



Consumer and
Corporate Affairs
Canada

Consommation
et Corporations
Canada

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 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 co-operation among officials of departments that provide a service to consumers; and
- promote greater collaboration and co-operation among consumer groups and those federal departments, agencies and Crown corporations offering consumer programs and services.

To fulfil 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 1991

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DEPARTMENT, AGENCY, CROWN CORPORATION ABBREVIATIONS

- Agr Agriculture Canada
- AECL Atomic Energy of Canada Ltd.
- BC Bank of Canada
- CDIC Canada Deposit Insurance Corporation
- CMHC Canada Mortgage and Housing Corporation
- CPC Canada Post Corporation
- 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
- CIO GST Consumer Information Office
- HWC Health and Welfare Canada
- OSFI Office of the Superintendent of Financial Institutions Canada
- SCC Standards Council of Canada
- SC Statistics Canada
- SSC Supply and Services Canada
- TC Transport Canada
- TSBC Transportation Safety Board of Canada

SUBJECT INDEX

<u>Key Words</u>	<u>Department/Agency/ Crown Corporation</u>	<u>Page</u>
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air photo sales	EMR	34
alcohol abuse	HWC	45
atomic energy	AECL	3
aviation safety statistics	TSBC	65-66
B		
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banks, inquiries and complaints about	OSFI	47-48
boating safety	TC	63-64
broadcasting: radio, television, cable television, pay-TV and specialty services	CRTC	14-17
C		
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<i>Canadian Transportation Accident Investigation and Safety Board Act</i>	TSBC	66
car seats/child restraints	TC	60-61
cardiovascular health	HWC	45
census information	SC	51-53
consumer groups, funding of	CCAC	20-21
consumer incomes and expenditures	SC	51-53
consumer price index	SC	51-53
consumer protection:		
through safety inspection of products;		
through accurate weighing and measuring;		
against fraud in packaging, production, labelling, advertising and sale of products	CCAC	20-26
through standardization	SCC	49-50
cosmetic safety	HWC	43-44
D		
dangerous products	CCAC	22-24
dental health	HWC	45
deposit insurance	CDIC	7-8
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drug abuse	HWC	45
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F		
financial institutions, federally-regulated	OSFI	47-48
food		
additives	HWC	43-44
advertising	CCAC	21-22
labelling	CCAC	21-22
nutritional quality of	HWC	45
packaging	CCAC	21-22
safety	Agr, HWC	1-2;43-44
fuel consumption, motor vehicles	EMR, TC	33-36;60-61
G		
gas meter testing	CCAC	24-26
government publications	SSC	54-59
fair access to	SSC	57
grants to consumer groups	CCAC	20-21
GST pricing information	CIO	42
H		
hazardous products	CCAC	22-24
health hazards	HWC	43-46
health promotion	HWC	45-46
historic sites	EC	39-41
home improvement and repair	CMHC	9-10
housing assistance programs	CMHC	9-10
I		
income statistics	SC	51-53
insurance		
for deposits	CDIC	7-8
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interference in radio and TV reception	Com	18-19

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labelling of consumer products	CCAC	21-22
labour market statistics	SC	51-53
libraries as depositories of federal governmental publications	SSC	57
loan companies, inquiries and complaints about	OSFI	47-48
M		
mail: lost, damaged, delayed	CPC	11-13
mapping	EMR	33-34
marine regulations	TC	63-64
marketing practices, misleading advertising in	CCAC	30-32;
measuring devices, inspection and testing of	CCAC	24-26
medical devices	HWC	43
mental health	HWC	45
meters, inspection and testing of	CCAC	24-26
minerals and metals	EMR	33-34
mortgage assistance	CMHC	9-10
motor vehicles		
fuel consumption of	EMR, TC	33-36;60-61
importation of	TC	60-61
investigation of accidents	TSBC	65-68
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safety defects in	TC	60-61
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motorcycle safety	TC	60-61
N		
nutrition	HWC	45
P		
packaging, standards and inspection of	CCAC	21-22
parks	EC	39-41
pension plans, inquiries and complaints about	OSFI	47-48
pesticides	Agr	1
postal service, inquiries and complaints about	CPC	11-13
precious metals, standards and inspection of	CCAC	21-22
product safety	CCAC	22-24

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radio		
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reception interference	Com	18-19
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Reference Canada	SSC	57-59
S		
safety		
boating	TC	63-64
consumer products	CCAC	22-24
cosmetics	HWC	43-44
drugs	HWC	43-44
food	HWC	43-44
motor vehicle	TC	60-61
scales, inspection and testing of	CCAC	24-26
school bus safety	TC	60-61
search and rescue at sea	TC	63-64
seat belts/child restraints	TC	60-61
snowmobile safety	TC	60-61
soil conservation	Agr	1
standardization	SCC	49-50
substance abuse		
alcohol	HWC	45
drugs	HWC	45
tobacco	HWC	45
surveys and maps	EMR	33-34

SUBJECT INDEX

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television reception interference	Com	18-19
television, technical certification of	Com	18-19
textiles, standards and inspection of	CCAC	21-22
tobacco abuse	HWC	45
trailers, safety standards for	TC	60-61
transportation		
energy	EMR	33-36
safety statistics	TSBC	65-66
trust companies, inquiries and complaints about	OSFI	47-48
W		
water conservation	Agr	1
weighing devices, inspection and testing of	CCAC	24-26

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

Contacts

Agriculture

Crops
Livestock
Soil management
Tours of the Central Experimental Farm

Industry and Regional Communications
Service
(613) 995-8963

Food and Food Safety

National salmonella control program
Quality control
Food safety symposia

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

Pesticides

Information on pests and their control

Pesticides Information Call-Line
Toll free 1-800-267-6315
(613) 993-4544

PUBLICATIONS

- Agriculture Factfinder (5251E)
- Directory Of Programs And Services (5246E)
- Farming in Canada (1296E)
- Photos: Breeds of cattle, horses, swine (1749B)
- Photos: Cheddar cheese (1808B)

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

AGRICULTURE CANADA

Publications contact

Communications Branch
Agriculture Canada
Ottawa, Ontario
K1A 0C7

(613) 995-5222, ext. 5240 (English)
ext. 5239 (French)

Priced publications must be ordered from:

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

ATOMIC ENERGY OF CANADA LTD.

