIONS

Agr	Agriculture Canada
BC	Bank of Canada
CDIC	Canada Deposit Insurance Corporation
CMHC	Canada Mortgage and Housing Corporation
CPC	Canada Post Corporation
CASB	Canadian Aviation Safety Board
CHRC	Canadian Human Rights Commission
CRTC	Canadian Radio-television and Telecommunications Commission
Com	Communications Canada
CCAC	Consumer and Corporate Affairs Canada
EMR	Energy, Mines and Resources Canada
EC	Environment Canada
HWC	Health and Welfare Canada
NTA	National Transportation Agency of Canada
OSFI	Office of the Superintendent of Financial Institutions Canada
PSCC	Postal Service Customer Councils
SCC	Standards Council of Canada
SC	Statistics Canada
SSC	Supply and Services Canada
TC	Transport Canada

SUBJECT INDEX

<u>Key words</u>	<u>Department/Agency/ Crown Corporation</u>	<u>Page</u>
A		
access to federal government programs and services	SSC	57-58
advertising of food products	CCAC	23-24
advertising, misleading	CCAC	23-24, 29-31
agriculture	Agr	1-2
air photo sales	EMR	33
alcohol abuse	HWC	41
aviation safety statistics	CASB	13
B		
bankruptcy	CCAC	27
banks, inquiries and complaints about	OSFI	45
boating safety	TC	62
broadcasting: radio, television, cable television, pay-TV and specialty services	CRTC	17-19
C		
Canada Savings Bonds	BC	3-5
car seats/child restraints	TC	59-60
cardiovascular health	HWC	41
census information	SC	51
consumer groups, funding of	CCAC	22
consumer incomes and expenditures	SC	51
Consumer Price Index	SC	51
consumer protection: through safety inspection of products; through accurate weighing and measuring; against fraud in packaging, production, labelling, advertising and sale of products	CCAC	23-24
cosmetic safety	HWC	39-40
D		
dangerous products	CCAC	24-25
dental health	HWC	41-42
deposit insurance	CDIC	6
Depository Services Program	SSC	56
discrimination in obtaining goods and services	CHRC	15-16
drug abuse	HWC	41
drug safety	HWC	39-40

<u>Key words</u>	<u>Department/Agency/ Crown Corporation</u>	<u>Page</u>
E		
electricity meter testing	CCAC	25-26
energy conservation	EMR	32-34
environmental concerns	EC	35-38
Ecologo	EC	35
explosives	EMR	33-34
F		
financial institutions, federally regulated	OSFI	45-46
food		
additives	HWC	39
advertising	CCAC	23-24
labelling	CCAC	23-24
nutritional quality of	HWC	41
packaging	CCAC	23-24
safety	Agr, HWC	1-2, 39-40
fuel consumption, motor vehicles	EMR, TC	32-34, 59-60
G		
gas meter testing	CCAC	25-26
government publications	SSC	53-55
fair access to	SSC	56
grants to consumer groups	CCAC	22
H		
harassment in obtaining goods and services	CHRC	15-16
hazardous products	CCAC	24-25
health hazards	HWC	39-40
health promotion	HWC	41-42
historic sites	EC	37
housing assistance programs	CMHC	8-9
home improvement and repair	CMHC	8-9
human rights	CHRC	15-16
I		
income statistics	SC	51-52
insurance companies, inquiries and complaints about	OSFI	45-46
interference in radio and TV reception	Com	20-21

<u>Key words</u>	<u>Department/Agency/ Crown Corporation</u>	<u>Page</u>
L		
labelling of consumer products	CCAC	23-24
labour market statistics	SC	51
libraries as depositories of federal government publications	SSC	56
loan companies, inquiries and complaints about	OSFI	45
M		
mail: lost, damaged, delayed	CPC	10-12
mapping	EMR	32-34
marine regulations	TC	62-63
marketing practices, misleading advertising in	CCAC	29-31
measuring devices, inspection and testing of	CCAC	25-26
medical devices	HWC	39-40
mental health	HWC	41-42
meters, inspection and tests of	CCAC	25-26
minerals and metals	EMR	32-34
motor vehicles		
investigation of accidents	TC	59
fuel consumption of	EMR, TC	32-34, 59-60
importation of	TC	59-60
recalls of	TC	59-60
safety defects in	TC	59-60
testing of	TC	59-61
motorcycle safety	TC	60
N		
nutrition	HWC	41-42
P		
packaging, standards and inspection of	CCAC	23-24
parks	EC	37
pension plans, inquiries and complaints about	OSFI	45
pesticides	Agr	1-2
postal service, inquiries and complaints about	CPC	10-12
precious metals, standards and inspection of	CCAC	23-24
product safety	CCAC	24-25

<u>Key words</u>	<u>Department/Agency/ Crown Corporation</u>	<u>Page</u>
R		
rail transportation, inquiries and complaints about	NTA	43-44
radiation hazards	HWC	39-40
radio		
licensing and technical certification of		
CBs, short-wave, amateur, taxi, air and marine	Com	20-21
licensing of AM and FM	CRTC	17-19
reception interference	Com	20-21
rate increases: cable TV, pay TV and	CRTC	17-19
specialty services		
recalls, motor vehicle	TC	59-60
Reference Canada	SSC	57-58
S		
safety		
boating	TC	62-63
consumer products	CCAC	24-25
cosmetics	HWC	39-40
drug	HWC	39-42
food	HWC	39-40
motor vehicle	TC	59-61
scales, inspection and testing of	CCAC	25-26
school bus safety	TC	60
search and rescue at sea	TC	62-63
seat belts/child restraints	TC	59-60
snowmobile safety	TC	60
soil conservation	Agr	1
substance abuse	HWC	41-42
alcohol		
drugs		
tobacco		
surveys and maps	EMR	32-34
T		
Tax Rebate Discounting Act	CCAC	22
television reception interference	Com	20-21
television, technical certification of	Com	20-21
telecommunications, rates and quality of service	CRTC	17-19

<u>Key words</u>	<u>Department/Agency/ Crown Corporation</u>	<u>Page</u>
T (Cont'd)		
textiles, standards and inspection of	CCAC	23-24
tobacco abuse	HWC	41-42
trade practices	CCAC	29-31
trailers, safety standards for	TC	60
transportation		
energy	EMR	32-34
air	NTA	43-44
rail	NTA	43-44
trust companies, inquiries and complaints about	OSFI	45
W		
water conservation	Agr, EC	1,37
weighing devices, inspection and testing of	CCAC	25-26

AGRICULTURE CANADA

Sir John Carling Building
930 Carling Avenue
Ottawa, Ontario
K1A 0C7

OBJECTIVE

Agriculture Canada's objective is to advise and provide information on departmental programs, agricultural production, water and soil conservation, protection of crops and food safety.

CONSUMER ASSISTANCE

Information/Inquiries

Agriculture

Crops
Livestock
Soil management
Tours of the Central Experimental Farm

Contacts

Public Inquiries Section
(613) 995-5222

Food and Food Safety

National salmonella control program
Quality control
Symposiums on food safety

Food Production and
Inspection Branch
(613) 992-2114
(613) 995-5433

Pesticides

Information on pests and their control

Pesticides Information Call-
line
(613) 993-4544
1-800-267-6315

PUBLICATIONS

Food and Food Safety

- ° Recipe-type cards on food safety

Pesticides

- ° Effective Carpenter Ant Control
- ° Effective Cockroach Control
- ° Effective Flea Control
- ° Effective Earwig Control

AGRICULTURE CANADA

PUBLICATIONS (cont'd)

A maximum of five publications per year are obtainable free of charge. Members of Parliament and Senators may obtain a total of 100 publications per year.

Publications Contact

Communications Branch
Agriculture Canada
Ottawa, Ontario
K1A 0C7
(613) 995-5222 ext. 239 for French
ext. 240 for English

Priced publications must be ordered from:

Customer Service
Canadian Government Publishing Centre
Supply and Services Canada
Ottawa, Ontario
K1A 0S9
(819) 997-2560

BANK OF CANADA

234 Wellington Street
Ottawa, Ontario
K1A 0G9

CANADA SAVINGS BONDS

OBJECTIVE

On behalf of the Minister of Finance, the Bank of Canada provides services to the public related to the sale and administration of Canada Savings Bonds.

CONSUMER ASSISTANCE

Information/Inquiries

Annual sales campaign
Payroll Savings Plan sales

Delivery of bond certificates

Records of ownership
Lost bonds

Transfers

Payment of interest
General inquiries

Change of address

Contacts

Charles Spencer
Securities Department
(613) 782-8388

Denise Aitken/Suzanne Séguin
Public Debt Department
(613) 782-8381/8372

Correspondence
Public Debt Department
(613) 782-7400

Montcalm Proulx/Sheila Morrice
Public Debt Department
(613) 782-8271/8635

Bondholder Records
Public Debt Department
(613) 782-7291

Bondholder Records
Public Debt Department
(613) 782-7291

Inquiries may also be made at any Bank of Canada agency in Ottawa, Halifax, Saint John, Montreal, Toronto, Winnipeg, Regina, Calgary and Vancouver as listed below.

BANK OF CANADA

PUBLICATIONS

- ° Information for Bondholders brochure
- ° Monthly Values Tables (S92)

The above publications are available at all banks and financial institutions.

Publications Contact

Pierre Brûlé
Securities Department
Bank of Canada
245 Sparks Street
Ottawa, Ontario
K1A 0G9
(613) 782-8553

AGENCIES

Nova Scotia

P.O. Box 127
Halifax, Nova Scotia
B3J 2M5

or

1583 Hollis Street
Halifax, Nova Scotia
B3J 1V4
(902) 420-4600

New Brunswick

P.O. Box 6068, Station "A"
Saint John, New Brunswick
E2L 4R5

or

75 Prince William Street
Saint John, New Brunswick
E2L 2B2
(506) 635-3600

Ontario

245 Sparks Street
Ottawa, Ontario
K1A 0G9
(613) 782-8111

P.O. Box 550, Terminal "A"
Toronto, Ontario
M5W 1E8

or

250 University Avenue
Toronto, Ontario
M5H 3E5
(416) 593-2000

Manitoba

161 Portage Avenue
Winnipeg, Manitoba
R3B 0Y4
(204) 983-5530

BANK OF CANADA

AGENCIES (Cont'd)

Quebec

P.O. Box 6018
Montreal, Quebec
H3C 3C2

or

901 Victoria Square
Montreal, Quebec
H2Z 1R2
(514) 866-4561

Alberta

P.O. Box 98, Main P.O.
Calgary, Alberta
T2P 2H4

or

404 Sixth Avenue, S.W.
Calgary, Alberta
T2P 0R9
(403) 261-3400

Saskatchewan

P.O. Box 1065
Regina, Saskatchewan
S4P 3B3

or

2220-12th Avenue
Regina, Saskatchewan
S4P 0M8
(306) 352-2654

British Columbia

900 West Hastings Street
Vancouver, British Columbia
V6C 1E6
(604) 643-6100

CANADA DEPOSIT INSURANCE CORPORATION

Place de Ville, Tower A
22nd Floor
320 Queen Street
P.O. Box 2340, Station "D"
Ottawa, Ontario
K1P 5W5

OBJECTIVE

The Canada Deposit Insurance Corporation (CDIC) was established in 1967 by the *Canada Deposit Insurance Corporation Act*.

