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Canada



Consumer and
Corporate Affairs
Canada

Consommation
et Corporations
Canada

Consumer Resource

GUIDE

Ressources en consommation



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FOREWORD

Published for the third consecutive year, the Consumer Resource Guide includes information on the consumer-oriented programs and services of federal departments, agencies and Crown Corporations.

This third edition has been designed to:

- ° assist the staffs of Members of Parliament, Senators, consumer groups, and other voluntary organizations acting in the consumer interest, in responding to enquiries and complaints from the public;
- ° promote greater understanding and co-operation among officials of departments who 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.

In order to fulfill the broad information requirements of Guide-users, each departmental listing contains information on:

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

We believe the Consumer Resource Guide to be a valuable reference tool in replying to specific consumer-related concerns.

Consumer Services Branch
Consumer and Corporate Affairs Canada
Place du Portage, Phase I
50 Victoria Street
Hull, Québec
K1A 0C9

August 1984

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 Mortgage and Housing Corporation	
National Office	5
Canada Post Corporation	7
Canadian Human Rights Commission	10
Canadian Radio-television and Telecommunications Commission	12
Canadian Transport Commission	16
Communications, Department of	
Spectrum Management	19
Consumer and Corporate Affairs Canada	
Bureau of Consumer Affairs	21
Bureau of Corporate Affairs	26
Bureau of Competition Policy	28
Metric Commission Canada	30
Energy, Mines and Resources Canada	
Energy Conservation and Oil Substitution Branch	31
Finance Canada	
Inspector General of Banks	37
Fisheries and Oceans Canada	
Fisheries Food Centre	38
Health and Welfare Canada	
Health Protection Branch	40
Health Services and Promotion Branch	42

II

	<u>Page</u>
Standards Council of Canada	44
Statistics Canada	46
Supply and Services Canada	
Canadian Government Publishing Centre	49
Centre for Service to the Public	51
Transport Canada	
Road Safety and Motor Vehicle Regulation Directorate	54

DEPARTMENT, AGENCY, CROWN CORPORATION ABBREVIATIONS

AC	Agriculture Canada
BofC	Bank of Canada
CMHC	Canada Mortgage and Housing Corporation
CP	Canada Post Corporation
CHRC	Canadian Human Rights Commission
CRTC	Canadian Radio-television and Telecommunications Commission
CTC	Canadian Transport Commission
DOC	Communications, Department of
CCAC	Consumer and Corporate Affairs Canada
EMR	Energy, Mines and Resources
FC	Finance Canada
F&O	Fisheries and Oceans
HWC	Health and Welfare Canada
SC	Statistics Canada
SCC	Standards Council of Canada
TC	Transport Canada

IV

SUBJECT INDEX

Key words	Abbreviation	Page
A		
advertising, food products, misleading	CCAC	22, 28
agriculture	AC	1
air carriers, regulations, complaints	CTC	16
B		
banks, enquiries, complaints	FC	37
bankruptcy	CCAC	26
breast feeding	HWC	42
broadcasting	CRTC	12
	DOC	19
C		
Canada Oil Substitution Program (COSP)	EMR	31, 32
Canada Savings Bonds	BoFC	3
Canadian Home Insulation Program (CHIP)	EMR	31, 32, 34
car seats/child restraints	TC	54
Centre for Service to the Public	SSC	51
consumer funding	CCAC	21
consumer income and expenditure	SC	46
consumer price index	SC	46
consumer protection	CCAC	21-25, 28
fraud		
packaging		
safety inspection of products		
weighing and measuring		
cosmetics, safety	HWC	40
cost of living index	SC	46, 47
D		
dangerous products	CCAC	23
dental health	HWC	42
discrimination	CHRC	10
drugs, abuse, safety	HWC	42

Key words	Abbreviation	Page
E		
economic models	SC	46
electricity meter testing	CCAC	24
Energuide Program	CCAC	22
energy conservation	EMR	31-36
CHIP grants		32, 34
COSP		31, 33
Conservation and Renewable Energy Offices		33
Enercentre		35
Propane Vehicle Grant Program		36
Super Energy Efficient Home Program		36
F		
family planning	HWC	42
fish, nutritional quality, recipe tests	F&O	38
food		
additives	HWC	40
labelling	CCAC	22
nutritional quality	HWC	40
packaging	CCAC	22
preparation and preservation	AC	1
safety	HWC	40
Food Advisory Service	AC	1
fuel consumption, motor vehicles	TC EMR	54 36
G		
gas meter testing	CCAC	24
government publications	SSC	49
grants to consumer groups	CCAC	21
gross national product	SC	46
H		
hazardous products	CCAC	23
health, hazards, promotion	HWC	40
housing assistance programs	CMHC	5
home improvement and repair	CMHC	5
human rights (discrimination, harassment)	CHRC	10
I		
income statistics	SC	46
insulation grants (CHIP)	EMR	32, 34
interference, radio, TV	DOC	19

VI

Key words	Abbreviation	Page
L		
labelling, consumer products	CCAC	23
M		
mail, lost, damaged, delayed	CP	7
marketing practices, misleading advertising	CCAC	28
measuring devices, inspection and testing	CCAC	24
medical devices	HWC	40
mental health	HWC	42
meters, inspection, tests	CCAC	24
metric conversion	CCAC	30
mortgages, underwriting	CMHC	5
motor vehicles		
accident investigation	TC	54
fuel consumption	TC	54
importation	TC	54
Propane Vehicle Grant Program	EMR	36
safety defects	TC	54
testing	TC	54
N		
nutrition	AC	1
	F&O	38
	HWC	40,42
O		
oil, substitution	EMR	32,33
P		
packaging, standards inspection	CCAC	23
postal services	CP	7
price changes statistics	SC	46
product safety	CCAC	23
Propane Vehicle Grant Program	EMR	36

VII

Key words	Abbreviation	Page
R		
rail transportation, operations, complaints	CTC	16
radiation, hazards	HWC	40
radio	DOC	19
CB equipment		
licensing, certification		
reception, interference		
rate increases, cable TV	CRTC	12
recalls, motor vehicle	TC	54
Residential Rehabilitation	CMHC	5
Assistance Program (RRAP)		
S		
safety		
consumer products	CCAC	22
cosmetics	HWC	40
drugs	HWC	40
food	HWC	40
motor vehicle	TC	54
scales, inspection, testing	CCAC	24
seat belts, child restraints	TC	54
Standards Council,		
voluntary standardization	SCC	44
substance abuse	HWC	42
alcohol		
drugs		
tobacco		
T		
Tax Rebate Discounting Act	CCAC	21
television broadcasting	DOC	19
technical certification		
telecommunications	CRTC	12
	DOC	19
textiles, inspection, tests	CCAC	22
toys, inspection, tests	CCAC	22
transportation,		
air	CTC	16, 17
rail	CTC	16
W		
weighing devices	CCAC	24

AGRICULTURE CANADA

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

OBJECTIVE: To advise and to provide information on departmental programs, agricultural production, food selections for good health, best value for food dollar, and safe, energy-conserving and quality-maintaining food practices.