344 Slater Street
Ottawa, Ontario
K1A 0S4

OBJECTIVES

AECL is responsible for applying nuclear and radiation technologies for the benefit of Canadians. AECL Accelerators is developing the award winning IMPELA™ electron beam accelerator for industrial use. The benefits of this to consumers include sterile medical products without harmful gas residues, reduced energy and chemical consumption and control of biological and chemical contamination in recyclable wastes.

CONSUMER ASSISTANCE

(613) 831-2882 or (204) 753-2311

PUBLICATIONS

- High Energy Electron Beam Processing
- Power Play
- IMPELA Brochure
- I-10/1 Brochure
- Radiation in Industry

RELEVANT LEGISLATION

The Atomic Energy Control Act
Canada Business Corporations Act
Financial Administration Act

REGIONAL/DISTRICT OFFICES

436B Hazeldean Rd.
Kanata, Ontario
K2N 1T9

or

900-1281 West Georgia St.
Vancouver, British Columbia
V6E 3J7

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

Contacts

Annual sales campaign
Payroll Savings Plan

Charles Spencer
Securities Department
(613) 782-8388

Delivery of bond certificates

Denise Aitken/Suzanne Thibault
Public Debt Department
(613) 782-8381/8211

Records of ownership
Lost bonds

Correspondence
Public Debt Department
(613) 782-7400

Transfers

Sheila Morrice/Diane Boulerice
Public Debt Department
(613) 782-8635/8439

Payment of interest
General Inquiries

Bondholder Records
Public Debt Department
(613) 782-7291

Change of address

Bondholder Records
Public Debt Department
(613) 782-7291

Inquiries may also be made at any Bank of Canada agency in Halifax, Nova Scotia; Saint John, New Brunswick; Montreal, Quebec; Ottawa, Ontario; Toronto, Ontario; Winnipeg, Manitoba; Regina, Saskatchewan; Calgary, Alberta and Vancouver, British Columbia as listed below.

BANK OF CANADA

PUBLICATIONS

- Information for Bondholders Brochure
- Canada Savings Bond Monthly Values Tables (S92)

The above publications are available to individuals at all banks and other 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

Quebec

P.O. Box 6018
Montreal, Quebec
H3C 3C2
or
901 Victoria Square
Montreal, Quebec
H2Z 1R2
(514) 866-4561

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

BANK OF CANADA

Manitoba

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

Saskatchewan

P.O. Box 1065
Regina, Saskatchewan
S4P 3B3
or
2220-12th Avenue
Regina, Saskatchewan
S4P 0M8
(306) 352-2654

Alberta

Box 98, Main P.O.
Calgary, Alberta
T2P 2H4
or
404 Sixth Avenue S.W.
Calgary, Alberta
T2P 0R9
(403) 261-3400

British Columbia

900 West Hastings Street
Vancouver, B.C.
V6C 1E6
(604) 643-6100

CANADA DEPOSIT INSURANCE CORPORATION

50 O'Connor Street
17th Floor
P.O. Box 2340, Station "D"
Ottawa, Ontario
K1P 5W5

OBJECTIVES

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

Membership with CDIC is limited to banks, trust companies, and loan companies. Members may be either federally or provincially incorporated. 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 standards 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: 1-800-461-CDIC

PUBLICATIONS

- Information brochure
- Membership brochure
- Annual Report
- *Canada Deposit Insurance Corporation Act*
- Canada Deposit Insurance Corporation General By-Law
- Standards of Sound Business and Financial Practices:
 - Interest Rate Risk Management
 - Liquidity Management
 - Real Estate Appraisals (draft)
 - Credit Risk Management (draft)

CANADA DEPOSIT INSURANCE CORPORATION

Public Relations Contact

Denise E. Racine
Director of Corporate Communications
50 O'Connor Street
17th Floor
Ottawa, Ontario
K1P 5W5
Tel: (613) 996-2081
Fax: (613) 996-6095

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

CANADA MORTGAGE AND HOUSING CORPORATION

National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7

OBJECTIVE

The objective of Canada Mortgage and Housing Corporation (CMHC) is to promote the construction of new houses, the repair and modernization of existing houses, and the improvement of housing and living conditions.

CONSUMER ASSISTANCE

Information/Inquiries

Financing house purchases
Home repair/maintenance
Housing research
Technical questions

Contacts

Public Affairs Centre
CMHC National Office
(613) 748-4633
or
Nearest CMHC Branch Office

Support Services

Canadian Housing Information Centre
(library)
Public Affairs Centre

(613) 748-2363
(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:

- Housing Disabled and Elderly People
- Housing Construction
- Renovation
- Planning
- Videos

CANADA MORTGAGE AND HOUSING CORPORATION

Publications Contact

Distribution Officer
CMHC National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7
(613) 748-2068

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

OBJECTIVE

Canada Post Corporation, in co-operation with its customers and business partners, is pursuing the development of new products and postal services to meet the needs of today and tomorrow.

Canada Post Corporation is an enterprise of many thousands of employees determined to provide all Canadians with reliable, accessible and affordable postal products and services.

Canada Post is a federal Crown corporation, responsible for the collection, processing and delivery of some nine billion messages and parcels annually to more than 11 million points of delivery in rural and urban Canada. The products and services are marketed through a network of over 16 700 points of sale, more than 68 percent of which are operated by private businesses.

The Corporation employs approximately 60 000 full- and part-time employees; provides employment for several thousand casual workers; and operates a network of 29 major mechanized mail processing plants as well as a fleet of approximately 5 700 vehicles to move the mail. It is the largest corporate user of air and overland transportation services in Canada.