Membership with the CDIC is limited to banks, trust companies, and loan companies. Members may be either federally or provincially incorporated. The CDIC is funded by its members.

The objectives of CDIC are to provide insurance against the loss of all or part of deposits, to be instrumental in the promotion of sound business and financial practices for member institutions, and to promote and otherwise contribute to the stability and competitiveness of the Canadian financial system.

These objectives are pursued for the benefit of depositors, and in a manner that minimizes the exposure of the Corporation to loss.

CONSUMER ASSISTANCE

Information/Inquiries

National Toll Free Information Line: 1-800-267-1999

PUBLICATIONS

- ° Information brochure
- ° Membership brochure
- ° Annual Report
- ° *Canada Deposit Insurance Corporation Act*
- ° CDIC By-Laws

Public Relations Contact

Denis E. Racine
Director of Public Relations
320 Queen Street, 22nd Floor
Ottawa, Ontario
K1P 5W5
(613) 996-2081
Fax: (613) 996-6095

CANADA DEPOSIT INSURANCE CORPORATION

RELEVANT LEGISLATION

Canada Deposit Insurance Corporation Act

Canada Deposit Insurance Corporation General By-Law

Investment Companies Act

Cooperative Credit Associations Act

Part X of the *Financial Administration Act*

Financial Institutions and Deposit Insurance System Amendment Act

CANADA MORTGAGE AND HOUSING CORPORATION

National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7

OBJECTIVE

The objective of the Canada Mortgage and Housing Corporation is to provide information to the Canadian public about the federal government's policies, programs and achievements in the field of housing.

CONSUMER ASSISTANCE

Information/Inquiries

Financing house purchases
Home repair/maintenance
Housing research
Technical questions

Contacts

Public Affairs Centre
CMHC National Office
(613) 748-4639
or
Nearest CMHC Branch Office

Support Services

Canadian Housing Information Centre	(613) 748-2363
Public Affairs Centre	(613) 748-4639

PUBLICATIONS

The CMHC publications catalogue (available free of charge from any CMHC office) provides a list of publications under the following general categories:

- ° Regulations and standards
- ° Home selection and housing programs
- ° Metric aids, planning, design and construction
- ° Housing rehabilitation and energy conservation
- ° The elderly and the disabled
- ° Children
- ° Periodicals
- ° Reports
- ° Studies, special reports and bibliographies

Publications Contact

Distribution Officer
CMHC National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7
(613) 748-4639

CANADA MORTGAGE AND HOUSING CORPORATION

RELEVANT LEGISLATION

National Housing Act

REGIONAL/DISTRICT OFFICES

CMHC offices across the country offer the full range of CMHC programs and services. Consult your local telephone directory for the nearest CMHC office.

CANADA POST CORPORATION

Ottawa, Ontario
K1A 0B1

OBJECTIVE

Dedicated to customer service, Canada Post works closely with its customers to develop products and services that meet specific needs. To further underline the Corporation's desire to address and respond efficiently and expediently on all matters relating to customer satisfaction, a more efficient claims management program has been created. Strongly committed to increasing consumer accessibility to postal products and services, the Corporation will be tripling its outlets over the next few years. Over the next five years, Canada Post intends to expand its delivery network from 10.9 million to 11.5 million points of call. Canada Post has developed and implemented a growth management system to identify and plan postal service to new and expanding residential and commercial areas. The Corporation is increasing its accessibility by substantially expanding its retail network as part of an ongoing plan to improve service for both rural and urban customers.

CONSUMER ASSISTANCE

Information/Inquiries

All inquiries concerning loss, delays or damage to mail as well as improperly delivered mail should be directed to the Corporation's Government Liaison or to one of the divisional customer service offices.

Support Services

A variety of audio-visual material and documentation is available on several postal topics with specialized resource persons to provide technical assistance.

Contacts

Canada Post Corporation
Government Liaison
Sir Alexander Campbell
Building
Ottawa, Ontario
K1A 0B1
(613) 734-8440 Ext. 5240

or
Nearest divisional customer
service office as listed below

For further information,
please contact the Customer
Service Operations Department
in Ottawa (734-6029) or one
of the divisional customer
service offices.

CANADA POST CORPORATION

PUBLICATIONS

- ° Electronic Mail Services
 - Intelpost
 - Telepost
 - Envoy Post
- ° Packaging Tips
- ° Priority Post Courier Information
- ° Postal Codes are Paramount
- ° An easy-to-read Address Moves the Mail Faster
- ° Save Money with Standard Sizes
- ° Don't Slip Up, Watch Your Windows and Enclosures
- ° Profit Sooner With Precode Mail

RELEVANT LEGISLATION

Canada Post Corporation Act and Regulations

REGIONAL/DISTRICT (DIVISIONAL) OFFICES

Nova Scotia

Manager, Customer Service
Atlantic Division
P.O. Box 1689
Halifax, Nova Scotia
B3J 2B1
(902) 426-7031

Quebec

Manager, Customer Service
Montreal Division
715 Peel Street, 3rd Floor
Montreal, Quebec
H3C 4L7
(514) 283-2556

Manager, Customer Service
Québec Division
1305 Ste-Foy Road
Québec, Quebec
G1S 2A0
(418) 648-2291

Manitoba

Manager, Customer Service
Mid-west Division
7-266 Graham Avenue
Winnipeg, Manitoba
R3C 0K0
(204) 983-5481

Alberta

Manager, Customer Service
Foothills Division
P.O. Box 99, Station "M"
Calgary, Alberta
T2P 2M7
(403) 292-5434

Manager, Customer Service
Foothills Division
10020-101 A Avenue
Edmonton, Alberta
T5J 4J4
(403) 495-3053

CANADA POST CORPORATION

REGIONAL/DISTRICT (DIVISIONAL) OFFICES (cont'd)

Ontario

Manager, Customer Service
Huron Division
300 Wellington Street
London, Ontario
N6B 3P2
(519) 645-4262

Manager, Customer Service
Rideau Division
2733 Lancaster Road
Ottawa, Ontario
K1A 0C1
(613) 993-1296

Manager, Customer Service
York Division
20 Bay Street, 3rd Floor
Toronto, Ontario
M5J 1C0
(416) 973-2433

British Columbia

Manager, Customer Service
Pacific Division
P.O. Box 2110
Vancouver, British Columbia
V6B 4Z3
(604) 685-2692

CANADIAN AVIATION SAFETY BOARD*

Place du Centre
4th Floor
200 Promenade du Portage
Hull, Quebec
K1G 3T8

OBJECTIVE

The Canadian Aviation Safety Board's objective is to advance aviation safety: by identifying safety deficiencies; by conducting independent investigations and public inquiries into aviation occurrences to make findings as to contributing factors and causes; by reporting publicly on its investigations and public inquiries and their findings; and by making recommendations to eliminate or reduce safety deficiencies.

CONSUMER ASSISTANCE

Information/Inquiries

Contacts

Aviation safety statistics and
aviation safety
Aviation occurrence reports
Confidential Aviation Safety
Reporting Program (CASRP)

Communications (819) 994-8053
Investigations (819) 994-8028

Confidential Reporting
(819) 994-8065

Support Services

CASRP
Speakers' Bureau
Aviation occurrences

1-800-567-6865
(819) 994-8051
(819) 994-8053

PUBLICATIONS

- ° Aviation Occurrence Reports
- ° Annual Reports
- ° Safety Reports

Publications Contact

Coordinator, Communications
P.O. Box 9120
Alta Vista Terminal
Ottawa, Ontario
K1G 3T8
(819) 994-8054

* The Canadian Aviation Safety Board will become the Canadian Transportation Accident Investigation and Safety Board upon proclamation by the President of the Privy Council.

CANADIAN AVIATION SAFETY BOARD

RELEVANT LEGISLATION

Canadian Aviation Safety Board Act

REGIONAL/DISTRICT OFFICES

Atlantic Region

175 Edinburgh Drive
Moncton, New Brunswick
E1E 2K9
(506) 857-7141
Fax: (506) 857-7467

Quebec Region

185 Dorval Avenue
Suite 403
Dorval, Quebec
H9S 5J9
(514) 633-3246
Fax: (514) 633-2944

Ontario Region

5075 Yonge Street
8th Floor
Willowdale, Ontario
M2N 6C6
(416) 224-3445
Fax: (416) 224-3433

Central Region

355-550 Century Street
Winnipeg, Manitoba
R3H 0Y1
(204) 983-5548
Fax: (204) 949-8026

Western Region

14220 Yellowhead Trail
Suite 12
Edmonton, Alberta
T5L 3C2
(403) 495-3865
Fax: (403) 495-2079

Pacific Region

#8-3071 Number Five Road
Richmond, British Columbia
V6X 2T4
(604) 666-5826
Fax: (604) 666-7230

CANADIAN HUMAN RIGHTS COMMISSION

320 Queen Street
Ottawa, Ontario
K1A 1E1

OBJECTIVE

The Canadian Human Rights Commission (CHRC) protects people from discrimination or harassment in obtaining goods or services from organizations regulated by the federal government. Such organizations can include banks, airlines, railways and interprovincial transport or telephone companies, as well as government departments or agencies.

CHRC prevents people from being denied access to or accommodation in the facilities of these organizations, if the facilities are generally available to the public.

The prohibited grounds of discrimination are: age, race, colour or ethnic origin, religion, sex, family or marital status, pardoned conviction or disability.