CONSUMER ASSISTANCE:

Information/Enquiries

Contacts

Agriculture

Public Inquiries Section
(613) 995-5222

- Crops
- Livestock
- Soil management
- Agricultural research
- Gardening
- Tours at the Central Experimental Farm

Food

Food Advisory Division
(613) 995-5880

- Food preparation, purchasing, safety and storage
- Food quality and grades
- Home preservation
- Food selection for good health
- Best value for food dollar
- Energy in the kitchen

PUBLICATIONS: Agriculture

- Composting
- Growing Garden Potatoes
- Insect Control in the Home Garden
- Helping the Agri-Food Industry Grow

Food

- Food Storage in the Home
- Canada's Food Grades
- Food Shopping For One
- Cereals Anytime

Maximum of 10 free publications per year for the general public.
Members of Parliament and Senators may obtain 20 copies of any one title
up to a maximum of 100 free publications. Quantities beyond the stated
limits can be purchased at cost.

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

BANK OF CANADA

Canada Savings Bonds
234 Wellington Street
Ottawa, Ontario K1A 0G9

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/Enquiries

Annual sales campaign
Instalment plan sales

Delivery of bond certificates

Maintenance of records of ownership
Lost bonds

Transfers

Payment of interest
General enquiries

Change of address notification

Contacts

Jocelyne Charron
Securities Department
(613) 563-8187

Diane D'Aoust
Public Debt Department
(613) 563-8372

Correspondence
Public Debt Department
(613) 563-8922

Montcalm Proulx
Public Debt Department
(613) 563-8271

Marilyn Ward
Public Debt Department
(613) 563-8348

Karen Kerr
Public Debt Department
(613) 563-8308

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

PUBLICATIONS: Information for Bondholders Brochure
Compound Interest Bond Growth Tables

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

Publications Contact: Securities Department
Bank of Canada
245 Sparks Street
Ottawa, Ontario K1A 0G9
(613) 563-8138

REGIONAL/DISTRICT OFFICES

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

or

1583 Hollis Street
Halifax, Nova Scotia
B3J 1V4
(902) 422-8563

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

or

75 Prince William Street
Saint John, New Brunswick
E2L 2B2
(506) 693-1491

P.O. Box 6018
Montréal, Québec
H3C 3C2

or

901 Victoria Square
Montréal, Québec
H2Z 1R2
(514) 866-4561

234 Wellington Street
Ottawa, Ontario
K1A 0G9
(613) 563-8111

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

or

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

161 Portage Avenue
Winnipeg, Manitoba
R3B 0Y4
(204) 949-5530

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

or

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

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

or

404 Sixth Avenue, S.W.
Calgary, Alberta
T2P 0R9
(403) 261-0080

900 West Hastings Street
Vancouver, British Columbia
V6C 1E6
(604) 683-8631

CANADA MORTGAGE AND HOUSING CORPORATION

National Office

Montréal Road
Ottawa, Ontario K1A 0P7

OBJECTIVE: To provide reliable and comprehensive consumer housing information.

CONSUMER ASSISTANCE:

Information/Enquiries

Financing house purchases
Home repair, maintenance
Technical questions

Contacts

Information Officers
National CMHC Office
(613) 748-2609
or
Nearest CMHC Branch
Office

Support Services

Canadian Housing Information Centre
Audio-Visual Resources

Contacts

(613) 748-2363
(613) 748-2609

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
Montréal Road
Ottawa, Ontario K1A 0P7
(613) 748-2858 or
748-2608

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: The principal function of the customer service organization at Canada Post Corporation is to respond to and resolve the problems of customers in relation to postal service to ensure that enquiries are dealt with expeditiously and that claims for indemnity are adjusted promptly.

CONSUMER ASSISTANCE:

Information/Enquiries

Complaints concerning loss, delay or damage to mail as well as improperly delivered mail should be directed to the Customer Service office at:

Contacts

Canada Post Corporation
Claims and Enquiries Division
Sir Alexander Campbell Building
Ottawa, Ontario K1A 0B1
(613) 998-4151

or

Your nearest District Customer Service Office (please consult your local telephone directory)

Departmental 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

For more information, contact the Customer Service office at the address listed above.

PUBLICATIONS:

Signature Services (40-076-325)
Packaging Tips from Canada Post (40-076-449)
Certified Mail (40-076-300)
Proper Addressing (40-076-387)
Registered Mail (40-076-294)
Money Orders (40-076-299)
First Class Pre-Stamped Stationary (40-076-306)
CPC Parcel Services "A Parcel Service to Meet Your Needs"
Electronic Mail Services
 Intelpost
 Telepost
 Envoy Post
Priority Post Courier Information Booklet (33-086-395)

Publications Contact: Product Management and Development Branch
Canada Post Corporation
Sir Alexander Campbell Building
Confederation Heights
Ottawa, Ontario K1A 0B1
(613) 998-4151

RELEVANT LEGISLATION

Canada Post Corporation Act and Regulations.

DIVISIONAL OFFICES

DIVISION MANAGERS - CUSTOMER SERVICE

S. L. Jackson (Sid)	(902) 426-7030
Manager, Customer Service	(902) 426-7031
Atlantic Division	(902) 426-7032
P.O. Box 1689	(902) 426-7034
Halifax, Nova Scotia B3J 2B1	(902) 426-7035

Robert Clouthier	(418) 694-2291
Gestionnaire, service à la clientèle	
Division de Québec	
1535, Chemin Ste-Foy	
Québec, Québec G1S 2P0	

Jean-Marie Dumesnil	(514) 283-5398
Gestionnaire, service à la clientèle	(514) 283-2556
Division de Montréal	
715, rue Peel, Salle 628	
Montréal, Québec H3C 2H0	

Sandra Morris	(613) 993-1381
Manager, Customer Service	
Rideau Division	
1424 Calédon Street	
Ottawa, Ontario K1A 0C1	

Bob Hendry	(519) 432-7541
Manager, Customer Service	
Huron Division	
255 Dufferin Avenue, Suite 703	
London, Ontario N6A 5K6	

DIVISION MANAGERS - CUSTOMER SERVICE (cont'd)

P.M. (Pat) McCann (416) 369-4080
Manager, Customer Service
York Division
21 Front Street West
Toronto, Ontario M5J 1A5

Brian Taylor (204) 949-3260
Manager, Customer Service
Mid-West Division
308-266 Graham Avenue
Winnipeg, Manitoba R3C 0K0

R. (Bob) Park (403) 420-3043
Manager, Customer Service
Foothills Division
9828-104 Avenue
Edmonton, Alberta T5J 2T0

T. L. (Terry) Wall (604) 661-7900
Manager, Customer Service
Pacific Division
P.O. Box 2110
Vancouver, British Columbia V6B 4Z3

Please consult the telephone directory for other Customer Service offices which may be located in your area.

THE CANADIAN HUMAN RIGHTS COMMISSION

400 - 90 Sparks Street
Ottawa, Ontario K1A 1E1
(613) 995-1151

OBJECTIVE:

Protects people from discrimination or harassment in obtaining goods or services from organizations regulated by the federal government. These can include banks, airlines, railways and interprovincial transport or telephone companies, as well as government departments or agencies.

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

CONSUMER ASSISTANCE

Information/Enquiries

Deals with complaints of discrimination or harassment

(all offices accept collect calls)

Answers queries on discrimination or harassment, and if outside federal jurisdiction, will make appropriate referrals

SUPPORT SERVICES

Information, consultation and educational resources to groups, employers, etc.