Both rural and urban customers will benefit from the definite advantages that will come from a general overhaul of the postal system, one that is based on accessibility, efficiency and cost-effectiveness.

CONSUMER ASSISTANCE

Information/Inquiries

Any inquiries or investigations into cases of lost or damaged mail, delays or delivery errors must be directed to the Customer Service Office in the Canada Post division concerned (see list on next page).

Service to MPs

MPs are asked to contact Government Relations at Head Office with any requests.

Canada Post Corporation
Government Relations Office
Station 1-D
Sir Alexander Campbell Building
Ottawa, Ontario
K1A 0B1
(613) 734-8440

CANADA POST CORPORATION

PUBLICATIONS

- Annual Report
- Performance
- Enterprise
- Business to Business
- Manager
- Heritage Post
- Images of Canada
- Collections of Canada
- Souvenir Collection of the Postage Stamps of Canada

Audio-visual

A wide variety of documentation and audio-visual material is available. Contact a Customer Service Office in any of the divisions listed below.

LEGISLATION

Canada Post Corporation Act and Regulations

DIVISIONAL CUSTOMER SERVICE OFFICES

Maritimes

Manager
Customer Service
Atlantic Division
P.O. Box 1689
Halifax, Nova Scotia
B3J 2B1
(902) 494-4001

Customer Service
Quebec Division
1305 Ste-Foy Rd.
Québec, Quebec
G1S 2A0
(418) 648-4069

Quebec

Manager
Customer Service
Montreal Division
715 Peel St., 3rd Floor
Montreal, Quebec
H3C 4L7
(514) 345-4472
Manager

Ontario

Manager
Customer Service
Huron Division
300 Wellington Street
London, Ontario
N6B 3P2
(519) 646-5009

CANADA POST CORPORATION

Manager
Customer Service
Rideau Division
2733 Lancaster Road
Ottawa, Ontario
K1A 0C1
(613) 993-1381

Manager
Customer Service
York Division
20 Bay Street
Toronto, Ontario
M5J 1C0
(416) 594-4541

Manitoba

Manager
Customer Service
Midwest Division
7 - 266 Graham Avenue
Winnipeg, Manitoba
R3C 0K0
(204) 983-3716

Alberta

Manager
Customer Service
Foothills Division
P.O. Box 99, Station M
Calgary, Alberta
T2P 2M7
(403) 292-6793

Manager
Customer Service
Foothills Division
10020 - 101 Avenue A
Edmonton, Alberta
T5J 4J4
(403) 495-2189

British Columbia

Manager
Customer Service
Pacific Division
P.O. Box 2110
Vancouver, British Columbia
V6B 4Z3
(604) 662-1551

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, Unitel Communications Inc. (formerly CNCP), Teleglobe Canada, Telesat Canada, Terra Nova Tel, Northwestel, Maritime Telegraph and Telephone, New Brunswick Telephone, and Newfoundland Telephone.

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)
or
Content of programs and advertising (violence, sex-role stereotyping, balance in programming)
or
Information on intervention procedures, publications, public hearings, complaint handling, etc.

Contacts

Information Services
(819) 997-0313
TDD* (819) 994-0423

* TDD - Telecommunication Device for the Deaf.

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:

- FM Radio in Canada: A Policy to Ensure a Varied and Comprehensive Radio Service (1975)
- Policies Respecting Broadcasting Receiving Undertakings (Cable Television) (1975)
- Canadian Broadcasting and Telecommunications: Past Experience, Future Options (1980)
- Balance in Broadcasting: Report on a Seminar held January 16-17, 1981, Hull, Quebec (1982)
- Community Television Handbook for Northern and Underserved Communities (1983)
- The Costs of Choice (1985)
- Report of the Advisory Committee on French-language Music (1985)
- Sex-role Stereotyping in the Broadcast Media (1986)
- The Country Music Industry in Canada (1986)
- You're On the Air (1989)

Publications Contact

Free publications are available from:

- (i) CRTC regional offices
- (ii) CRTC Information Services
Ottawa, Ontario
K1A 0N2

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 the Canadian Government Publishing Centre, Supply and Services Canada, Ottawa 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
- Pay Television Regulations, 1990
- Specialty Services Regulations, 1990
- Broadcasting Licence Fee Regulations
- CRTC Rules of Procedure (Broadcasting)
- CRTC Telecommunications Rules of Procedure
- CRTC Tariff Regulations (Telecommunications)
- Telecommunications Fees Regulations
- Broadcasting Information Returns Regulations

CANADIAN RADIO-TELEVISION AND TELECOMMUNICATIONS COMMISSION

REGIONAL OFFICES

Atlantic

1809 Barrington Street
Suite 1007
Halifax, Nova Scotia
B3J 3K8
(902) 426-7997
TDD* (902) 426-6997

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 1380
P.O. Box 1300
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 involves the development of policies and the planning and application of technical rules and regulations to ensure that all radio services operate satisfactorily. It also ensures that all Canadians who want to use the radio frequency spectrum are treated equitably in the shared use of this limited resource.

CONSUMER ASSISTANCE

Information/Inquiries

General Inquiries

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

or

Examinations for radio operator certificates of proficiency

or

Complaints involving interference to radio and TV reception

Contacts

Information Services Headquarters
(613) 990-4900

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

PUBLICATIONS

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

COMMUNICATIONS CANADA

Publications Contact

Information Services
Communications Canada
Journal Tower North
300 Slater Street
Ottawa, Ontario
K1A 0C8
(613) 990-4900

RELEVANT LEGISLATION

Radiocommunication Act

REGIONAL OFFICES

Atlantic

Terminal Plaza Building
1222 Main Street, 7th Floor
P.O. Box 5090
Moncton, New Brunswick
E1C 8R2
(506) 851-6525

Quebec

715 Peel Street
Suite 306
Montreal, Quebec
H3C 4S2
(514) 283-2307

Ontario

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

Central

200-386 Broadway Avenue
Winnipeg, Manitoba
R3C 3Y9
(203) 983-4391

Pacific

800 Burrard Street, Room 1700
Vancouver, British Columbia
V6Z 2J7
(604) 666-5423

CONSUMER AND CORPORATE AFFAIRS CANADA

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

1. BUREAU OF CONSUMER AFFAIRS

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 Branch

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 co-ordinates 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 headquarter's component, develop and implement local and regional initiatives to advocate the consumer interest. These initiatives will contribute to national program priorities, when appropriate.