CONSUMER ASSISTANCE

Information/Inquiries

Concerning complaints of
discrimination or harassment.

(All offices accept
collect calls.)

Answers inquiries on discrimination
or harassment. If the inquiry
concerns a matter outside
federal jurisdiction, CHRC will
make an appropriate referral.

Contacts

Atlantic (902) 426-8380
Quebec (514) 283-5218
Ontario (416) 973-5527
Prairie (204) 983-2189
Alberta/Northwest (403) 495-4040
Territories
Western (604) 666-2251
National Capital Region (613) 996-0026

Inquiries Officer (613) 995-1151

Support Services

Distribution of information
(Some information is available
on cassette or in braille.)

(613) 995-1151

CANADIAN HUMAN RIGHTS COMMISSION

PUBLICATIONS

- Your Complaint (describes how to file a complaint)
- Notebook Series: questions and answers on various aspects of discrimination (one for each of the prohibited grounds of discrimination)
- Prohibited Grounds: a chart explaining what types of discrimination constitute prohibited grounds in each province
- The *Canadian Human Rights Act*: A guide
- Annual Report, 1988
- Harassment Policy Sheet
- What is Harassment?
- A Right to be Different

Publications Contact

Production Manager
320 Queen Street
Ottawa, Ontario
K1A 1E1
(613) 995-1151

RELEVANT LEGISLATION

The *Canadian Human Rights Act*. For easy reference a consolidated version is also available from the Production Manager.

CANADIAN RADIO-TELEVISION AND TELECOMMUNICATIONS COMMISSION

Ottawa, Ontario
K1A 0N2

OBJECTIVE

The CRTC, established in 1968 by the *Broadcasting Act*, regulates and supervises all aspects of the Canadian broadcasting system--radio, television (both public and private), cable television as well as pay-TV and specialty services. The *Canadian Radio-television and Telecommunications Commission Act* gives the CRTC power over the federally regulated telecommunications carriers--Bell Canada, BC Tel, CNCP, Teleglobe Canada, Telesat Canada, Terra Nova Tel and Northwestel.

Public consultation, whether at hearings or in writing, on broadcasting or telecommunications applications is a vital part of the Commission's role as a regulatory agency. Hearings are held throughout the year in all parts of Canada.

In making its decisions, the CRTC attaches the greatest importance to consultation with individuals and groups concerned, both through public hearings and through comments and complaints received.

CONSUMER ASSISTANCE

CRTC Information Services provides information and handles complaints about the nature, quality, and availability of broadcasting and telecommunications services.

Information/Inquiries

Rates and quality of service
(radio, TV, cable, pay-TV, specialty
services, telephone)

Content of programs and advertising
(violence, sex-role stereotyping,
balance in programming)

Information on intervention
procedures, publications,
public hearings, complaint
handling, etc.

Contacts

Information Services
(819) 997-0313

Visual Ear (for the
hearing impaired)
(819) 994-0423

CANADIAN RADIO-TELEVISION AND TELECOMMUNICATIONS COMMISSION

PUBLICATIONS

The CRTC has discontinued the publication of collections of its decisions and policy statements. Many volumes of these collections are no longer available.

Priced publications include:

- ° The 1980s: A Decade of Diversity--Broadcasting, Satellites, and Pay-TV
- ° Images of Women

The following publications are free:

- ° Reaching the Retired
- ° FM Radio in Canada: A Policy to Ensure a Varied and Comprehensive Radio Service
- ° Policies Respecting Broadcasting Receiving Undertakings (Cable Television)
- ° UHF Broadcasting Spectrum Requirements for Canada
- ° Report: Committee of Public Inquiry into the National Broadcasting Service
- ° Sound Broadcasting Requirements for Canada
- ° Canadian Broadcasting and Telecommunications: Past Experience, Future Options
- ° Bibliography of CRTC Studies (October 1982)
- ° Balance in Broadcasting: Report on a Seminar held January 16-17, 1981, Hull, Quebec
- ° Community Television Handbook for Northern and Underserved Communities
- ° You're On the Air
- ° The Costs of Choice
- ° Report of the Advisory Committee on French-language Music
- ° Sex-role Stereotyping in the Broadcast Media
- ° The Country Music Industry in Canada

Publications Contact

Free publications are available from:

- (i) CRTC regional offices
- (ii) CRTC Information Services
Ottawa, Ontario
K1A 0C9

Priced publications may be purchased from:

- (i) Customer Service
Canadian Government Publishing Centre
Supply and Services Canada
Ottawa, Ontario
K1A 0S9
(819) 997-2560
- (ii) Booksellers of government documents

CANADIAN RADIO-TELEVISION AND TELECOMMUNICATIONS COMMISSION

RELEVANT LEGISLATION

The various laws and regulations concerning the CRTC are listed below. These documents are available in public libraries. They may also be bought from booksellers that carry government documents, or from Canadian Government Publishing Centre, Supply and Services Canada, Ottawa, Ontario K1A 0S9, (819) 997-2560.

- *Broadcasting Act*
- *Canadian Radio-television and Telecommunications Commission Act*
- *Bell Canada Act*
- *National Telecommunications Powers and Procedures Act (previously National Transportation Act)*
- *Railway Act*
- *Teleglobe Canada Reorganization and Divestiture Act*
- Radio Regulations, 1986
- Television Broadcasting Regulations, 1987
- Cable Television Regulations, 1986
- Pay Television Regulations
- Broadcasting Licence Fee Regulations
- CRTC Rules of Procedure (Broadcasting)
- CRTC Telecommunications Rules of Procedure
- CRTC Tariff Regulations (Telecommunications)

REGIONAL OFFICES

Atlantic

1809 Barrington Street
Suite 1007
Halifax, Nova Scotia
B3J 3K8
(902) 426-7997
TDD*(902) 426-7268

Quebec

Guy Favreau Complex, East Tower
200 René-Lévesque Boulevard West
Suite 602
Montreal, Quebec
H2Z 1X4
(514) 283-6607
TDD*(514) 283-8316

Central

275 Portage Avenue
Suite 1810
Winnipeg, Manitoba
R3B 2B3
(204) 983-6306
TDD*(204) 983-8274

Pacific

800 Burrard Street
Suite 1500
P.O. Box 1580
Vancouver, British Columbia
V6Z 2G7
(604) 666-2111
TDD*(604) 666-0778

* TDD - Telecommunication Device for the Deaf.

COMMUNICATIONS CANADA

Journal Tower North
300 Slater Street
Ottawa, Ontario
K1A 0C8

SPECTRUM MANAGEMENT

OBJECTIVE

Spectrum management is the planning and application of technical rules and regulations to ensure that all radio services operate satisfactorily and without interference. It also ensures that all Canadians who want to use the spectrum are treated equitably in the shared use of this limited resource.

CONSUMER ASSISTANCE

Information/Inquiries

General inquiries
Headquarters

Licences for radio stations (amateur
radio, general radio service, taxis,
planes, ships, etc.)

Examinations for radio operators'
certificates of proficiency

Complaints involving interference to
radio and TV reception

Contacts

Information Services
(613) 990-4900

Regional offices
(addresses listed below)

or

Nearest district office
(Please refer to
"Communications Canada" in
the blue pages of your
local telephone directory.)

PUBLICATIONS

- ° Radio and Television Interference
- ° Tuning In: Understanding Broadcast Interference
- ° Index: Telecommunications Regulatory Circulars (single copies only)

Publications Contact

Information Services
Department of Communications
300 Slater Street
Ottawa, Ontario
K1A 0C8
(613) 990-4900

COMMUNICATIONS CANADA

RELEVANT LEGISLATION

Radio Act

REGIONAL OFFICES

Atlantic

Department of Communications
Terminal Plaza Building
1222 Main Street, 7th Floor
Moncton, New Brunswick
E1C 8R2
(506) 857-6505

Quebec

Department of Communications
295 St-Paul East
Montreal, Quebec
H2Y 1H1
(514) 283-7737

Pacific

Department of Communications
800 Burrard Street, Room 1700
Vancouver, British Columbia
V6Z 2J7
(604) 666-5425

Ontario

Department of Communications
55 St. Clair Avenue East
9th Floor
Toronto, Ontario
M4T 1M2
(416) 973-8215

Central

Department of Communications
200-386 Broadway Avenue
Winnipeg, Manitoba
R3C 3Y9
(204) 983-4391

CONSUMER AND CORPORATE AFFAIRS CANADA

1. BUREAU OF CONSUMER AFFAIRS

Place du Portage, Phase 1
50 Victoria Street
Hull, Quebec
K1A 0C9

OBJECTIVE

The mission of the Bureau of Consumer Affairs is to protect, assist and advocate consumer interests and to promote fairness in the marketplace.

Four branches within the Bureau are responsible for the development and administration of legislation and/or programs that affect the consumer. Inspection and other services are carried out through five regional offices.

(a) Consumer Policy and Services

Consumer Policy and Services is responsible for developing consumer policy on a broad range of matters arising from the Minister's mandate as expressed in the *Department of Consumer and Corporate Affairs Act* and not specifically related to legislation administered by other bureau sub-activities. It recommends, initiates and coordinates programs in the government, business and voluntary sectors that promote and protect the interests of Canadian consumers.

The Branch administers the *Tax Rebate Discounting Act*, which regulates some one million tax discounting transactions a year.

The Branch also administers a \$1.8 million Grants and Contributions Program, designed to promote the advancement of voluntary consumer groups engaged in helping consumers and in examining consumer issues with national implications.

The regions, in collaboration with the headquarters component, develop and implement local and regional initiatives to advocate the consumer interest. These initiatives will contribute to national program priorities, when appropriate.

Information/Inquiries

Tax Rebate Discounting Act

Grants and Contributions

General consumer inquiries
or complaints

Contacts

Charlottetown
(902) 566-8746

Headquarters
(819) 953-3715

Headquarters
(819) 953-4165

or

Regional and district CCAC
offices

CONSUMER AND CORPORATE AFFAIRS CANADA

(b) Consumer Products

Consumer Products is responsible through inspection, standards and guidelines, for the prevention of fraud in the production, labelling, packaging, advertising and sale of most consumer products such as textiles, precious metals, prepackaged products and foods. All food advertisements which are aired on radio and television must be approved before broadcast.