Distribution of information (some available on cassette or in braille)

Contacts

Headquarters (613) 995-1151
Atlantic (902) 426-8380
Québec (514) 283-5218
Ontario (416) 966-5527
Prairie (204) 949-2189
Alberta/NWT (403) 420-4040
Western (604) 666-2251
National Region (613) 996-0026

Inquiries Officer
(613) 995-1151

Contacts

Program Delivery Section
(613) 995-1151

Information and Production Service (613) 995-1151

PUBLICATIONS

List of publications

Price

Your complaint: describes the process of filing a complaint

free

Notebook Series: (one for each of the prohibited grounds of discrimination) questions and answers on various aspects of discrimination

free

Prohibited Grounds: a chart explaining what grounds are prohibited types of discrimination in each province

free

The Canadian Human Rights Act: a guide

free

PUBLICATIONS CONTACT:

Production Manager
400-90 Sparks Street
Ottawa, Ontario
K1A 1E1
(613) 995-1151

RELEVANT LEGISLATION

The Canadian Human Rights Act

a consolidated version also available from the Production Manager for easy reference

CANADIAN RADIO-TELEVISION AND TELECOMMUNICATIONS COMMISSION

Ottawa, Ontario
K1A 0N2

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

The CRTC, established in 1968 by the Broadcasting Act, regulates and supervises all aspects of the Canadian broadcasting system -- radio, television, and cable television, both public and private. The Canadian Radio-television and Telecommunications Act, declared on April 1, 1976, gives the CRTC regulatory power over the federally regulated telecommunications carriers.

Public hearings to consider broadcasting or telecommunications applications are a vital part of the Commission's role as a regulatory agency and are held throughout the year in all parts of Canada.

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

CONSUMER ASSISTANCE:

Information/Enquiries

- Quality of service (radio, TV, cable, pay TV, telephone)
- Content of programs and advertising (violence, sex-role stereotyping, freedom of speech)
- Information on consumer rights, intervention procedures, documentation, complaint handling, public hearings, etc.

Contacts

Information Services
(819) 997-0313

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

PUBLICATIONS

The following CRTC publications are available free of charge and may be requested from the CRTC Information Services, Ottawa, Ontario K1A 0N2, or CRTC regional offices (see addresses on reverse as well as order form).

Reaching the Retired (1974)

A Resource for the Active Community (1974)

FM Radio in Canada: A Policy to Ensure a Varied and Comprehensive Radio Service (1975)

Policies Respecting Broadcasting Receiving Undertakings (Cable Television) (1975)

UHF Broadcasting Spectrum Requirements for Canada (1977)

Report: Committee of Public Inquiry into the National Broadcasting Service (1977)

Sound Broadcasting Requirements for Canada (1978)

Ownership of Private Broadcasting: An Economic Analysis of Structure, Performance and Behaviour (1978)

Report on Pay Television (1978)

A Review of Certain Cable Television Programming Issues (1979)

Cable Television Survey of the Community Channel (1979)

Special Report on Broadcasting in Canada 1968-78 (1979)

Canadian Broadcasting and Telecommunications: Past Experience, Future Options (1980)

Light and Heavy Viewers: Television Viewing Patterns (1981)

Bibliography of CRTC Studies (October 1982)

Balance in Broadcasting: Report on a Seminar held 16-17 January 1981, Hull, Québec

The Future Role of Regulation in Communications

Community Television Handbook for Northern and Underserved Communities (1983)

The following CRTC documents are available in public libraries and may be bought from booksellers who carry or distribute government documents, or from Supply and Services Canada, Canadian Government Publishing Centre, Ottawa, Ontario

Publications for sale

Symposium on Television Violence

Canadian Radio-television and Telecommunications Decisions and Policy Statements

Attitudes of Canadians toward Advertising on Television

Broadcasting Advertising Handbook

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

Music Trends: Characteristics of the "Billboard" Charts, 1955 to 1977

Images of Women

CRTC Regulatory Agenda

RELEVANT LEGISLATION

Listed below are the various laws and regulations concerning the CRTC. These priced documents are all available for viewing in public libraries. They also may be purchased across Canada from bookstores that carry or distribute government documents, or directly from the Canadian Government Publishing Centre, Hull, Québec, Canada K1A 0S9.

1. Broadcasting Act, Chap. B-11-1970
2. Canadian Radio-television and Telecommunications Commission Act, Chap. 49-1974-75
3. Radio (A.M.) Broadcasting Regulations, Chap. 379-CRC-1978; amendment SOR/82-531
4. Radio (F.M.) Broadcasting Regulations, Chap. 380-CRC-1978; amendments SOR/80-784; SOR/82-532; SOR/84-119
5. Television Broadcasting Regulations, Chap. 381-CRC-1978; amendments SOR/82-415; SOR/82-533
6. Cable Television Regulations, Chap. 374-CRC-1978; amendments SOR/81-943; SOR/81-944; SOR/83-782
7. CRTC Rules of Procedure, Chap. 375-CRC-1978
8. CRTC Telecommunications Rules of Procedure, SOR/79-554
9. CRTC Tariff Regulations (Telecommunications), SOR/79-555

REGIONAL/DISTRICT OFFICES

Halifax

Room 428
Barrington Tower
Scotia Square
Halifax, Nova Scotia B3J 2A8
(902) 426-7997

Winnipeg

1810-275 Portage Avenue
Winnipeg, Manitoba R3B 2B3
(204) 949-6306

Montréal

Guy Favreau Complex
East Tower, 6th Floor
200 Dorchester Blvd. West
Montréal, Québec H2Z 1X4
(514) 283-6607

Vancouver

1130-700 West Georgia
Vancouver, British Columbia
V7Y 1C6
(604) 666-2111

CANADIAN TRANSPORT COMMISSION

Ottawa, Ontario
K1A 0N9

OBJECTIVE: The Canadian Transport Commission regulates transportation under federal jurisdiction in order to fulfill the intent of the National Transportation Act as indicated below:

"...an economic, efficient and adequate transportation system making the best use of all available modes of transportation at the lowest total cost is essential to protect the interests of the users of transportation and to maintain the economic well-being and growth of Canada..."

(Section Three, National Transportation Act)

CONSUMER ASSISTANCE:

Information/Enquiries

Contacts:

Railway Transport Committee (RTC)

Passenger train services	(819) 997-4425
On-train service	(819) 997-4425
Reservations	(819) 997-4425
Train performance	(819) 997-4425
Communications	(819) 997-4425
Station buildings shelters	(819) 997-4425
Hearing process	(819) 997-7046
Branch line abandonments	(819) 997-4425
Station retirement	(819) 997-4425
Passenger train discontinuance	(819) 997-4425
Freight service	(819) 997-4425

Air Transport Committee (ATC)

Baggage	(819) 997-6156
Refunds	(819) 997-6156
Overbooking	(819) 997-6156
Courtesy	(819) 997-6156
Discrimination	(819) 997-6156
Level of fares	(819) 997-6156
Compensation	(819) 997-6156
Charters	(819) 997-6156
Hearing process	(819) 997-6030

PUBLICATIONS:

A Guide For the Canadian Air Traveller is being revised pending revision of the Air Carrier Regulations.