CONSUMER AND CORPORATE AFFAIRS CANADA

CONSUMER ASSISTANCE

Information/Inquiries

Contacts

Tax Rebate Discounting Act

Charlottetown
(902) 566-8746

Grants and Contributions Program

Headquarters
(819) 953-3715

General consumer inquiries or complaints

Headquarters
(819) 953-4165
or
Regional and district CCAC offices

(b) Consumer Products Branch

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

Contacts

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

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

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

Headquarters (819) 997-1591

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

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

CONSUMER AND CORPORATE AFFAIRS CANADA

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 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

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 Standards Size (CSS) Garment Sizing are also administered.

(c) Product Safety Branch

The Product Safety Branch of Consumer and Corporate Affairs Canada develops and enforces regulations to ensure that consumer products are not dangerous to the health or safety of the public; administers and enforces the *Hazardous Products Act*; promotes voluntary programs to protect consumers; and investigates products that have caused accidents or injuries to consumers. The Branch's information programs are designed to increase consumer awareness of safety precautions and reduce the number of accidents.

CONSUMER AND CORPORATE AFFAIRS CANADA

WHMIS

The Workplace Hazardous Materials Information System (WHMIS) establishes through consensus the uniform national requirements to ensure that information regarding the hazards of materials produced or sold in, imported to, or used within workplaces in Canada is provided by suppliers to employers and in turn to employees.

KidsCare

KidsCare, a new national awareness program on child safety related to consumer products, is aimed at reducing the number of accidents causing deaths and injuries to children. KidsCare reaches out to children, parents and caregivers with useful and colourful information.

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
- What If Your Clothes Catch Fire?
- An Instant in Time
- Information Bulletins: Think Safe - Be Safe
 - When Children Come To Visit
 - Preventing Falls at Home
 - Cooking Fires Can Be Prevented
 - Handling Hazardous Products
 - Making your Bathroom Safer
- KidsCare: Bring Safety Into Play

CONSUMER AND CORPORATE AFFAIRS CANADA

Publications Contact

Nearest regional or district office

RELEVANT LEGISLATION

Hazardous Products Act and Regulations

REGIONAL/DISTRICT OFFICES

Regional and district offices with Product Safety staff are located in St. John's, Newfoundland; Halifax, Nova Scotia; Moncton, New Brunswick; 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 Branch

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 Organisation internationale de la métrologie légale (OIML). The primary purpose of OIML is to standardize and co-ordinate, 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 AND CORPORATE AFFAIRS CANADA

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 Organisation internationale de la métrologie légale

Contacts

Headquarters
(613) 952-0651

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

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.)

CONSUMER AND CORPORATE AFFAIRS CANADA

RELEVANT LEGISLATION

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

REGIONAL OFFICES

Atlantic

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

Quebec

Guy Favreau Complex
East Tower, Suite 502
200 René-Lévesque Blvd. West
Montreal, Quebec
H2Z 1X4
(514) 496-1797

Ontario

Federal Bldg., 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
B6Z 2H8
(604) 666-5000

2. BUREAU OF CORPORATE AFFAIRS AND LEGISLATIVE POLICY

Office of the Superintendent of Bankruptcy

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

Debtor Services

Debtor Services provide overburdened debtors, for whom there is not other solution, access to financial relief and rehabilitation under the *Bankruptcy Act*.

CONSUMER AND CORPORATE AFFAIRS CANADA

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) 997-1202
(819) 994-4753

Support Services

Speakers are available to address groups on bankruptcy topics

Halifax - Training
(902) 426-2332

PUBLICATIONS

- Creditors Guide
- Are you Heading for Consumer Bankruptcy?
- The Insolvency Bulletin (monthly)
- The Bankruptcy Cycle

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) 953-1972

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

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

25 St. Clair Avenue East
7th Floor
Toronto, Ontario
M4T 1M2
(416) 973-6846

69 John Street South
2nd Floor
Hamilton, Ontario
L8N 2B9
(416) 572-2847

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

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

CONSUMER AND CORPORATE AFFAIRS CANADA

British Columbia

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

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

Headquarters
Quebec
Ontario
Pacific

Contacts

(819) 994-0798
(514) 496-1641
(416) 224-4064
(604) 668-8645

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*
- Press releases

CONSUMER AND CORPORATE AFFAIRS CANADA

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 ASSISTANCE

Information/Inquiries

Complaints

Contacts

Headquarters
(819) 997-3333
(819) 997-4282
or
Regional and district offices (Consult the blue pages of your local telephone directory.)

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 regional or district offices. 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.

CONSUMER AND CORPORATE AFFAIRS CANADA

Alternatively, a matter, particularly one concerning national advertising, can 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
Tel.: (819) 997-4282
Fax: (819) 953-2557

PUBLICATIONS

- Misleading Advertising Bulletin (quarterly)
- Misleading Advertising and Deceptive Marketing Practices Guide
- How to Avoid Misleading Advertising: Guidelines

Publicatlons 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
Regional and district offices

REGIONAL/DISTRICT OFFICES

Atlantic

Cormack Building
2 Steers Cove
Suite 202
St. John's, Newfoundland
A1C 6J5
Tel: (709) 772-5519
Fax: (709) 772-4649

50 Brown Avenue
P.O. Box 38001
Burnside Industrial park
Dartmouth, Nova Scotia
B3B 1X2
Tel: (902) 426-6002
Fax: (902) 426-4536