CONSUMER ASSISTANCE

Information/Inquiries

Assistance or inquiries related to the labelling and packaging of textiles, precious metals and non-food pre-packaged products.

Assistance or inquiries related to the approval of radio and television food advertisements.

Assistance or inquiries related to the grading and composition, packaging and labelling and advertising of foods.

Contacts

Atlantic (902) 426-5422
Quebec (514) 283-0718
Ontario (416) 224-4045
Prairie (204) 983-6014
Pacific (604) 666-5035

Headquarters
(819) 997-1591

Atlantic (902) 426-7835
Quebec (514) 283-7623
Ontario (416) 224-4050
Prairie (204) 983-3699
Pacific (604) 666-5036

Support Services

Technical advice is available through specialized resource persons located at both headquarters and regional offices. Consumer Products participates in expositions, mall displays, trade seminars, and other activities which will promote consumer and trade education on the programs administered by the Branch.

PUBLICATIONS

- ° Follow the Signs (chart)
- ° Labels Tell the Fabric Story
- ° Precious Metals--Look Before You Buy
- ° It Pays to Read Your Grocery Labels
- ° Fibre and Fibre Facts
- ° Guide for Food Manufacturers and Advertisers
- ° Guide to the Textile Labelling and Advertising Regulations
- ° Guide to the *Consumer Packaging and Labelling Act* and Regulations
- ° Guide to the *Precious Metals Marking Act* and Regulations

CONSUMER AND CORPORATE AFFAIRS CANADA

RELEVANT LEGISLATION

Within four main program areas--foods, textiles, precious metals and prepackaged non-foods--a number of federal acts and regulations are administered. These include the *Consumer Packaging and Labelling Act*, the *Textile Labelling Act*, the *National Trade Mark and True Labelling Act* and the *Precious Metals Marking Act*. There is also shared responsibility for the administration of the *Food and Drugs Act*, the *Canada Agricultural Products Act* and the *Fish Inspection Act*, as well as for some provincial statutes. Voluntary programs such as Care Labelling of Textiles and Canada Standard Size (CSS) Garment Sizing are also administered.

(c) Product Safety

The Product Safety Branch aims to eliminate or reduce hazards in products, and to inform consumers about hazardous products and how to deal with them.

CONSUMER ASSISTANCE

Information/Inquiries

Hazardous products

Contacts

Regional and district offices (Consult the blue pages of your local telephone directory or the list of regional offices below.)

Support Services

Speakers on product safety topics

Regional and district offices (Consult the blue pages of your local telephone directory or the list of regional offices below.)

PUBLICATIONS

- ° Is Your Child Safe?
- ° Stop and Save a Life
- ° Adventures of Binkly and Doinkel (comic book)
- ° What If Your Clothes Catch Fire?

Publications Contact

Nearest regional or district office

RELEVANT LEGISLATION

Hazardous Products Act and Regulations

CONSUMER AND CORPORATE AFFAIRS CANADA

REGIONAL/DISTRICT OFFICES

Regional and district offices with Product Safety staff are located in St. John's, Newfoundland; Moncton, New Brunswick; Halifax, Nova Scotia; Québec, Quebec; Montreal, Quebec; Toronto, Ontario; Hamilton, Ontario; Winnipeg, Manitoba; Saskatoon, Saskatchewan; Calgary, Alberta; Edmonton, Alberta; and Vancouver, British Columbia. For district addresses and telephone numbers please consult the blue pages of your local telephone directory. Regional addresses are listed below.

(d) Legal Metrology

The Legal Metrology Branch regulates the measurement aspects of commercial trade as defined principally in the *Weights and Measures Act* and the *Electricity and Gas Inspection Act*. The Branch establishes specifications for and approves weighing and measuring devices, and electricity and natural gas meters used in trade. It undertakes to minimize inaccurate measurement and ensures equity in the trade of commodities and services. It also defines units of measurement for mass, length, volume, time and electricity. As well, the Branch conducts initial verification of devices in use to ensure continuing accurate measurement. The Branch is the Canadian representative to the Organization Internationale de la Métrologie Légale (OIML). The primary purpose of OIML is to standardize and coordinate, at an international level, various administrative and technical regulations related to measurement enacted in the member states. A steering committee is formed from various government organizations with the Director of Legal Metrology designated as Canada's voting member.

CONSUMER ASSISTANCE

Information/Inquiries

Approval for use in trade of electrical and natural gas meters and all types of weighing and measuring devices.

Verification of all electricity and gas meters as well as weighing and measuring devices.

Accurate measurement of commodities (e.g. gasoline) and accurate billing for electricity and/or natural gas.

Canadian representative to the Organization Internationale de la Métrologie Légale.

Contacts

Headquarters
(613) 953-0651

Regional and district offices
(Consult the blue pages of your local telephone directory.)

Regional and district offices
(Consult the blue pages of your local telephone directory.)

Headquarters
(613) 952-2632

CONSUMER AND CORPORATE AFFAIRS CANADA

PUBLICATIONS

- ° Various technical publications on specifications for design, performance, and installation and use of measuring equipment used in trade.
- ° Various brochures oriented towards both the business community and the consumer outlining responsibilities, problems and appropriate action to take.

Publications Contact

Publications Centre
Communications Branch
Consumer and Corporate Affairs Canada
Place du Portage, Phase II, 3rd Floor
50 Victoria Street
Hull, Quebec
K1A 0C9
(819) 953-1072

or

CCAC regional and district offices
(Consult the blue pages of your local telephone directory.)

RELEVANT LEGISLATION

Weights and Measures Act and Regulations
Electricity and Gas Inspection Act and Regulations

REGIONAL/DISTRICT OFFICES

Atlantic

1489 Hollis Street
Suite 1500
Halifax, Nova Scotia B3J 3M5
(902) 426-6080

Quebec

Guy Favreau Complex
East Tower, Suite 534
200 René-Lévesque Boulevard West
Montreal, Quebec H2Z 1X4
(514) 496-1797

Ontario

Federal Building, 6th Floor
4900 Yonge Street
Willowdale, Ontario M2N 6B8
(416) 224-4031

Prairie

260 St. Mary Avenue
Room 202
Winnipeg, Manitoba R3C 0M6
(204) 983-2366

Pacific

1400-800 Burrard Street
Vancouver, British Columbia
V6Z 2H8
(604) 666-5000

CONSUMER AND CORPORATE AFFAIRS CANADA

2. BUREAU OF CORPORATE AFFAIRS AND LEGISLATIVE POLICY

BANKRUPTCY BRANCH

Place du Portage, Phase II
2nd Floor
50 Victoria Street
Hull, Quebec
K1A 0C9

Debtor Services

Debtor Services provides overburdened debtors, for whom there is no other solution, access to financial relief and rehabilitation under the *Bankruptcy Act*.

CONSUMER ASSISTANCE

Information/Inquiries

Complaints

General program information

Contacts

Bankruptcy field offices
(Consult the blue pages of
your local telephone
directory for CCAC regional
and district offices.)

Headquarters
(819) 997-1210
(819) 997-1059
(819) 997-2053

Support Services

Speakers are available to
address groups on bankruptcy topics

Headquarters
(819) 997-1059

PUBLICATIONS

- ° Are You Heading for Consumer Bankruptcy?
- ° The Insolvency Bulletin (monthly)

Publications Contact

Bankruptcy field offices
or
Publications Centre
Communications Branch
Consumer and Corporate Affairs Canada
Place du Portage, Phase II, 3rd Floor
50 Victoria Street
Hull, Quebec K1A 0C9
(819) 953-1072

CONSUMER AND CORPORATE AFFAIRS CANADA

REGIONAL/DISTRICT OFFICES

Atlantic

1489 Hollis Street, Suite 1500
Halifax, Nova Scotia B3J 3M5
(902) 426-2900

Quebec

Guy Favreau Complex
200 René-Lévesque Blvd. West
Suite 510
East Tower
Montreal, Quebec H2Z 1X4
(514) 283-6192

112 Dalhousie Street, 3rd Floor
Québec, Quebec G1K 4C1
(418) 648-4280

1335 King Street West
Room 402
Sherbrooke, Quebec J1J 2B8
(819) 564-5742

Ontario

10 John Street South
Room 655
Hamilton, Ontario L8N 4A7
(416) 572-2847

The Federal Building
451 Talbot Street, Room 302
London, Ontario N6A 5C9
(519) 645-4034

255 Argyle Avenue, Ground Floor
Ottawa, Ontario K2P 1B8
(613) 995-2994

Ontario (con'td)

127 Cedar Street, Suite 702
Sudbury, Ontario P3E 1B1
(705) 671-0636

25 St. Clair Avenue East
7th Floor
Toronto, Ontario M4T 1M2
(416) 973-6486

Manitoba

260 St. Mary Avenue, Room 203
Winnipeg, Manitoba R3C 0M6
(204) 983-3229

Saskatchewan

2212 Scarth Street
Regina, Saskatchewan S4P 2J6
(306) 780-5391

105-21st Street East
Saskatoon, Saskatchewan S7K 0B3
(306) 975-4298

Alberta

Sam Livingston Bldg.
510-12th Avenue S.W.
Calgary, Alberta T2R 0H3
(403) 292-5607

10225-100th Avenue
Edmonton, Alberta T5J 0A1
(403) 495-2476

British Columbia

1400-800 Burrard Street
Vancouver, British Columbia V6Z 2H8
(604) 666-5007

CONSUMER AND CORPORATE AFFAIRS CANADA

3. BUREAU OF COMPETITION POLICY

Place du Portage, Phase I
21st Floor
50 Victoria Street
Hull, Quebec
K1A 0C9

OBJECTIVE

The Bureau is responsible for enforcing the *Competition Act* which is designed to maintain and encourage competition in Canada. The objective is to provide consumers with competitive price and product choices through the elimination of practices in restraint of trade.

CONSUMER ASSISTANCE

Information/Inquiries

Contacts

Headquarters	(819) 994-0798
Pacific	(604) 666-3072
Ontario	(416) 224-4064
Quebec	(514) 496-1641

PUBLICATIONS

- ° Annual Report of the Director of Investigation and Research
- ° Speeches delivered by senior members of the Bureau
- ° Information Bulletins on various provisions of the *Competition Act*

Publications Contact

Publications Centre
Communications Branch
Consumer and Corporate Affairs Canada
Place du Portage, Phase II, 3rd floor
50 Victoria Street
Hull, Quebec K1A 0C9
(819) 953-1072

(a) Marketing Practices

This Branch deals with complaints and conducts inquiries relating to violations of the misleading advertising and deceptive marketing practices provisions of the *Competition Act*.