Publications Contact: Publications Division
Communications Branch
Canadian Transport Commission
Ottawa, Ontario
K1A 0N9
(819) 994-4035

RELEVANT LEGISLATION:

National Transportation Act
Aeronautics Act
Railway Act
Transport Act
Western Grain Transportation Act
Shipping Conferences Exemption Act
Pilotage Act
Lord's Day Act
Atlantic Region Freight Assistance Act

GTC REGIONAL OFFICES:

Canadian Transport Commission
P.O. Box 11148
1055 West Georgia Street
Suite 1740
Vancouver, British Columbia V6E 3P3
(604) 666-1011

Canadian Transport Commission
303 Main Street, Suite 301
Winnipeg, Manitoba R3C 3G7
(204) 949-4214

Canadian Transport Commission
Dominion Public Building
Suite 702
685 Cathcart Street
Montréal, Québec H3B 1M7
(514) 283-5722

Canadian Transport Commission
220 Fourth Avenue S.E., Suite 372
P.O. Box 2917
Station "M"
Calgary, Alberta T2P 3C3
(403) 231-4811

Canadian Transport Commission
65 Adelaide Street E., Fifth Floor
Toronto, Ontario M5C 1K6
(416) 369-4821

Canadian Transport Commission
Terminal Plaza Building
Fourth Floor
1222 Main Street
Moncton, New Brunswick E1C 1H6
(506) 388-7040

CTC WESTERN DIVISION:

Canadian Transport Commission
Western Division Headquarters
350 Third Avenue North
Third Floor
Saskatoon, Saskatchewan S7K 6G7
(306) 665-5201

Canadian Transport Commission
Western Division
33 South Court Street, Room 323
P.O. Box 2174
Postal Station "P"
Thunder Bay, Ontario P7B 5E8
(807) 345-0222

Canadian Transport Commission
Western Division
P.O. Box 11148
1055 West Georgia Street
Suite 1836
Vancouver, British Columbia V6E 3P3
(604) 666-2633

DEPARTMENT OF COMMUNICATIONS

Spectrum Management

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

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/Enquiries

General enquiries

Licenses for radio stations,
amateur radio and CBs

Examinations for persons desiring
to obtain certificates of proficiency as
radio operators

Complaints involving interference
to radio and TV reception

Contacts

Information Services
Headquarters
(613) 995-8883

Regional Offices
(addresses listed below)

or

Nearest District Office
(please refer to local
telephone directory)

PUBLICATIONS:

For Better Television Reception
How to Identify and Resolve Radio-TV Interference Problems
The New General Radio Service Handbook
Index: Telecommunications Regulatory Circulars
(single copies only)

Publications Contact: Information Services
Department of Communications
300 Slater Street
Ottawa, Ontario K1A 0C8
(613) 995-8883

RELEVANT LEGISLATION:

Radio Act

REGIONAL OFFICES

Atlantic

Department of Communications
Terminal Plaza Building
1222 Main Street, 7th Floor
Moncton, New Brunswick E1C 8R2
(506) 388-6505

Québec

Department of Communications
295 St-Paul East
Montréal, Québec 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) 966-6331

Prairies

Department of Communications
200-386 Broadway Avenue
Winnipeg, Manitoba R3C 3Y9
(204) 949-2967

CONSUMER AND CORPORATE AFFAIRS CANADA

Bureau of Consumer Affairs

Place du Portage, Tower 1
50 Victoria Street
Hull, Québec
K1A 0C9

OBJECTIVE: The Bureau of Consumer Affairs ensures that consumer interests are represented in all government activities that affect the marketplace and is involved with developing, often in co-operation with business and other government departments, programs for consumer protection and information.

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.

1. **Consumer Services** promotes the effectiveness and the interests of consumers in the marketplace by offering information and technical support; funding self-help consumer groups; encouraging consumer awareness and corporate social responsibility in business and industry; promoting a marketplace committed to serving the needs of vulnerable consumers; and supporting the consumer interest in the administration and implementation of government programs and regulations, where pertinent.

It also serves as a point of referral for consumer complaints and enquiries. A combination of accurate referrals and information encourages consumers to develop a self-help approach in addressing their questions or complaints.

In addition, Consumer Services also administers the Tax Rebate Discounting Act in Ontario, Québec, New Brunswick, Newfoundland, the Northwest Territories and, in conjunction with the provincial government, in Manitoba.

Information/Enquiries

Tax Rebate Discounting Act

Consumer Funding Program

Contacts

Headquarters
(819) 997-4210

Headquarters
(819) 997-4440

General consumer enquiries
or complaints

Headquarters
(819) 997-4320
or
Regional And District
CCAC Offices (see local
telephone directory)

2. **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, furs, pre-packaged products and manufactured foods. Graded agricultural products are similarly inspected at the retail level of trade. The Branch is also responsible for the Energide Program, under which major electrical household appliances are required to carry a label indicating consumption in kilowatt-hours per month.

CONSUMER ASSISTANCE

Information/Enquiries

Assistance or enquiries related to the labelling and packaging of textiles, precious metals and non-food prepackaged products.

Assistance or enquiries related to the pre-approval of radio and television food advertisements and the labelling and packaging of manufactured food products.

Assistance or enquiries related to the grading, composition, labelling and presentation of agricultural, fish and meat products sold at the retail level of trade.

Support Services

The provision of technical advice is available through specialized resource persons located at both Headquarters and regional offices. Consumer Products will assist and participate in expositions, mall displays, trade seminars, and other activities which will promote consumer and trade education on the programs administered by the Branch.

Contacts

(819) 997-1177
Headquarters

(819) 997-1591
Headquarters

(819) 997-4646
Headquarters

PUBLICATIONS:

Energide Directory (1983)
Labels Tell the Fabric Story
DOWN - Spells Lightweight Warmth and Comfort
Look for this Label
Follow the Signs
PRECIOUS METALS -- Buyer Beware!

RELEVANT LEGISLATION:

Within five main program areas - Foods, Textiles, Precious Metals, Prepackaged Non-Foods and Energide - a number of federal acts and regulations are administered including 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 Standards 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.

3. The Product Safety sub-activity aims to eliminate or reduce hazards in products, and to inform consumers about hazards in products and the means to deal with them.

CONSUMER ASSISTANCE

Information/Enquiries

Hazardous products

Support Services

Speakers on product safety topics

Contacts

Regional and District Offices (consult your local telephone directory or the list of Regional Offices below)

Contacts

Regional and District Offices (consult your local telephone directory or list of Regional Offices below)

PUBLICATIONS:

Is your Child Safe?
Stop and Save a Life
Adventures of Binkly and
Doinkel (comic books)
Is it Worth the Risk? (crib safety)
An Instant of Time (film on
children's furniture products, available from
National Film Board)

(These publications are available free of charge. To order, contact the 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; Moncton, New Brunswick; Dartmouth, Nova Scotia; Québec City, Québec; Montréal, Québec; Toronto, Ontario; Hamilton, Ontario; Winnipeg, Manitoba; Saskatoon, Saskatchewan; Calgary, Alberta; Edmonton, Alberta; Vancouver, British Columbia. For District addresses and telephone numbers please consult your local telephone directory. Regional addresses are listed below.