CONSUMER AND CORPORATE AFFAIRS CANADA

Quebec

Guy-Favreau Complex
200 René-Lévesque Boulevard West
Suite 502, East Tower
Montreal, Quebec
H2Z 1X4
Tel: (514) 283-7712
Fax: (514) 283-3096

112 Dalhousie Street
3rd Floor
Québec, Quebec
G1K 4C1
Tel: (418) 648-3939
Fax: (418) 648-4120

Ontario

69 John Street South
2nd Floor
Hamilton, Ontario
L8N 2B9
Tel: (416) 572-2873
Fax: (416) 572-4216

Federal Building
451 Talbot Street
Suite 300
London, Ontario
N6A 5C9
Tel: (519) 645-4119
Fax: (519) 645-5114

4900 Yonge Street
6th Floor
Willowdale, Ontario
M2N 6B8
Tel: (416) 224-4065
Fax: (416) 224-4032

Prairie

260 St. Mary Avenue
Room 345
Winnipeg, Manitoba
R3C 0M6
Tel: (204) 983-5567
Fax: (204) 983-3159

Oliver Building
10225 100th Avenue
Edmonton, Alberta
T5J 0A1
Tel: (403) 495-2489
Fax: (403) 495-2466

Sam Livingston Building
510 12th Avenue S.W.
Suite 309
Calgary, Alberta
T2R 0H3
Tel: (403) 292-5608
Fax: (403) 292-5188

Pacific

1400-800 Burrard Street
Vancouver, British Columbia
V6Z 2H8
Tel: (604) 666-8659
Fax: (604) 666-5031

ENERGY, MINES AND RESOURCES CANADA

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. Through its Efficiency and Alternative Energy Branch, it is responsible for policies and programs designed to promote energy efficiency and alternative energy in the home, in industry and in the transportation sector. It also administers programs aimed at fostering the development of an alternative transportation fuels industry in Canada. The Electricity Branch of the energy sector fosters the efficient development of the electrical, nuclear and uranium industries in Canada, in co-operation with the provinces, and develops analyses, advice and policies on all aspects of electricity of interest federally, including exports and the environment.

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 co-ordinates interdepartmental energy research and development programs among 12 departments and agencies.

ENERGY, MINES AND RESOURCES CANADA

CONSUMER ASSISTANCE

Information/Inquiries

Contacts

Mineral and metals

Mineral Policy Sector
(613) 996-1612

Energy

Energy Sector
(613) 996-7432

Public inquiries

Communications Branch
(613) 995-0947

Mapping

Surveys, Mapping and Remote Sensing
Branch
(613) 995-4321

Energy and mineral technologies

Canada Centre for Mineral and Energy
Technology
(613) 995-4267

Energy research and development

Office of Energy Research and Development
(613) 995-8860

Support Services

Explosives Branch

(613) 995-2388

Map sales

(613) 952-7000

Air photo sales

(613) 995-4560

Alternative fuels programs/natural gas

(613) 995-5415

Energy line

1-800-267-5166

ENERGY, MINES AND RESOURCES CANADA

PUBLICATIONS

- Putting Imagination to Work
- Consumer's Guide - Keeping the Heat In*
(A guide to improving the energy efficiency of your home)
- The Car Economy Book*
- Explosives are for Experts
- Blasting Explosives: A Guide to Safety

Publications Contact

- * To obtain publications marked * above, and others dealing with energy efficiency, alternative energy and alternative transportation fuels, contact:

Energy Publications
580 Booth Street
Ottawa, Ontario
K1A 0E4
(613) 995-2943

For other departmental publications, contact:

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

RELEVANT LEGISLATION

Department of Energy, Mines and Resources Act

REGIONAL COMMUNICATIONS OFFICES

Newfoundland

215 Water Street
Suite 301
Atlantic Place, P.O. Box 65
St. John's, Newfoundland
A1C 6C9
Tel: (709) 772-4213
Fax: (709) 772-5659

Nova Scotia

Cogswell Tower
2000 Barrington Street
Suite 102
Halifax, Nova Scotia
B3J 3K1
Tel: (902) 426-2167
Fax: (902) 426-8035

ENERGY, MINES AND RESOURCES CANADA

Quebec

Guy Favreau Building
200 René-Lévesque Blvd. West
Room 501
Montreal, Quebec
H2Z 1X4
Tel: (514) 283-8508
Fax: (514) 283-8502

Ontario

Arthur Meighan Building
25 St. Clair Ave. E.
Suite 901
Toronto, Ontario
M4T 1M2
Tel: (416) 973-5814
Fax: (416) 973-6220

Manitoba

501-275 Portage Ave.
Room 501
Winnipeg, Manitoba
R3B 2B3
Tel: (204) 983-0058
Fax: (204) 983-0157

Saskatchewan

607-101 22nd St. E.
Saskatoon, Saskatchewan
S7K 0E1
Tel: (306) 975-4519
Fax: (306) 975-5058

Alberta and Northwest Territories

3rd Floor
630 4th Avenue S.W.
P.O Box 2918, Station "M"
Calgary, Alberta
T2P 3M2
Tel: (403) 292-4488
Fax: (403) 292-4491

British Columbia and Yukon

Room 307, 100 West Pender
Vancouver, British Columbia
V6B 1R8
Tel: (604) 666-8350
Fax: (604) 666-8353

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 (information, additions to mailing list, permission to use Ecologo)

Contacts

Alexandra Halkott 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 Halkott 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. ENVIRONMENTAL PARTNERS FUND

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

OBJECTIVE

The Environmental Partners Fund was established to help local groups to take action in protecting, enhancing, preserving and restoring the environment at the community level. Groups whose projects are approved may receive a federal contribution up to 50 percent of total project costs, to a maximum of \$200 000 over three consecutive years.