Anyone who has suffered loss or damage as a result of conduct contrary to the misleading advertising and deceptive marketing provisions of the Act may seek redress for the loss or damage suffered, from the party who engaged in this conduct. The record of proceedings, where there has been a conviction under the Act, can be used as evidence in such private action.

CONSUMER AND CORPORATE AFFAIRS CANADA

CONSUMER ASSISTANCE

Information/Inquiries

Complaints

Contacts

Headquarters
(819) 997-3333
(819) 997-4282

or

CCAC regional and district offices (Consult the blue pages of your local telephone directory.)

PUBLICATIONS

° Misleading Advertising Bulletin (quarterly)

Publications Contact

Publications Centre
Communications Branch
Consumer and Corporate Affairs Canada
Place du Portage, Phase II, 3rd floor
50 Victoria Street
Hull, Quebec K1A 0C9
(819) 953-1072

or

CCAC regional and district offices

COMPLAINTS

To inform the Director of Investigation and Research of any matter that may involve an offence under the misleading advertising and deceptive marketing practices provisions of the Act, please contact one of the offices listed below. A complaint in writing is preferable, except in cases concerning itinerant sales or sales of a short duration, where an immediate investigation would be required to preserve the necessary evidence.

REGIONAL/DISTRICT OFFICES

Pacific

1400-800 Burrard Street
Vancouver, British Columbia
V6Z 2H8
(604) 666-8659

Ontario

10 John Street South
Room 600
Hamilton, Ontario
L8N 4A7
(416) 572-2873

CONSUMER AND CORPORATE AFFAIRS CANADA

REGIONAL/DISTRICT OFFICES (Cont'd)

Ontario (Cont'd)

Federal Building
451 Talbot Street
Suite 300
London, Ontario
N6A 5C9
(519) 645-4119

4900 Yonge Street
6th Floor
Willowdale, Ontario
M2N 6B8
(416) 224-4065

Prairie

260 St. Mary Avenue
Room 345
Winnipeg, Manitoba
R3C 0M6
(204) 983-5567

Oliver Building
10225 100th Avenue
Edmonton, Alberta
T5J 0A1
(403) 495-2489

Sam Livingston Building
510 12th Avenue S.W.
Suite 309
Calgary, Alberta
T2R 0H3
(403) 292-5608

Quebec

Guy-Favreau Complex
200 René-Lévesque Boulevard West
Suite 502, East Tower
Montreal, Quebec
H2Z 1X4
(514) 283-7712

112 Dalhousie Street
3rd Floor
Quebec, Quebec
G1K 4C1
(418) 648-3939

Atlantic

Windmill Place
1000 Windmill Road
Suite 1
Dartmouth, Nova Scotia
B3B 1L7
(902) 426-6002

Cormack Building
2 Steers Cove
Suite 202
St. John's, Newfoundland
A1C 6J5
(709) 772-5519

Alternatively, a matter, particularly one concerning national advertising, could be brought to the attention of:

The Complaints Officer
Marketing Practices Branch
Bureau of Competition Policy
Consumer and Corporate Affairs Canada
Ottawa, Ontario
K1A 0C9
(819) 997-4282

ENERGY, MINES AND RESOURCES

Sir William Logan Building
580 Booth Street
Ottawa, Ontario
K1A 0E4

OBJECTIVE

The Department of Energy, Mines and Resources explores Canada's landmass, manages the research and development of energy and mineral-related technology, and carries out policies and programs to ensure the equitable development and sound management of Canada's mineral and petroleum resources.

The Department's major program covers the areas of energy, minerals and earth sciences, and administration.

The energy sector is a source of information and advice on federal energy policies, strategies and activities. It promotes the responsible use of Canada's energy resources, in accordance with the government's broader social, economic and environmental objectives.

The **Transportation Energy Division** of the energy sector administers programs and policies to encourage the adoption and development of attractive new energy technologies and alternative fuels for transportation.

Most of the initiatives in support of Canada's mineral industries are administered by the Department's **Minerals and Earth Sciences Program**. The **Geological Survey of Canada** assesses Canada's mineral potential and provides valuable information to companies engaged in mineral exploration. The **Canada Centre for Mineral and Energy Technology**, or CANMET, is the Department's research and development arm, which works closely with industry on technological developments related to mineral extraction and processing, metals technology, mine safety, oil and gas processing and related areas. **Surveys, Mapping and Remote Sensing** provides geographic information to help manage Canada's resources. The **Mineral Policy Sector** acts as a source of information and advice to government on the Canadian minerals industry and its place in the world economy. The **Explosives Branch** regulates the manufacture and distribution of explosives and the **Office of Energy Research and Development** coordinates interdepartmental energy research and development programs among 12 departments and agencies.

ENERGY, MINES AND RESOURCES

CONSUMER ASSISTANCE

Information/Inquiries

Contacts

Minerals and metals	Mineral Policy Sector (613) 996-1612
Energy	Energy Sector (613) 996-7432
Public Inquiries	Communications Branch (613) 995-0947
Mapping	Surveys and Mapping (613) 995-4321

Support Services

Explosives Branch	(613) 995-2388
Air photo sales	(613) 995-4560
Transportation energy	(613) 995-7300

PUBLICATIONS

- Alcohol Fuels (booklet or pamphlet)
- Electric and Hydrogen-Powered Transportation (booklet or pamphlet)
- Conventional Fuels (booklet or pamphlet)
- Gaseous Fuels (booklet or pamphlet)
- Synthetic Fuels (booklet or pamphlet)
- Natural Gas - An Alternative Transportation Fuel
- Explosives Are For Experts
- Blasting Explosives: A Guide to Safety

Publications Contact

Denis Gauthier
Communications Branch
580 Booth, 8th Floor
Ottawa, Ontario K1A 0E4
(613) 995-6783

RELEVANT LEGISLATION

The Department of Energy, Mines and Resources Act

ENERGY, MINES AND RESOURCES

REGIONAL/DISTRICT OFFICES

British Columbia

Energy, Mines and Resources
100 West Pender, Room 307
Vancouver, British Columbia
V6B 1R8
(604) 666-8350

Alberta

Energy, Mines and Resources
3rd Floor
630 4th Avenue S.W.
P.O. Box 2918, Station "M"
Calgary, Alberta
T2P 3M2
(403) 292-4488

Saskatchewan

Energy, Mines and Resources
S.J. Cohen Building
7th Floor
199-4th Avenue South
Saskatoon, Saskatchewan
S7K 5X2
(306) 975-4519

Manitoba

Energy, Mines and Resources
213 Notre-Dame Avenue
Suite 1002
Winnipeg, Manitoba
R3B 1N3
(204) 983-0058

Ontario

Energy Mines and Resources
6th Floor, Room 606
55 St. Clair Avenue East
Toronto, Ontario
M4T 1M2
(416) 973-5814

Quebec

Energy, Mines and Resources
Guy Favreau Building
200 René-Lévesque Boulevard West
Room 501
Montreal, Quebec
H2Z 1X4
(514) 238-8508

Nova Scotia

Atlantic Region
Energy, Mines and Resources
Bank of Montreal Tower
5151 George Street, Room 503
Halifax, Nova Scotia
B3J 1M5
(902) 426-2167

Newfoundland

Energy, Mines and Resources
215 Water Street, Suite 301
P.O. Box 65
St. John's, Newfoundland
A1C 6C9
(709) 772-4213

ENVIRONMENT CANADA

1. ENVIRONMENTAL CHOICE PROGRAM

107 Sparks Street
2nd Floor
Ottawa, Ontario
K1A 0H3

OBJECTIVE

Environmental Choice was created to help consumers find products which ease the burden on the environment. Products and services meeting the Environmental Choice criteria are licensed to carry the program's symbol of certification, a maple leaf consisting of three intertwined doves.

CONSUMER ASSISTANCE

Information/Inquiries

All general inquiries (publications, information, additions to mailing list, permission to use EcoLogo)

Contacts

Alexandra Halkett Oberle
Marketing and Communications Officer
Environmental Choice
(613) 952-9463

PUBLICATIONS

- ° EcoLogo - Environmental Choice Newsletter
- ° Environmental Choice Program - Questions and Answers
- ° Product Fact Sheets (one for each product covered by the program)

Publications Contact

Alexandra Halkett Oberle
Environmental Choice
107 Sparks Street
2nd Floor
Ottawa, Ontario
K1A 0H3
(613) 952-9463

RELEVANT LEGISLATION

All Environmental Choice product category guidelines are published in the *Canadian Environmental Protection Act*, Section 8 (1) (b).

ENVIRONMENT CANADA

2. WATER PLANNING AND MANAGEMENT BRANCH

Ottawa, Ontario
K1A 0H3

OBJECTIVES

The objective of the Water Planning and Management Branch is to increase public awareness of environmental issues and understanding of their complexity, and to expand Canadians' knowledge of environmentally appropriate activities.

CONSUMER ASSISTANCE

Information/Inquiries

General inquiries about
water planning and
management

Contacts

Paul Wagner, Communications
Water Planning and
Management Branch
(819) 997-6555

or

Regional offices of
Environment Canada

PUBLICATIONS

- ° Consumer Guide to Water Conservation in the Home
- ° A Primer on Water: Questions and Answers
- ° Series of Fact Sheets on Water
- ° What Canadians Can Do for Their Environment

Publications Contact

James Riordan
Water Awareness Co-ordinator
Water Planning and Management Branch
Conservation and Protection Service
Environment Canada
Ottawa, Ontario
K1A 0H3
(819) 953-9428

RELEVANT LEGISLATION

- ° *Environmental Protection Act*

ENVIRONMENT CANADA

3. CANADIAN PARKS SERVICE

Ottawa, Ontario
K1A 0H3

OBJECTIVE

The Canadian Parks Service encourages public appreciation, understanding and enjoyment of Canada's natural and cultural heritage in ways which leave it unimpaired for future generations.