4. **Legal Metrology** is responsible for ensuring accurate measurement and equity in trade of electricity, natural gas, and all commodities sold on the basis of measure (e.g. mass, volume, length, etc.). The Branch approves measuring devices before they can be used in trade; conducts initial verifications; and carries out periodic inspection of devices to ensure continuing accurate measurement.

CONSUMER ASSISTANCE

Information/Enquiries

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

Inspection of all electricity and gas meters and weighing and measuring devices

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

Contacts

Headquarters
(613) 995-0930

Regional and District
CCAC Offices (see local
telephone directory)

Regional and District
CCAC Offices (see local
telephone directory)

Support Services

Displays, talks by Weights & Measures
and Electricity and Gas staff

Contacts

Regional/District
Offices

PUBLICATIONS:

Various technical publications on specifications
for design, performance, and installation of measuring
equipment used in trade.

Audio Visual

Weights and Measures Slide Presentation
Weights and Measures Video Cassette
(colour, sound, 10 minutes)

For further information regarding the Bureau of Consumer Affairs'
publications, please contact:

Communications Branch
Publications Centre
Consumer and Corporate Affairs Canada
Place du Portage, Tower 1
50 Victoria Street
Hull, Québec K1A 0C9
(819) 997-3284
or
Regional and District CCAC Offices

RELEVANT LEGISLATION:

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

BUREAU OF CONSUMER AFFAIRS REGIONAL OFFICES *

ATLANTIC

Queen Square, 17th Floor
45 Alderney Drive
Dartmouth, Nova Scotia B2Y 2N6

QUÉBEC

Guy Favreau Complex
East Tower, Suite 534
200 Dorchester Blvd. West
Montréal, Québec H2Z 1X4

ONTARIO

Federal Bldg., 6th Floor
4900 Yonge Street
Willowdale, Ontario M2N 6B8

PRAIRIE

260 St. Mary Avenue
Winnipeg, Manitoba R3C 0M6

PACIFIC

1400-800 Burrard Street
Vancouver, British Columbia V6Z 2H8

* Consult your local telephone directory for the telephone numbers of
individual offices.

CONSUMER AND CORPORATE AFFAIRS CANADA

**Bureau of Corporate Affairs
Bankruptcy Branch**
Place du Portage, Tower 1
18th Floor
50 Victoria Street
Hull, Québec
K1A 0C9

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

CONSUMER ASSISTANCE

Information/Enquiries

Complaints

General program information

Contacts

Bankruptcy Field Offices
(see Regional and
District CCAC listings in
local telephone
directory)

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

Support Services

Speakers are available to address
consumer groups on bankruptcy matters

Contacts

Headquarters
(819) 997-1202
(819) 997-1059
(819) 997-2053

PUBLICATIONS: Debts, Debts, Debts (no charge)
Suddenly you are a "Creditor"
So, Bankruptcy is Your Solution
Insolvency Bulletin

Publications Contact: Bankruptcy Field Offices
or
Communications Branch
Publications Centre
Consumer and Corporate Affairs Canada
Place du Portage, Tower 1
50 Victoria Street
Hull, Québec K1A 0C9
(819) 997-3284

REGIONAL/DISTRICT OFFICES

Atlantic

CCAC
Queen Square, 17th Floor
45 Alderney Drive
Dartmouth, Nova Scotia B2Y 2N6
(902) 426-2900

Québec

CCAC
Guy Favreau Complex
200 Dorchester Blvd. West
East Tower
Montréal, Québec H2Z 1X4
(514) 283-6192

CCAC
410 Charest Boulevard East
4th Floor
Québec, Québec G1K 8G3
(418) 694-4280

CCAC
1335 King Street West
Office 402
Sherbrooke, Québec J1J 2B8
(819) 565-4724

Ontario

CCAC
Union Gas Building, 3rd Floor
20 Hughson Street South
Hamilton, Ontario L8N 2A1
(416) 523-2991

CCAC
217 York Street
Third Floor
London, Ontario N6A 1B7
(519) 679-4034

CCAC
225 Argyle Avenue, Ground Floor
P.O. Box 2009, Station "D"
Ottawa, Ontario K2P 1B8
(613) 995-2994

CCAC
767 Barrydowne Road
Sudbury, Ontario P3A 3T6
(705) 675-0636

CCAC
25 St. Clair Avenue East
7th Floor
Toronto, Ontario M4T 1M2
(416) 966-6486

Manitoba

CCAC
203-260 St. Mary Avenue
Winnipeg, Manitoba R3C 0M6
(204) 949-3229

Saskatchewan

CCAC
2212 Scarth Street
Regina, Saskatchewan S4P 2J6
(306) 569-5391

CCAC
3421-8th Street East
Saskatoon, Saskatchewan S7H 0W5
(306) 665-4298

Alberta

CCAC
2919-5th Avenue N.E.
Calgary, Alberta T2A 6T8
(403) 231-5607

CCAC
10225-100th Avenue
Edmonton, Alberta T5J 0A1
(403) 420-2476

British Columbia

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

CONSUMER AND CORPORATE AFFAIRS CANADA

Bureau of Competition Policy

Marketing Practices Branch
Place du Portage, Tower 1
50 Victoria Street
Hull, Québec K1A 0C9

Marketing Practices deals with complaints and conducts enquiries relating to violation of the misleading advertising and deceptive marketing practices provisions of the Combines Investigation Act.

Under the Act, a consumer may seek redress by suing a guilty party for an amount equal to the loss or damage proved to have been suffered. Conviction can be used as proof in a civil suit.

CONSUMER ASSISTANCE

Information/Enquiries:

Complaints

Headquarters.
(819) 997-3333
(819) 997-4282
or
Regional and District
CCAC Offices (see local
telephone directory)

PUBLICATIONS: Misleading Advertising Bulletin (quarterly)
A Brief Guide to Questionable Advertising and Marketing
Practices
It pays to Advertise (Honestly!)
How to Avoid Misleading Advertising: Guidelines

Publications Contact: Communications Branch
Publications Centre
Consumer and Corporate Affairs Canada
Place du Portage, Tower 1
50 Victoria Street
Hull, Québec K1A 0C9
(819) 997-3284
or
Regional and District CCAC Offices

MARKETING PRACTICES REGIONAL OFFICES

ATLANTIC

Windmill Place, Suite 1
1000 Windmill Road
Dartmouth, Nova Scotia B3M 1L7
(902) 426-6098

QUÉBEC

Guy Favreau Complex
East Tower, 5th floor
200 Dorchester Blvd. West
Montréal, Québec H2Z 1X4
(514) 283-4571

ONTARIO

6th Floor
4900 Yonge Street
Willowdale, Ontario M2N 6B8
(416) 224-4070

PRAIRIES

Room 201, 2nd Floor
260 St. Mary Avenue
Winnipeg, Manitoba R3C 0M6
(204) 949-3684

PACIFIC

1400-800 Burrard Street
Vancouver, British Columbia V6Z 2H8
(604) 666-5029

DISTRICT OFFICES

Please consult your local telephone directory.

CONSUMER AND CORPORATE AFFAIRS CANADA

Metric Commission Canada
255 Argyle Avenue
Ottawa, Ontario K1A 0C9

OBJECTIVE: The Metric Commission Canada, working closely with the private sector, provides information to help Canadians convert to the metric system. Pamphlets and educational aids are distributed across Canada to encourage the use of metric units.