CONSUMER ASSISTANCE

Information/Inquiries

General inquiries (how to apply, eligible project categories, deadlines for submission)

Contacts

Michael Jacino
Communications
Environmental Partners Fund
(613) 952-9447
or
Regional offices of Environment Canada

PUBLICATIONS

- Brochure, Application Guide
- Ensemble - the Environmental Partners Fund newsletter

Publications Contact

Michael Jacino
Environmental Partners Fund
107 Sparks Street
2nd Floor
Ottawa, Ontario
K1A 0H3
(613) 952-9447

ENVIRONMENT CANADA

RELEVANT LEGISLATION

Canadian Environmental Protection Act
Environmental Assessment and Review Process Guidelines Order

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

Renata Sander-Regier
Communications Officer
Canadian Parks Service
(819) 994-5075
or
Regional offices of National Parks

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

ENVIRONMENT CANADA

RELEVANT LEGISLATION

National Parks Act

INFORMATION OFFICES AND REGIONAL/DISTRICT OFFICES

Atlantic

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

National Parks Information:

Communications Office
Environment Canada - Parks
Historic Properties
Upper Water Street
Halifax, Nova Scotia
B3J 1S9
(902) 426-3457

Quebec

Communications Office
Environment Canada
P.O. Box 6060
3 Buade St.
Québec, Quebec
G1R 4V7
(418) 648-7204

National Parks Information:

Communications Office
Environment Canada - Parks
P.O. Box 6060
3 Buade St.
Québec, Quebec
G1R 4V7
(418) 648-4177

Ontario

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

National Parks Information:

Communications Office
Environment Canada - Parks
111 Water St. East
Cornwall, Ontario
K6H 6S3
(613) 938-5748

Western, Prairie and Northern Region

Environment Canada
457 Main St.
Winnipeg, Manitoba
R3B 3E8
(204) 983-2127

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

ENVIRONMENT CANADA

National Parks Information:

Communications Office
Environment Canada - Parks
P.O. Box 2989, Station M
220 - 4th Avenue S.E.
Room 520
Calgary, Alberta
T2P 3H8
(403) 292-4401

Headquarters Information

Inquiries Centre
Environment Canada
6th Floor
Place Vincent Massey
351 St. Joseph Blvd.
Hull, Quebec
K1A 0H3
(819) 997-2800

Pacific and Yukon Region

Communications Office
Environment Canada
224 West Esplanade
North Vancouver, British Columbia
V7M 3H7
(604) 666-5902

GST CONSUMER INFORMATION OFFICE

1600 Scott Street
Tower "B", 4th Floor
Ottawa, Ontario
K1Y 4S7

OBJECTIVE

The GST Consumer Information Office was set up to ensure that Canadian consumers have the best Goods and Services Tax pricing information available, to encourage business to pass on any savings from the removal of Federal Sales Tax, and to ensure that any price increase attributed to the GST is appropriate.

CONSUMER ASSISTANCE

Information/Inquiries

Questions concerning prices and complaints
about the marketplace

Contacts

1-800-668-2122 (English)
1-800-668-0999 (French)
1-800-465-7735 (TDD)*

PUBLICATIONS

- Consumer's Guide to the GST and Prices
- The Goods and Services Tax and Housing
- The Goods and Services Tax and your Vehicle
- The Goods and Services Tax and Groceries

Please note that all of the above publications are free.

Publications Contact

1-800-668-2122 (English)
1-800-668-0999 (French)
1-800-465-7735 (TDD)*

* Telecommunication Device for the Deaf.

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 and district offices

Bureau of Radiation and Medical Devices,
Ottawa: (613) 954-6650
or
Regional and district offices

PUBLICATIONS

- How to Lodge a Complaint Effectively
- Seeing Through the Mist of Vaporizers 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
- Aflatoxins 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 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, Education Services
Health Protection Branch
Suite 601, Park Lane Terrace
5657 Spring Garden Rd.
B3J 3R4
(902) 426-5775

Quebec

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

Ontario

Consultant, Educational Services
Health Protection Branch
2301 Midland Avenue
Scarborough, Ontario
M1P 4R7
(416) 973-1447

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
Burnaby, British Columbia
V5G 4P2
(604) 666-6242

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, drugs, tobacco)

Contacts

Health Services Directorate
(613) 954-8629

Health Promotion Directorate
(613) 957-7792

PUBLICATIONS

Branch publications are available in the following subject areas:

- Dental health
- Family and child health
- Mental health
- Nutrition
- Substance abuse (alcohol, drugs, tobacco)

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

Duke Tower
Scotia Square
5251 Duke Street
Suite 1110
Halifax, Nova Scotia
B3J 1P4
(902) 426-2700

Quebec

Guy Favreau Complex
East Tower, Suite 210
200 René-Lévesque Blvd. West
Montreal, Quebec
H2Z 1X4
(514) 283-1042

Ontario

Suite 605
2221 Yonge Street
Toronto, Ontario
M4S 2B4
(416) 973-1804

Prairies

213 Notre Dame Avenue
Room 603
Winnipeg, Manitoba
R3B 1N3
(204) 983-2554

Pacific

4th Floor
750 Cambie Street
Vancouver, British Columbia
V6B 4V5
(604) 666-3100

OFFICE OF THE SUPERINTENDENT OF FINANCIAL INSTITUTIONS CANADA

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 Plans (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
(613) 990-0473 (TDD)*

PUBLICATIONS

The Office's major publication is its annual report, usually published in October each year. Each financial institution, particularly deposit-taking institutions, publish 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 CANADA

Publications Contact

Director
Communications and Public Affairs
Office of the Superintendent of
Financial Institutions
Kent Square
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

STANDARDS COUNCIL OF CANADA

350 Sparks Street
Suite 1200
Ottawa, Ontario
K1P 6N7

OBJECTIVE

The Standards Council of Canada (SCC) was established in 1970 under the *Standards Council of Canada Act*, 1969-70, c. 73.

Its mandate is to foster and promote voluntary standardization as a means of: advancing the national economy; benefiting the health, safety and welfare of the public; assisting and protecting consumers; facilitating domestic and international trade; and furthering international co-operation in the field of standards.