CONSUMER ASSISTANCE

Information/Inquiries

General inquiries about
Canadian parks

Contacts

Bill Milliken
Director of Communications
Canadian Parks Service
(819) 997-3736

or

Regional offices of
Environment Canada

PUBLICATIONS

- ° Discover the Magic in Canada's National Parks
- ° Discover Yourself in Canada's National Historic Sites

Publications Contact

Inquiry Centre
Environment Canada
351 St. Joseph Boulevard
Place Vincent Massey
Hull, Quebec
K1A 0H3
(819) 997-2800

RELEVANT LEGISLATION

- ° *National Parks Act*

ENVIRONMENT CANADA

REGIONAL/DISTRICT OFFICES

Atlantic

Communications Office
Environment Canada
45 Alderney Drive
Dartmouth, Nova Scotia
B2Y 2N6
(902) 426-1930

Quebec

Communications Office
Environment Canada
3 Buade Street
P.O. Box 606
Québec, Quebec
G1R 4V7
(418) 648-7204

Ontario

Communications Office
Environment Canada
25 St. Clair Avenue East
Toronto, Ontario
M4T 1M2
(416) 973-1093

Western & Northern

Communications Office
Environment Canada
2nd Floor, Twin Atria 2
4999 - 98 Avenue
Edmonton, Alberta
T6B 2X3
(403) 468-8074

Pacific & Yukon

Communications Office
Environment Canada
3rd Floor
Kapilano 100 - Park Royal South
West Vancouver, British Columbia
V7T 1A2
(604) 666-5902

HEALTH AND WELFARE CANADA

1. HEALTH PROTECTION BRANCH

Ottawa, Ontario
K1A 0L2

OBJECTIVE

The Branch's objective is to protect and improve the well-being of the Canadian public by defining, advising on and managing risks to health.

CONSUMER ASSISTANCE

Information/Inquiries

Food safety, drug safety,
cosmetic safety

Radiation and medical devices

Contacts

Field Operations Directorate
Ottawa: (613) 954-6807
Hull: (819) 997-3035

or Regional offices

Bureau of Radiation and
Medical Devices, Ottawa
(613) 954-6650

or Regional offices

PUBLICATIONS

- ° How to Lodge a Complaint Effectively
- ° Seeing Through the Mist of Vapourizers and Humidifiers
- ° Food Safety - It's All in Your Hands
- ° Canned Foods: Keeping the Lid on Contamination
- ° Mould: More Than Meets the Eye
- ° Food Safety on the Run
- ° Natural Toxicants in Plants
- ° Food Additives
- ° Aflaxotins in Analysis for Consumer Protection
- ° Antacids
- ° Canadian Drug Laws and the Consumer
- ° Contact Lenses
- ° Cosmetic Labelling
- ° Cough Remedies
- ° Drug Interactions
- ° Listeria
- ° The Laxative Habit
- ° Vitamin Preparations

HEALTH AND WELFARE CANADA

PUBLICATIONS (Cont'd)

Publications Contact

Field Operations Directorate
Health Protection Branch
Health and Welfare Canada
Ottawa, Ontario
K1A 0L2
(613) 957-1770

RELEVANT LEGISLATION

- ° *Food and Drugs Act* and Regulations (including Cosmetic and Medical Devices Regulations)
- ° *Narcotic Control Act* and Regulations
- ° *Radiation Emitting Devices Act* and Regulations

REGIONAL/DISTRICT OFFICES

Atlantic

Consultant, Educational Services
Health Protection Branch
Ralston Building
1557 Hollis Street
Halifax, Nova Scotia
B3J 1V5
(902) 426-5579

Ontario

Consultant, Educational Services
Health Protection Branch
2301 Midland Avenue
Scarborough, Ontario
M1P 4R7
(416) 973-1451

Quebec

Consultant, Educational Services
Health Protection Branch
1001 Boulevard St-Laurent
Longueuil, Quebec
J4K 1C7
(514) 646-1353

Manitoba/Saskatchewan

Consultant, Educational Services
Health Protection Branch
510 Laginodière Boulevard
Winnipeg, Manitoba
R2J 3Y1
(204) 983-3004

**Alberta, British Columbia,
Yukon and Northwest Territories**

Consultant, Educational Services
Health Protection Branch
3155 Willingdon Green
Vancouver, British Columbia
V5G 4P2
(604) 666-3359

HEALTH AND WELFARE CANADA

2. HEALTH SERVICES AND PROMOTION BRANCH

Ottawa, Ontario
K1A 1B4

OBJECTIVE

The Branch's objectives are to develop, promote and support measures designed to preserve and improve the health and well-being of Canadians, and to assist the provinces and territories to develop and maintain national standards of health service.

CONSUMER ASSISTANCE

Information/Inquiries

Cardiovascular health
Dental health
Mental health

Family and child health
Nutrition
Substance abuse
 Alcohol
 Tobacco
 Drugs

Contacts

Health Services Directorate
(613) 954-8629

Health Promotion Directorate
(613) 957-7792

PUBLICATIONS

Branch publications are available in the following subject areas:

- ° Cardiovascular health
- ° Dental health
- ° Family and child health
- ° Mental health
- ° Nutrition
- ° Substance abuse (alcohol, drugs, tobacco)
- ° General and health-related subjects

Publications Contact

Branch Publications Unit
Health Services and Promotion Branch
Health and Welfare Canada
5th Floor, Jeanne Mance Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B4
(613) 954-8576

HEALTH AND WELFARE CANADA

REGIONAL/DISTRICT OFFICES

Atlantic

Health Services and Promotion Branch
Health and Welfare Canada
Duke Tower
Scotia Square
5251 Duke Street
Suite 1110
Halifax, Nova-Scotia
B3J 1P4
(902) 426-2700

Quebec

Health Services and Promotion Branch
Health and Welfare Canada
Guy Favreau Complex
East Tower, Suite 210
200 René-Lévesque Boulevard West
Montreal, Quebec
H2Z 1X4
(514) 283-1042

Ontario

Health Services and Promotion Branch
Health and Welfare Canada
Suite 605
2221 Yonge Street
Toronto, Ontario
M4S 2B4
(416) 973-1804

Prairies

Health Services and Promotion Branch
Health and Welfare Canada
213 Notre Dame Avenue
Room 603
Winnipeg, Manitoba
R3B 1N3
(204) 983-2567

Pacific

Health Services and Promotion Branch
Health and Welfare Canada
4th Floor
750 Cambie Street
Vancouver, British Columbia
V6B 4V5
(604) 666-3100

NATIONAL TRANSPORTATION AGENCY OF CANADA

Terrasses de la Chaudière
15 Eddy Street
Hull, Quebec
K1A 0N9

OBJECTIVE

The National Transportation Agency of Canada (NTA) was established through the *National Transportation Act, 1987*, which came into full effect on January 1, 1988. The objective of the Act is to encourage a safe, economic, efficient and adequate transportation system to serve the needs of shippers and travellers including persons with disabilities.

The NTA is responsible for the economic regulation of transportation in Canada. The NTA replaces the Canadian Transportation Commission which had been in existence for 20 years under the previous *National Transportation Act, 1967*.

The NTA is an independent agency which reports to Parliament through the Minister of Transport. It has all the powers, rights and privileges of a Superior Court in Canada.

CONSUMER ASSISTANCE

Information/Inquiries

Secretary

Director
Communications

Contacts

Suzanne Clément
National Transportation Agency
Ottawa, Ontario K1A 0N9
(819) 997-0677
Fax: (819) 953-5253

Karen Laughlin
National Transportation Agency
Ottawa, Ontario K1A 0N9
(819) 997-0344
Fax: (819) 953-8353

RELEVANT LEGISLATION

National Transportation Act, 1987

NATIONAL TRANSPORTATION AGENCY OF CANADA

REGIONAL/DISTRICT OFFICES

Pacific

Royal Centre, Suite 1836
1055 West Georgia Street
Vancouver, British Columbia
(604) 666-2050
Fax: (604) 666-3377

Northern

Air Terminal Building
Mezzanine Level, Suite 304
Whitehorse Airport
Whitehorse, Yukon Territory
Y1A 3E4
(403) 668-4453
Fax: (403) 668-7954

Western

350 Third Avenue North
3rd Floor
Saskatoon, Saskatchewan
S7K 6G7
(306) 975-5201
Fax: (306) 975-5206

Ontario

28 North Cumberland Street
Thunder Bay, Ontario
(807) 345-3534
Fax: (807) 345-8045

Quebec

Dominion Public Building
685 Cathcart Street
7th Floor
Montreal, Quebec
(514) 283-7620
Fax: (514) 283-9702

Atlantic

Assumption Place
770 Main Street
Moncton, New Brunswick
E1C 9L5
(506) 857-7444
Fax: (506) 857-7105

OFFICE OF THE SUPERINTENDENT OF FINANCIAL INSTITUTIONS

Kent Square
255 Albert Street, 13th Floor
Ottawa, Ontario
K1A 0H2

OBJECTIVE

The Office's objectives are to investigate complaints from the public about any of Canada's federally regulated financial institutions--banks, trust companies, loan companies, insurance companies, pension plans--and to act as mediator between customers and their financial institutions in the resolution of complaints.

CONSUMER ASSISTANCE

Information/Inquiries

Any complaints or inquiries about any federally regulated financial institution or pension plan for example:

- Service charges
- Quality of service
- Errors, delays in transactions
- Complaint-handling mechanisms
- Loans, mortgages, credit
- Compliance with legislation
- Automated banking machines
- Registered Retirement Savings Plan (RRSPs)
- Account related matters
- Pension plan benefits
- Property and casualty insurance companies
- Life insurance companies

Contacts

Public Affairs
Information Officer
(613) 990-7849
(613) 990-7890
(613) 993-1677
TDD* (613) 990-0473

PUBLICATIONS

Various publications are being prepared that will set out the Office's role in these matters. As well, each financial institution, particularly deposit-taking institutions, publishes brochures and booklets for its customers dealing with handling complaints and inquiries.

* TDD - Telecommunication Device for the Deaf.