CONSUMER ASSISTANCE:

Information/Enquiries

General public enquiries/complaints

Contacts

Information Directorate
(613) 996-4000

PUBLICATIONS: Metricubes
Metric Shopping is Here
Kitchen Metrics
Renovating in Metric
Other special interest publications

All publications are available in bulk quantities.

Publications Contact: Publications
Metric Commission Canada
255 Argyle Avenue
Ottawa, Ontario K1A 0C9
(613) 996-4000

REGIONAL/DISTRICT OFFICES

Regional offices are located across the country. Please consult your local telephone directory.

ENERGY, MINES AND RESOURCES CANADA

Home Energy Programs Division

Energy Conservation and Oil Substitution Branch
580 Booth Street
Ottawa, Ontario
K1A 0E4

OBJECTIVE: To ensure effective home energy management among Canadian households through information, advice and financial incentives.

CONSUMER ASSISTANCE:

Information/Enquiries

Residential energy, technical enquiries and publication requests below

Canada Oil Substitution Program (COSP) enquiries and publication requests

Canadian Home Insulation Program (CHIP) enquiries and publication requests

Home energy management-related information and publication requests

Contacts

see HEATLINE number

see Conservation and Renewable Energy Office listings below

see CHIP Regional Office listings below

see Enercentre description below.

PUBLICATIONS

How to Detect and Seal Air Leaks
Retrofitting Your Mobile Home
Improving the Energy Efficiency of Windows
Home Energy Conservation Checklist
Heat Pumps
Purchasing a New Oil Furnace
Fire Safety and Attic Insulation
Caulking
Federal Home Energy Services and Programs
Purchasing an Energy-Efficient Gas Furnace
Retrofitting Compact Roofs for Energy Efficiency
Insulation Summary
Cellulose Fibre
Glass Fibre
Mineral Wool
Polystyrene
Vermiculite
Ener\$ave Questionnaire

PUBLICATIONS(Cont'd)

Keeping the Heat In
The Billpayer's Guide to Heating Systems
Heating with Electricity
Heating with Natural Gas
Heating with Wood
Solar Hot Water...A Homeowner's Guide
Canadian Home Insulation Program

Publications may also be requested through the HEATLINE, Conservation and Renewable Energy Offices, CHIP Regional Offices and Enercentres.

Publications Contact:

Marcelle Eburne
Distribution Officer
Energy, Mines and Resources Canada
Home Energy Programs Division
580 Booth Street
Ottawa, Ontario K1A 0E4
(613) 995-1118

RELEVANT LEGISLATION

Canada Oil Substitution Program (COSP)

Oil Substitution and Conservation Act
Canada Oil and Conservation Regulations

Canadian Home Insulation Program (CHIP)

Canadian Home Insulation Program Act
Canadian Home Insulation Regulations

INFORMATION OFFICES

1. The HEATLINE

This technical advisory service provides information and publications on all aspects of home energy management.

The HEATLINE can be reached free of charge from all parts of Canada.

Toll-free: 1-800-267-9563
B.C. residents call: 112-800-267-9563
Yukon and N.W.T. call collect: (613) 995-1801
Ottawa/Hull residents call: 995-1801

2. Conservation and Renewable Energy Offices

These offices provide information on the Canada Oil Substitution Program (COSP) as well as providing all Home Energy Programs publications.

Newfoundland

Atlantic Place
215 Water Street,
3rd Floor
St. John's, Newfoundland A1C 6C9
Zenith: 07792 (Nfld. & Labrador)
St. John's: (709) 772-5353

Nova Scotia

Bank of Montreal Tower
5151 George Street
5th Floor, Suite 503
Halifax, Nova Scotia
B3J 1M5
Toll-free: 1-426-8600
Halifax: (902) 426-8600

New Brunswick

835 Champlain Street
Dieppe, New Brunswick
E1A 1P6
Toll-free: 1-800-332-3908
Dieppe: (506) 388-6070

Prince Edward Island

Waterfront Shopping Centre
98 Water Street
Summerside
Prince Edward Island
C1N 4Y8
(902) 436-7283
Zenith: 07792

Québec

Guy Favreau Complex
200 Dorchester Blvd., West
West Tower, Room 501
Montréal, Québec
H2Z 1X4
Toll-free: 1-800-361-2671
Montréal: (514) 283-5632

Ontario

55 St. Clair Avenue, East
6th Floor
Toronto, Ontario M4T 1M2
Toll-free: 1-800-268-1197
Toronto: (416) 966-8480

Manitoba

112 Osborne Street, South
Main Floor
Winnipeg, Manitoba R3L 1Y5
Toll-free: 1-800-542-8928/8929
Winnipeg: (204) 949-4266

Saskatchewan

S.J. Cohen Building
119-4th Avenue South
Suite 706
Saskatoon, Saskatchewan
S7K 5X2
Toll-free: 1-800-667-9719
1-800-667-9712
Saskatoon: (306) 665-4532 *

Alberta

Grandin Park Plaza
22 Sir Winston Churchill Avenue
2nd Floor, Room 200
St. Albert, Alberta T8N 1B4
Toll-free: 1-800-222-6477
St. Albert: (403) 420-4035
Telex: 03741444

British Columbia and Yukon

100 West Pender Street
Vancouver, British Columbia
V6B 1R8
Vancouver: (604) 666-5949
Toll-free: 1-800-663-1280

* Effective September 17, 1984, this number will change to 975-4532

Northwest Territories

Precambrian Building
4922-52nd Street
10th floor, Box 68
Yellowknife
Northwest Territories
K1A 2N1
Zenith: 06068
Yellowknife: (403) 920-8475

Yukon

2078 Second Avenue
Whitehorse, Yukon
Y1A 1B1
Zenith: 06068
Whitehorse: (403) 668-2828

3. Canadian Home Insulation Program (CHIP) Regional Offices

Information on the Canadian Home Insulation Program (CHIP) as well as all Home Energy Program publications are available from these regional offices.

Newfoundland (East)

Atlantic Place
215 Water Street
Suite 705
Box 65
St. John's, Nfld. A1C 6C9
Zenith: 07792
St. John's: (709) 772-5353

Newfoundland (West)

4 Herald Avenue
Suite 405
Corner Brook, Nfld. A2H 4B4
Zenith: 07792
Corner Brook: (709) 639-1658

Newfoundland (North)

169 Hamilton River Road
Box 3016, Station B
Happy Valley/Goose Bay
Labrador AOP 1E0
Zenith: 07792
Happy Valley/Goose Bay:
(709) 896-2997

Newfoundland (Central)

136 Main Street
Box 1210
Windsor, Newfoundland AOH 2H0
Zenith: 07792
Windsor: (709) 489-9022

Nova Scotia and Prince Edward Island

7001 Mumford Road
Tower One, Suite 200A
Halifax, Nova Scotia B3L 4N8
Toll-free: 1-800-565-7627
Halifax: (902) 453-2421

New Brunswick

Box 158
Fredericton, New Brunswick
E3B 5R2
Toll-free: 1-800-442-9771
Fredericton: (506) 452-3756