The Standards Council assists government by helping industry, and Canadians in general, obtain the best possible advantage from the use of standards in their domestic and international affairs. It co-ordinates standardization in Canada by setting out policies and procedures for the development of National Standards of Canada, and for accreditation of standard writing certification and testing organizations; represents Canada in international voluntary standardization activities; and serves as the Government's focal point for voluntary standardization.

CONSUMER ASSISTANCE

Information/Inquiries

Videos and publications to increase awareness of standardization in general and to promote specific SCC programs and activities

Information on: national, foreign and international standards, technical regulations, and certification requirements; GATT notifications; Europe 1992 standards policy; and on other organizations across Canada that have standards collections available to the public for reference and review

Contacts

Co-ordinator, Promotional Services
(613) 238-3222

Standards Information Service
Toll free 1-800-267-8220
(613) 238-3222

STANDARDS COUNCIL OF CANADA

Centralized ordering location in Canada for purchase, in Canadian funds, of foreign and international standards, National Standards of Canada produced by the Canadian General Standards Board, and other standards-related documents

Standards Sales Service
Toll free 1-800-267-8220
(613) 238-3222

The Council can also provide Members of Parliament, government departments or groups of constituents with presentations and seminars on: the Council's role and activities, the National Standards System, and issues of standardization impacting on trade, technology, industrial development, quality, consumer protection and related matters.

Manager, Public Affairs
or
Co-ordinator, Promotional Services
(613) 238-3222

Mailing Address

Standards Council of Canada
350 Sparks Street, Suite 1200
Ottawa, Ontario
K1P 6N7

Fax: (613) 995-4564
Telex: 053-4403

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

Contacts

General statistical inquiries and census information

Regional offices as listed below

Inquiries from survey respondents

Regional offices as listed below

Special services for Members of Parliament and Senators

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 \$13.00.

Publications Contact

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

For more information, contact your closest Regional Reference Centre.

RELEVANT LEGISLATION

Statistics Act
Corporations and Labour Unions Returns Act

STATISTICS CANADA

REGIONAL/DISTRICT OFFICES

Newfoundland

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

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

Marlimes

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

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

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

National Capital Region

Ottawa (613) 951-8116

Ontario

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

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

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

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

Northern Alberta and Northwest Territories

Statistical information
Edmonton (403) 495-4634
Toll free 1-800-282-3907

Northwest Territories
(collect) (403) 495-3028

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

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

STATISTICS CANADA

British Columbia and Yukon

Statistical information

Vancouver (604) 666-3695

Toll free 1-800-663-1551

(except Atlin, B.C. and Yukon)

Yukon and Atlin, B.C.: Zenith 08913

Survey inquiries

Vancouver (604) 666-7932

Toll free 1-800-663-0172

SUPPLY AND SERVICES CANADA

1. CANADA COMMUNICATION GROUP-PUBLISHING

Ottawa, Ontario
K1A 0S9

OBJECTIVE

The Canada Communication Group-Publishing (CCG-P) co-ordinates the publishing activities of departments and agencies of the federal government to maximize public awareness of government policies, programs and services.

CONSUMER ASSISTANCE

The CCG-P provides a national telephone advisory and order service of 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, reclamations	(819) 997-1658
Fax	(819) 994-1498
Telex number	053-4296
Telecommunication Device for the Deaf	(819) 956-5151

PUBLICATIONS

Catalogues

To better inform Canadians about some 22 000 federal government publications, the CCG-P 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.

SUPPLY AND SERVICES CANADA

(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; Reference, 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: \$76.00 a year (four issues plus the annual index).

SUPPLY AND SERVICES CANADA

(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. Cost: \$73.80 per year (six issues).

3. Where and How to Obtain Publications

Priced publications are available through any of the many bookstores associated with the CCG-P. Your local bookstore can also order the publications you require or you may send your order directly to the Canada Communication Group-Publishing.

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
Canada Communication Group-Publishing
Supply and Services Canada
Ottawa, Ontario
K1A 0S9
(819) 997-1658

RELEVANT LEGISLATION

The mandate and policy objective of the CCG-P 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 Canada Communication Group-Publishing.

3. REFERENCE CANADA PROGRAM

Hull, Quebec
K1A 0S5

OBJECTIVE

This program provides Canadians with easier access to federal government programs and services.

SUPPLY AND SERVICES CANADA

CONSUMER ASSISTANCE

The Reference Canada 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

The Guide to Federal Programs and Services is 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 OFFICES

Newfoundland

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

Nova Scotia

Reference Canada
Toll free 1-800-426-8092
Halifax (902) 426-8092
TDD* (902) 426-6696

Prince Edward Island

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

New Brunswick

New Brunswick Inquiries
Toll free 1-800-442-4400
Fredericton (506) 453-2525

Quebec

Communication-Quebec
Consult the blue pages of your telephone directory
TDD* 1-800-361-9596

Ontario

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

* TDD - Telecommunication Device for the Deaf.

SUPPLY AND SERVICES CANADA

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

Manitoba

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

Saskatchewan

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

Alberta

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

British Columbia

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

Yukon

Yukon Inquiry Centre
Toll free 1-800-661-0408
Whitehorse (403) 667-5811/12

Northwest Territories

Area Code 403

Reference Canada (Edmonton)
Toll free 1-800-232-9481

Area Code 819

Reference Canada (Ottawa)
Toll free 1-800-267-0340

* TDD - Telecommunication Device for the Deaf.