OFFICE OF THE SUPERINTENDENT OF FINANCIAL INSTITUTIONS

Publications Contact

Director
Communications and Public Affairs
Office of the Superintendent of
Financial Institutions
Kent Street
255 Albert Street
Ottawa, Ontario
K1A 0H2
(613) 993-0577

RELEVANT LEGISLATION

- ° *Bank Act*
- ° *Canadian and British Insurance Companies Act*
- ° *Foreign Insurance Companies Act*
- ° *Trust Companies Act*
- ° *Loan Companies Act*
- ° *Investment Companies Act*
- ° *Co-operative Credit Associations Act*
- ° *Pension Benefit Standards Act, 1985*

POSTAL SERVICE CUSTOMER COUNCILS

OBJECTIVE

The objectives of the Committee are to provide Canadians with an independent review of roles and services and to conduct public hearings on proposed changes to postal rates and services in order to increase user participation. Postal Service Customer Councils consider the particular circumstances and needs, with respect to postal services of a particular region; receive the views and complaints of postal service customers with respect to the services in their particular region; and attempt to negotiate with Canada Post Corporation a reasonable course of action to redress customer problems.

CONSUMER ASSISTANCE

Information/Inquiries

Late delivery of out-of-town mail
Location of community mailboxes
Priority Post parcel or envelope lost
Problems with mail redirect service

Contacts

Appropriate Customer Council
(see list)

Note: A complaint is accepted if it has first been made to Canada Post Corporation, if the Corporation has had sufficient time to address it and if the customer is not satisfied with the response or action taken.

POSTAL SERVICE CUSTOMER COUNCILS

CUSTOMER COUNCILS OFFICES

Customer Councils deal with regional users' postal service problems and issues. Collect calls are accepted by all offices.

Atlantic

Simonds Warehouse, 3rd Floor
1869 Upper Water Street
Halifax, Nova Scotia
B3J 1S9
(902) 426-5378

Quebec

East Tower, Room 502
200 René-Lévesque Boulevard West
Montreal, Quebec
H2Z 1X4
(514) 496-2297

112 Dalhousie, Suite 004
Quebec, Quebec
G1K 4C1
(418) 648-7428

Ontario

P.O. Box 193
Royal Bank Plaza, North Tower
200 Bay Street, Suite 2255
Toronto, Ontario
M5J 2J4
(416) 973-8246

66 Slater Street, Suite 506
Ottawa, Ontario
K1P 5H1
(613) 952-4080

451 Talbot Street, Suite 201
London, Ontario
N6A 4Y4
(519) 645-5142

Prairie

400 Taché Avenue, Suite 609
Winnipeg, Manitoba
R2H 2C3
(204) 983-4599

Suite 407, Liberty Building
10506 Jasper Avenue
Edmonton, Alberta
T5J 2W9
(403) 495-4900

Pacific

800 Burrard Street, Suite 1510
Vancouver, British Columbia
V6Z 2H8
(604) 666-1474

STANDARDS COUNCIL OF CANADA

350 Sparks Street, Suite 1200
Ottawa, Ontario
K1P 6N7

OBJECTIVE

The Standards Council of Canada has as its objectives to foster and promote voluntary standardization as a means of advancing the national economy, facilitating national and international trade, and assisting and protecting the consumer.

CONSUMER ASSISTANCE

The Standards Council of Canada (SCC) will provide Members of Parliament, government departments or groups of constituents with information on the purposes, uses and benefits of standardization.

Interested groups and individuals can contact SCC offices for a presentation on the services offered by the Council, or to obtain a 5-minute video on the importance of standards as they relate to regulatory reform, consumer protection, trade, procurement, health and safety, etc.

Inquiries:

For presentation on standards, or to obtain video package

Consumer education and information programs, information on the Advisory Committee on Standards for Consumers

Information on specific standards documents, certification systems and technical regulations

Contacts:

Manager, Public Affairs
(613) 238-3222

Manager, Media Services
(613) 238-3222

Manager, Standards
Information Division
(613) 238-3222

or toll free:
1-800-267-8220

PUBLICATIONS

- ° The Standards Council of Canada - Services and Activities (a series of brochures on specific SCC services)
- ° Consensus Magazine (quarterly on standards developments and activities)
- ° Guide for Consumer Participation in Standards Work

STANDARDS COUNCIL OF CANADA

PUBLICATIONS (Cont'd)

Other publications are available on particular areas of standardization and SCC services. For more information:

Publications Contact

Manager, Publications
Standards Council of Canada
350 Sparks Street
Suite 1200
Ottawa, Ontario
K1P 6N7
(613) 238-3222

STATISTICS CANADA

Ottawa, Ontario
K1A 0T6

OBJECTIVE

Statistics Canada's objective is to provide Canadians with information about their economic conditions, their businesses and institutions and their social environment.

CONSUMER ASSISTANCE

Statistics Canada provides a wide variety of statistical information and analysis on issues such as changes in price levels, labour markets, families, education, health, justice, incomes and consumer expenditures.

Information/Inquiries

General statistical inquiries
Consumer Price Index
Labour Force Survey
1986 Census data
Family expenditures

Inquiries from survey respondents

Special services for Members of
Parliament and Senators

Contacts

Regional offices (listed
below)

Regional offices (listed
below)

Communications Division
(613) 951-1188

PUBLICATIONS

Every year, Statistics Canada publishes over 600 publications. A detailed listing is provided in the Statistics Canada Catalogue which is available in separate English and French editions at \$10.00 each. For more information, contact a Regional Reference Centre.

Publications Contact

Publication Sales
(613) 951-7277
1-800-267-6677

RELEVANT LEGISLATION

- ° *Statistics Act*
- ° *Corporations and Labour Unions Returns Act*

STATISTICS CANADA

REGIONAL/DISTRICT OFFICES

Newfoundland and Labrador

Statistical information
St. John's (709) 772-4073
Toll free 1-800-563-4255

Business survey inquiries
St. John's (709) 772-4048
If outside the local calling
area, call collect.

Maritimes

Statistical information
Halifax (902) 426-5331
Toll free 1-800-565-7192

Business survey inquiries
Halifax (902) 426-8100
Toll free 1-800-565-1685

Quebec

Statistical information
Montreal (514) 283-5725
Toll free 1-800-361-2831

Business survey inquiries
Montreal (514) 283-5724
Toll free 1-800-363-6720

National Capital Region

Ottawa (613) 951-8116
It outside the local calling area,
please dial the toll free number
for your province.

Ontario

Statistical information
Toronto (416) 973-6586
Toll free 1-800-263-1136

Business survey inquiries
Toronto (416) 973-6598
Toll free 1-800-387-0730

Manitoba

Statistical information
Winnipeg (204) 983-4020
Toll free 1-800-542-3404

Manitoba (Cont'd)

Business survey inquiries
Winnipeg (204) 983-2773
Toll free 1-800-665-3393

Saskatchewan

Statistical information
Regina (306) 780-5405
Toll free 1-800-667-7164

Business survey inquiries
Regina (306) 780-7445
Toll free 1-800-667-7164

Alberta and Northwest Territories

Statistical information
Edmonton (403) 495-3027
Toll free 1-800-282-3907

Northwest Territories
(collect) (403) 495-3028

Business survey inquiries
Edmonton (403) 495-4627
Toll free 1-800-661-9884

Southern Alberta

Statistical information
Calgary (403) 292-6717
Toll free 1-800-472-9708

Business survey inquiries
Calgary (403) 292-4907
Toll free 1-800-472-9708

British Columbia and the Yukon

Statistical information
Vancouver (604) 666-3691
Toll free 1-800-663-1551
(except Atlin, B.C.)
Yukon and Atlin, B.C.: Zenith 08913

Business survey inquiries
Vancouver (604) 666-7932
Toll free 1-800-663-0172

SUPPLY AND SERVICES CANADA

1. CANADIAN GOVERNMENT PUBLISHING CENTRE

Ottawa, Ontario
K1A 0S9

OBJECTIVE

The Canadian Government Publishing Centre (CGPC) coordinates the publishing activities of departments and agencies of the federal government to maximize public awareness of government policies, programs and services.

CONSUMER ASSISTANCE

The CGPC provides a national telephone advisory and order service for priced government publications.

Information/Inquiries

Contacts

Credit card orders only (Visa/Mastercard)	(819) 956-4801
Regular telephone orders only	(819) 956-4802
Price quotations and availability	(819) 956-4800
General inquiries	(819) 997-2560
Fax	(819) 994-1498
Telex number	053-4296
	TDD* (819) 956-5151

PUBLICATIONS

Catalogues

To better inform Canadians about some 22,000 federal government publications, the CGPC makes available a variety of free and priced catalogues:

1. Free Catalogues

(a) Selected Titles

Published annually, with occasional supplements, this catalogue lists the most representative publications in various subject areas and, at the same time, those that are likely to be of interest to the general public. Attractively illustrated, "Selected Titles" provides descriptions, prices and ordering information for new publications, reprints and co-published titles. It also lists forthcoming titles. Indexed.

* TDD - Telecommunication Device for the Deaf.

SUPPLY AND SERVICES CANADA

PUBLICATIONS (Cont'd)

(b) Subject Lists

These are specialized bibliographies on a variety of topics. The following Subject Lists are or will be available:

- ° No.1: Agriculture; Environment; Fauna, Flora and Fisheries.
- ° No.2: Energy and Natural Resources; Geography; Geology.
- ° No.3: History and Archaeology; Sociology (including Native People, Ethnic Groups, and Women).
- ° No.4: Economics, Management and Commerce; Labour/Manpower.
- ° No.5: Art; Health, Nutrition, Fitness and Leisure.
- ° No.6: Education; Linguistics; References, Glossaries.
- ° No.7: Government, Politics and Parliamentary Reports; Legislation.
- ° No.8: Communications; Construction and Architecture; Science and Technology; Transportation.
- ° No.9: Subscriptions and Periodicals.

Subject Lists are published on an irregular basis and list only priced publications.

2. Priced Catalogues

(a) The Weekly Checklist of Canadian Government Publications

This weekly folder lists free and priced publications released the previous week. It provides the basic information needed to order: titles, catalogue numbers, prices and responsible departments. It is the most up-to-date and current catalogue available. Bilingual. Price: \$60.00 a year (52 issues).

(b) The Quarterly Catalogue of Government of Canada Publications

Each issue of this catalogue is an indexed compilation of the Weekly Checklists issued in the previous quarter. With the aid of an Annual Index, it provides a permanent and useful reference source. Paperbound. Bilingual. Price: \$25.00 a year (four issues plus the annual index).

SUPPLY AND SERVICES CANADA

PUBLICATIONS (Cont'd)

(c) Microfiche Listing of Government of Canada Publications

Issued six times yearly, this listing provides information on prices and quantities available for sale. It also lists many free publications. Publications are listed alphabetically by title and alphanumerically by catalogue number. This listing is ideal for those institutions (bookstores and libraries) that sell or provide information on government publications. Format 48X, 185 pages per fiche; 15 fiche in alphabetical listing and 16 in alphanumerical listing. Cost: \$73.50 per year (six issues).