Canadian Home Insulation Program (CHIP) Regional Offices (Cont'd)

Québec

4480 Côte de Liesse
Suite 102
Montréal, Québec H4N 2R3
Toll-free: 1-800-361-6860
Montréal: (514) 341-7105

Ontario

Box 1270, Station "T"
Toronto, Ontario
M6B 4A4
Toll-free: 1-800-268-1818
Toronto: (416) 789-0581
Area code 807 call collect:
(416) 789-0581

Manitoba

Box 10, Station "A"
Winnipeg, Manitoba R3B 1Z9
Toll-free: 1-800-362-3346/47
Winnipeg: (204) 949-5695

Saskatchewan

Box 380
Regina, Saskatchewan S4P 3A2
Toll-free: 1-800-667-3573
Regina: (306) 359-6164

Alberta and Northwest Territories

Box 3030
Edmonton, Alberta T5J 2G6
Toll-free: 1-800-232-9492
Edmonton: (403) 420-2459
Northwest Territories
residents call collect:
(403) 420-2459

British Columbia and Yukon

Crown Life Plaza
1500 West Georgia Street
Vancouver, British Columbia V6G 3A1
Toll-free: 1-800-663-9529
Vancouver: (604) 666-2717
Yukon residents call collect:
(604) 666-2717

4. Enercentre Display Units

These mobile information units travel to a variety of home shows, shopping malls and exhibitions across Canada providing information and Home Energy Program publications.

For more information, contact: Frank Jefferies
Manager, Exhibits Program
Energy, Mines and Resources Canada
580 Booth Street
Ottawa, Ontario K1A 0E4
(613) 995-3065

ENERGY, MINES AND RESOURCES CANADA

Energy Conservation and Oil Substitution Branch

Regional Operations Division
Killeany Building
460 O'Connor Street
Ottawa, Ontario K1S 5H3

OBJECTIVE: To co-ordinate and support regional aspects of major conservation and renewable energy programs and to provide program information to the public.

CONSUMER ASSISTANCE:

Regional Operations Division is responsible for the 12 Conservation and Renewable Energy Offices, described under the Home Energy Programs Division. In addition to providing advice on all of the home energy programs mentioned in the previous section (i.e. Canada Oil Substitution Program and the Canadian Home Insulation Program), the Conservation and Renewable Energy Offices offer advice and assistance to the following programs:

1. Propane Vehicle Program

This is a contribution program offering payments of up to \$400 per vehicle for conversion of vehicles (1) to propane systems or (2) towards the purchase of new vehicles that are so equipped.

Contacts: As listed under the previous section, Home Energy Programs Division

2. Super Energy Efficient (SEE) Home Program

This program will provide a total of \$50 million to assist in builder training and the promotion of the construction of up to 20,000 super energy-efficient units over a seven-year period from 1984 to 1991. Funding available under the program will be to assist in the design and evaluation of houses constructed as demonstration projects and to train builders and tradespeople in the appropriate techniques involved in construction of R-2000 homes. Details of the program were developed in co-operation with the Canadian Home Builders' Association (CHBA) which is managing and implementing the program on behalf of EMR. In Quebec, the program is administered by the Association provinciale des constructeurs d'habitations du Québec Inc. (APCHQ). A federal advisory committee provides direction and oversees the program.

Contacts: As listed under the previous section, Home Energy Programs Division

FINANCE CANADA

Inspector General of Banks

Department of Finance
Place Bell Canada
160 Elgin Street
Ottawa, Ontario
K1A 0G5

OBJECTIVE: To investigate legitimate complaints about banks and to act as an intermediary with senior officials of a bank when such action is appropriate.

CONSUMER ASSISTANCE:

Information/Enquiries

Service charges
Cheque cashing
Repayment of mortgage loans
Quality of service
Errors, delay in transactions
Complaint handling
Information on the application of the
Bank Act

Contacts

Information Officer
(613) 995-3521

PUBLICATIONS

Disclosure of Deposit Terms and Conditions Regulations
Cost of Borrowing Disclosure Regulations

Publications Contact: Customer Service
Canadian Government Publishing Centre
Supply and Services Canada
45 Sacré-Coeur Blvd.,
Hull, Québec K1A 0S9
(819) 997-2560

Relevant Legislation

Bank Act
Disclosure of Deposit Terms and Conditions Regulations
Cost of Borrowing Disclosure Regulations

FISHERIES AND OCEANS CANADA

Fisheries Food Centre

401 Lebreton Street
Ottawa, Ontario
K1A 0E6

OBJECTIVE: To provide consumers with technical nutritional information on fish and seafood in order to encourage greater use of these products in regular Canadian diets and to improve per capita consumption.

CONSUMER SERVICES AND ASSISTANCE:

Consumer Test Kitchen - Research, testing and standardization of recipes adapted to trends, and consumer needs, budgets and diets.

Consumer/Publications - Development and production of a bank of technical fact sheets, recipe folders or booklets, food photography, nutritional data, audio-visual material and posters for consumers, food services, institutions, media and trade.

Consumer/Media - Production of press releases and articles for national newspapers and consumer, institutional and trade magazines. Participation in open-line programs, radio and television interviews and food shows; preparation of radio tapes.

Consumer/Public Information Program - Participation in food talks, conferences, food demonstrations and food exhibits.

Consumer/Mailing Services - Answering of mail, telephone requests, complaints and enquiries. Distribution of publications in small and large quantities to consumers, institutions, trade associations and groups. Allow two weeks for delivery.

Information/Enquiries

Requests for fish cookery information, food photos, recipe booklets, educational and promotional material, news releases, bulletins and audio-visuals

Requests from consumers, retailers, associations, media food services for free information, material and services

Contacts

Fisheries Food Centre
Fisheries and Oceans
Canada
200 Kent Street
14th Floor
Ottawa, Ontario
K1A 0E6
(613) 993-2550

HEALTH AND WELFARE CANADA

Health Protection Branch

Educational Services

Ottawa, Ontario

K1A 1B7

OBJECTIVE: To protect the Canadian public from health hazards in the physical environment.

CONSUMER ASSISTANCE:

Information/Enquiries

Food safety, drug safety,
cosmetic safety

Medical device safety

Radiation safety

Contacts

Educational Services
Ottawa: (613) 996-5157
or contact
Regional/District
Offices

Bureau of Medical
Devices
Ottawa: (613) 992-2479
or Regional/District
Offices

Radiation Protection
Bureau
Ottawa: (613) 998-3624

PUBLICATIONS: How to Lodge a Complaint Effectively
Protection is our Middle Name
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: Questions and Answers

(All of the above publications are available free of charge)

Publications Contact: Educational Services
Health Protection Branch
Health and Welfare Canada
Ottawa, Ontario K1A 1B7
(613) 996-5157

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 Provinces

Consultant, Educational Services
Health Protection Branch
Ralston Building
1557 Hollis Street
Halifax, Nova Scotia, B3J 1V5
(420) 426-5771

Consultant, Educational Services
Health Protection Branch
Box 6396, Station "A"
Saint John, New Brunswick
E2L 4R8
(506) 171-4860

Québec

Consultant, Educational Services
Health Protection Branch
1001 Boul. St-Laurent
Longueuil, Québec, J4K 1C7
(514) 283-6063