TRANSPORT CANADA

1. 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

Complaints regarding motor vehicle defects in design, construction or operation

Inquiries regarding motor vehicle recalls

Inquiries/complaints regarding fuel consumption

Inquiries concerning private vehicle importation

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

Inquiries about vehicle testing facilities

Contacts

Public Complaints Analysis and Investigations
(613) 993-9851

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

Energy and Emissions Engineering
(613) 993-4981

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

Communications and Public Information
(613) 998-1978

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

PUBLICATIONS

- Road Safety Annual Report
- 1991 Fuel Consumption Guide
- Smashed
- Vehicle Recalls
- Riding on Air

TRANSPORT CANADA

- Safety Standards
- Automobile
- School Bus
- Motorcycle-Snowmobile
- Truck-Bus-MPV
- Keep Them Safe
- Private Importation of a Motor Vehicle Into Canada
- 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) 998-1979

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

TRANSPORT CANADA

University Vehicle Safety Research Teams

Nova Scotia

Technical University of Nova Scotia
(902) 423-1526

New Brunswick

University of New Brunswick
(506) 453-4672

Quebec

McGill University
(514) 398-5027

École Polytechnique de Montréal
(514) 340-4669

Ontario

Ryerson Polytechnical Institute
(416) 979-5191

University of Western Ontario
(519) 661-2137

Manitoba

University of Manitoba
(204) 788-6528

Saskatchewan

University of Saskatchewan
(306) 966-7009

Alberta

University of Calgary
(403) 220-5041

British Columbia

University of British Columbia
(604) 228-3158

TRANSPORT CANADA

2. 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 waters under federal jurisdiction; and, where appropriate, to develop, operate and maintain specific elements of the marine transportation system.

CONSUMER ASSISTANCE

Information/Inquiries

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

Contacts

Headquarters (613) 998-1574
or regional offices

PUBLICATIONS

- Safe Boating Guide
- Look Out
- Boardsailing

Audio-visual

- 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

REGIONAL OFFICES

Newfoundland

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

Maritimes

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

Laurentian

104 Dalhousie St.
Québec, Quebec
G1K 4B8
(418) 648-4158

Central

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

Western

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

TRANSPORTATION SAFETY BOARD OF CANADA

4th Floor
Place du Centre
200 Promenade du Portage
Hull, Quebec
or
P.O. Box 9120
Alta Vista Terminal
Ottawa, Ontario
K1G 3T8

OBJECTIVE

The Transportation Safety Board of Canada's (TSB) objective is to advance transportation safety: by conducting independent investigations and, if necessary, public inquiries into transportation occurrences in order to make findings as to their causes and contributing factors; by reporting publicly on them and on their related findings; by identifying safety deficiencies as evidenced by transportation occurrences; by making recommendations designed to eliminate or reduce any such safety deficiencies; and by initiating and conducting special studies and special investigations on matters pertaining to safety in transportation.

CONSUMER ASSISTANCE

Information/Inquiries

Transportation safety statistics

Transportation occurrence reports

Confidential Aviation Safety
Reporting Program (CASRP)

Support Services

CASRP
Speaker's Bureau
Transportation occurrences

Contacts

Communications
(819) 994-8053

Communications
(819) 994-8053

Confidential Reporting
(819) 994-8065

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

TRANSPORTATION SAFETY BOARD OF CANADA

PUBLICATIONS

- Annual Report
- Transportation Occurrence Reports
- Transportation Safety Reports
- Transportation Statistics

Publications Contact

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

RELEVANT LEGISLATION

Canadian Transportation Accident Investigation and Safety Board Act

REGIONAL OFFICES

Atlantic

Marine Investigations
Ground Floor
Bally Rou Place
280 Torbay Road
St. John's, Newfoundland
A1A 3W8
Tel: (709) 772-4008
Fax: (709) 772-5806

Marine Investigations
Box 118, Suite 405
Park Lane Terraces
5657 Spring Garden Road
Halifax, Nova Scotia
B3J 3R4
Tel: (902) 426-2348
Fax: (902) 426-5143

Air Investigations
175 Edinburgh Drive
Moncton, New Brunswick
E1E 2K9
Tel: (506) 851-7141/42
Fax: (506) 851-7467

Railway/Pipeline Investigations
Room 1018
10th Floor
Assumption Place
770 Main Street
Moncton, New Brunswick
E1C 9L5
Tel: (506) 851-7179
Fax: (506) 851-6475

TRANSPORTATION SAFETY BOARD OF CANADA

Quebec

Marine and Railway Investigations
Suite 003
112 Dalhousie Street
Québec, Quebec
G1K 4C1
Tel: (418) 648-3576
Fax: (418) 648-3656

Air and Railway/Pipeline Investigations
Suite 403
185 Dorval Avenue
Dorval, Quebec
H9S 5J9
Tel: (514) 633-3246
Fax: (514) 633-2944

Ontario

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

Marine Investigations
Room 624
25 St. Clair Avenue East
Toronto, Ontario
M4T 1M4
Tel: (416) 973-1518
Fax: (416) 973-3293

Railway/Pipeline Investigations
Suite 218
200 Town Center Court
Scarborough, Ontario
M1P 4X8
Tel: (416) 973-6791/92
Fax: (416) 973-6790

Railway/Pipeline Investigations
P.O. Box 1599
4163 Petrolia Street
Petrolia, Ontario
N0N 1R0
Tel: (519) 882-3703/04
Fax: (519) 882-3705

Central

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

Railway/Pipeline Investigations
702-433 Main Street
Winnipeg, Manitoba
R3B 1B3
Tel: (204) 983-7293/94
Fax: (204) 983-0984

Western

Air and Railway/Pipeline Investigations
Suite 12
14220 Yellowhead Trail
Edmonton, Alberta
T5L 3C2
Tel: (403) 495-6715
Fax: (403) 495-2079

Railway/Pipeline Investigations
Room 210, Box 222
Sam Livingston Building
510 12th Avenue S.W.
Calgary, Alberta
T2R 0X5
Tel: (403) 299-3911/12
Fax: (403) 299-3913

TRANSPORTATION SAFETY BOARD OF CANADA

Pacific

**Air Investigations
38-3701 Number Five Road
Richmond, British Columbia
V6X 2T4
Tel: (604) 666-5826
Fax: (604) 666-7230**

**Marine Investigations
Room 409
Kapilano 100
100 Park Royal South
West Vancouver, British Columbia
V7T 1A2
Tel: (604) 666-4956
Fax: (604) 666-1910**

**Railway/Pipeline Investigations
Suite 1310
800 Burrard Street
Vancouver, British Columbia
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