3. Where and How to Obtain Publications

Priced publications are available through any of the many bookstores associated with the Publishing Centre. Your local bookstore can also order the publications you require or you may send your order directly to the Canadian Government Publishing Centre.

To consult publications, visit your local library. Many public and educational libraries receive new publications through a depository service program, and can supply you with any federal publications you may require.

For a complete list of associated bookstores and depository libraries, request the free brochure "Where and How to Obtain Canadian Government Publications."

Publications Contact

Customer Service
Canadian Government Publishing Centre
Supply and Services Canada
Ottawa, Ontario
K1A 0S9
(819) 997-2560

RELEVANT LEGISLATION

The mandate and policy objective of the Canadian Government Publishing Centre is outlined in the Treasury Board Administrative Policy Manual, Chapter 335, Publishing.

SUPPLY AND SERVICES CANADA

2. DEPOSITORY SERVICES PROGRAM

Ottawa, Ontario
K1A 0S9

OBJECTIVE

To ensure that Canadians have fair access to information gathered with public funds and published by the federal government.

CONSUMER ASSISTANCE:

The Depository Services Program operates in partnership with more than 700 Canadian libraries to provide public access to federal government publications. Through this network of approved depositories, a wide range of Parliamentary, departmental and Statistics Canada publications can be consulted at no charge in libraries across the country. The federal government provides the publications, both free and priced, and the libraries provide space, staff and expertise.

Parliamentarians are also entitled to receive departmental and Statistics Canada publications at no charge through the Depository Services Program, helping them keep informed and to inform their constituents.

PUBLICATIONS

The Weekly Checklist of Canadian Government Publications and the Quarterly Catalogue of Government of Canada Publications are produced by the Depository Services Program. These are useful and timely tools for identifying and obtaining federal government publications. They are available at no charge to depositories and by subscription through the Canadian Government Publishing Centre.

SUPPLY AND SERVICES CANADA

3. CANADA SERVICE BUREAU PROGRAM

Ottawa, Ontario
K1A 0S5

OBJECTIVE

To provide Canadians with easier access to federal government programs and services.

CONSUMER ASSISTANCE

The Canada Service Bureau Program is responsible for the federal government's bilingual telephone referral and basic information service: REFERENCE CANADA. Available nationwide, this toll free service answers general questions and refers inquiries needing more detailed answers to the appropriate person in the department responsible for the program. In some instances REFERENCE CANADA operates in conjunction with a provincial or territorial inquiry service. In these cases, the name of the provincial or territorial service is used, but the service is the same.

PUBLICATIONS

- ° Guide to Federal Programs and Services - an annual publication describing programs and services offered by the federal government. It also lists federal offices across Canada. The Guide can be purchased through the Canadian Government Publishing Centre or through associated bookstores.

REGIONAL/DISTRICT (REFERENCE CANADA) OFFICES

(In some instances, Reference Canada operates in conjunction with a province or territory, in which case, the name of the provincial or territorial service is used.)

Alberta

Reference Canada
Toll free 1-800-232-9481
Edmonton (403) 495-2021
TDD* (403) 495-4161

New Brunswick

Reference Canada
Toll free 1-800-442-4400
Fredericton (506) 453-2525

British Columbia

Reference Canada
Toll free 1-800-663-1381
Vancouver (604) 666-5555
TDD* (604) 666-2560

Newfoundland

Reference Canada
Toll free 1-800-563-2432
St. John's (709) 772-4365
TDD* (709) 772-6226

* TDD - Telecommunication Device for the Deaf.

SUPPLY AND SERVICES CANADA

REGIONAL/DISTRICT (REFERENCE CANADA) OFFICES (Cont'd)

Manitoba

Citizens' Inquiry Service
Toll free 1-800-282-8060
Winnipeg (204) 945-3744
TDD* (204) 945-4796

Ontario

Reference Canada
Toll free 1-800-267-0340
Ottawa (613) 995-7151
TDD* (613) 952-0845

Area Codes 807 and 705

Toll free 1-800-461-1664
North Bay (705) 476-4910
TDD* (705) 476-7788

Area codes 416 and 519

Toll free 1-800-387-0700
Toronto (416) 973-1993
TDD* (416) 973-8099

Prince Edward Island

Island Inquiries
Toll free 1-800-368-5050
Charlottetown (902) 368-5050

Northwest Territories

Area code 403

Dial 495-2021: a collect call
will be accepted by
Reference Canada in Edmonton.

Area code 819

Toll free 1-800-267-0340
These calls will be received
by Reference Canada in Ottawa.

Nova Scotia

Reference Canada
Toll free 1-426-8092
Halifax (902) 426-8092
TDD* (902) 426-6696

Quebec

Communication-Quebec
Toll free: Dial "0" and ask
for Zenith Communication-
Quebec

For local calls, consult the
blue pages of your local
telephone directory, under
Communication-Quebec.

Saskatchewan

Government Inquiry Centre
Toll free 1-800-667-7160
Regina (306) 780-6683
TDD* (306) 780-7565

Yukon

Yukon Inquiry Centre
Toll free 1-800-661-0408
Whitehorse (403) 667-5811

* TDD - Telecommunication Device for the Deaf

TRANSPORT CANADA

ROAD SAFETY AND MOTOR VEHICLE REGULATION DIRECTORATE

Canada Building
344 Slater Street, 13th Floor
Ottawa, Ontario
K1A 0N5

OBJECTIVE

To reduce deaths, severity of injuries, health impairment, property damage and fuel consumption resulting from motor vehicle use in Canada.

CONSUMER ASSISTANCE

Information/Inquiries

Contacts

Complaints regarding motor vehicle defects in design, construction or operation

Public Complaints Analysis and Investigations
(613) 993-9851

Inquiries regarding motor vehicle recalls

Recall Systems, Analysis and Evaluation (613) 993-9542

Inquiries/complaints regarding fuel consumption

Energy and Emissions Engineering (613) 993-4981

Inquiries concerning private vehicle importation

Component Testing, Importation and Audit Inspection
(613) 998-2157

Public education related to seat belts/child restraints; impaired driving, accident statistics

Communications and Public Information (613) 998-1978

Inquiries about vehicle testing facilities

Motor Vehicle Test Centre
Blainville, Quebec
(514) 430-7981

TRANSPORT CANADA

PUBLICATIONS

- ° Road Safety Annual Report
- ° 1989 Fuel Consumption Guide
- ° Smashed
- ° Vehicle Recalls
- ° Riding on Air
- ° Safety Standards
- ° Automobile
- ° School Bus
- ° Motorcycle-Snowmobile
- ° Truck-Bus-MPV
- ° Keep Them Safe
- ° Private Importation of a Motor Vehicle Into Canada
- ° Safety Standards - Trailers
- ° Tether Anchorages for Child Restraints
- ° Manual for Workplace-Based Seat Belt Programs
- ° Daytime Running Lights

Publications Contact

Road Safety and Motor Vehicle
Regulation Directorate
Road Safety Promotion
Canada Building
344 Slater Street, 13th Floor
Ottawa, Ontario
K1A 0N5
(613) 998-1978

AUDIO-VISUAL MATERIAL

The Audio-Visual Catalogue lists all the audio-visual material available to the public on loan. To borrow a film or video, send your request (making sure to include the format required) to:

Road Safety Library
Transport Canada, ASFCBA
344 Slater Street, Room 1305
Ottawa, Ontario K1A 0N5
(613) 998-1980

UNIVERSITY VEHICLE SAFETY RESEARCH TEAMS

Nova Scotia

Technical University of Nova Scotia
(902) 423-1526

Quebec

McGill University
(514) 398-5027

École Polytechnique
(514) 340-4669

TRANSPORT CANADA

UNIVERSITY VEHICLE SAFETY RESEARCH TEAMS

Nova Scotia

Technical University of Nova Scotia
(902) 423-1526

New Brunswick

University of New Brunswick
(506) 453-4570

Ontario

Ryerson Polytechnical Institute
(416) 979-5191

University of Western Ontario
(519) 661-2137

Manitoba

University of Manitoba
(204) 788-6528

Quebec

McGill University
(514) 398-5027

École Polytechnique
(514) 340-4669

Saskatchewan

University of Saskatchewan
(306) 966-7007

Alberta

University of Calgary
(403) 220-6005

British Columbia

University of British Columbia
(604) 228-3158

TRANSPORT CANADA

CANADIAN COAST GUARD

Canada Building
344 Slater Street
Ottawa, Ontario
K1A 0N7

OBJECTIVE

The Canadian Coast Guard ensures the provision of operational policies and programs for the use of water transportation interests in order to contribute to the safe, efficient and economical conduct of marine activities in water under federal jurisdiction; and, where appropriate, to develop, operate and maintain specific elements of the marine transportation system.

MARINERS ASSISTANCE

General information/inquiries
Marine regulations
Aids to navigation
Radio stations
Icebreaking
Search and rescue
Training ships' officers
and volunteers
Research and development

Contact

Headquarters (613) 998-1574
or regional offices

PUBLICATIONS

- ° Safe Boating Guide
- ° Look Out
- ° Boardsailing
- ° The Canadian Coast Guard has produced films for the public about various Coast Guard activities.

TRANSPORT CANADA

Publications Contact

Coast Guard Headquarters
(613) 998-1574

or

Transport Canada
Public Affairs
Place de Ville C-21
Ottawa, Ontario
K1A 0N5

COAST GUARD REGIONAL OFFICES

Newfoundland

Canadian Coast Guard
P.O. Box 1300
St. John's, Newfoundland
A1C 6H8
(709) 772-5150

Laurentian

Canadian Coast Guard
104 Dalhousie
Québec, Quebec
G1K 4B8
(418) 648-4158

Western

Canadian Coast Guard
224 West Esplanade
North Vancouver, British Columbia
V7M 3J7
(604) 984-3700

Maritimes

Canadian Coast Guard
P.O. Box 1013
Dartmouth, Nova Scotia
B2Y 4K2
(902) 426-3907

Central

Canadian Coast Guard
Toronto Star Building
1 Yonge Street, 20th Floor
Toronto, Ontario
M5E 1E5
(416) 973-3635