Ontario

Consultant, Educational Services
Health Protection Branch
2301 Midland Avenue
Scarborough, Ontario, MLP 4R7
(416) 291-4231

Manitoba and Saskatchewan

Consultant, Educational Services
Health Protection Branch
310-269 Main Street
Winnipeg, Manitoba R3C 1B2
(204) 949-5434

Alberta and Northwest Territories

Consultant, Educational Services
Room 30, Commonwealth Bldg.
9912-106 Street
Edmonton, Alberta, T5K 1G5
(403) 420-2625

British Columbia and Yukon

Consultant, Educational Services
Health Protection Branch
Room 618, Customs Building
1001 West Pender Street
Vancouver, British Columbia, V6E 2M7
(604) 544-3705

HEALTH AND WELFARE CANADA

Health Services and Promotion Branch

Ottawa, Ontario
K1A 1B4

OBJECTIVE: To promote a lifestyle that enhances the physical and mental well-being of Canadians, and to assist the provinces and territories to develop and maintain national standards of health service

CONSUMER ASSISTANCE:

Information/Enquiries

Substance abuse
 Alcohol
 Tobacco
 Drugs
Nutrition
Breast-feeding
Lifestyle computerized exhibits

Family planning

Dental health

Health promotion contributions

Support Services

References to specific support services are channelled through the Information Resources Section

Contacts

General enquiries relating to all program areas may be directed to:

Information Resources

Health Promotion Directorate
(613) 996-1597

Health Services Directorate
(613) 996-2270

Health Services Directorate
(613) 992-7794

National Office
(613) 996-4533

or
Regional Health Promotion Directorate
Offices listed below

Contacts

Nancy Junkins
Resources Officer
(613) 996-1517

PUBLICATIONS: Branch publications are available in the following subject areas:

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

For a complete list of publications, please contact:

Information Resources Unit
Health Promotion Directorate
Health and Welfare Canada
Ottawa, Ontario K1A 1B4
(613) 996-1545

RELEVANT LEGISLATION

Food and Drugs Act and Regulations
Narcotic Control Act and Regulations
Tobacco Restraint Act

REGIONAL/DISTRICT OFFICES

Atlantic

5409 Rainnie Drive
Halifax, Nova Scotia
B3J 1P8 (902) 426-2700

Québec

Guy Favreau Complex
East Tower, Suite 210
Montréal, Québec H2Z 1X4
(514) 283-4587

Ontario

102 Bloor Street West,
Toronto, Ontario M5S 1M8
(416) 996-6483

Prairies

213 Notre Dame Avenue, Room 603
Winnipeg, Manitoba R3B 1N3
(204) 949-6574

Pacific

Vancouver, British Columbia
V5Z 1E9
(604) 666-6061

STANDARDS COUNCIL OF CANADA

350 Sparks Street
Ottawa, Ontario
K1R 7S8

OBJECTIVE: 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.

Although the Standards Council of Canada is not involved directly in consumer complaints, it does receive recommendations from its Advisory Committee on Standards for Consumers (ACC). The Committee, representing consumer associations, the Canadian standards community, research, industry and government interests, provides a vehicle for identifying and communicating consumer needs to standards writing organizations through the Standards Council. It also encourages consumer input in the development of product service standards.

CONSUMER ASSISTANCE

Information/Enquiries

Consumer education and information programs,
Advisory Committee on Standards for
Consumers (ACC)

Standards Information Service (SIS) --
provides information on standards,
standardization activities, certification
systems and technical regulations

Contacts

Manager, Public
Relations Division
(613) 238-3222

Manager, Standards
Information Division
(613) 238-3222

or

Toll-free:
1-800-267-8220

PUBLICATIONS: The Standards Council of Canada (brochure)
An Introduction to Standardization (brochure)
The Standards Information System (brochure)
The National Standards System of Canada (brochure)
A Standards Guide for Young Artists --
colouring/activity book for school-age children
Standards Are for Living -- leaflet describing 16mm,
13½-minute colour film on the role standards play in
everyday Canadian life. The film is available on
loan free of charge by writing to the Standards
Council.

All publications available free of charge, in English and French, in bulk quantities or single copies.

For a complete list of publications, please contact:

Assistant Manager, Communications
Standards Council of Canada
350 Sparks Street
Suite 1210
Ottawa, Ontario K1R 7S8
(613) 238-3222

STATISTICS CANADA

Ottawa, Ontario K1A 0T6

OBJECTIVE

Source of extensive information (statistical data and analyses) on the Canadian economy and Canadian society, including information on the income, wealth and expenditures of individuals and families and on prices of consumer goods and services.

CONSUMER ASSISTANCE

Information/Enquiries

Level of and change in prices (CPI),
Canada and major cities

Price differences among cities

Purchasing power of dollar

Income distributions

Assets and indebtedness of families

Family expenditures

Household facilities and equipment

Contacts

Prices Division
(613) 995-4078

Consumer Income and
Expenditure Division
(613) 996-5294

Advisory Services
(see Section V)

Support Services

Information and consultation

User assistance and advice

Seminars on data

Contacts

- Prices Division
(613) 995-4078
- Consumer Income and
Expenditure Division
(613) 996-5294
- Advisory Services
(see Section V)

PUBLICATIONS

List of publications

Statistics Canada Catalogue, 1984

Price

Free

List of Publications

Price

The Consumer Price Index (monthly, 62-001)	\$27.50 per year
Consumer Prices and Price Indexes (quarterly, 62-010)	\$26.60 per year
Your Guide to the CPI	Free
Income Distributions in Canada (annual, 13-207)	\$11.10
Incomes, Assets and Indebtedness in Canada, 1977 (occasional, 13-572)	\$ 7.00
Family Expenditures in Canada, 1978 (occasional, 62-550 and 62-551)	\$10.00 each
Family Expenditures in Canada, 1982 (occasional, 62-555)	T.B.A.
Household Facilities and Equipment (annual, 64-202)	\$ 6.65

Publications Contact: Publication Sales and Services
Statistics Canada, Ottawa, Ontario, K1A 0T6
(613) 993-7276

RELEVANT LEGISLATION

Statistics Act

REGIONAL OFFICES

Newfoundland and Labrador St-John's	Zenith 07037 772-4073
Nova Scotia, New Brunswick and Prince Edward Island Halifax	1-800-565-7192 426-5331
Québec Montréal	1-800-361-2831 283-5725
Ontario Ottawa Toronto Sturgeon Falls	1-800-268-1151 992-4734 966-6586 753-4888

Manitoba Winnipeg	1-800-282-8006 949-4020
Saskatchewan Regina	1-(112)-800-667-3524 359-5405
Alberta Edmonton	1-800-222-6400 420-3027
British Columbia (South and Central) Vancouver	1(112)-800-663-1551 666-3691
Yukon and Northern B.C. (Northwestel)	Zenith 08913
Northwest Territories (Northwestel)	Zenith 22015

SUPPLY AND SERVICES CANADA

Canadian Government Publishing Centre

Ottawa, Ontario

K1A 0S9

OBJECTIVE: The Canadian Government Publishing Centre publishes and distributes in Canada and elsewhere those priced publications, official documents, reports and periodicals that federal departments and agencies wish to be made available.

CONSUMER ASSISTANCE:

Information/Enquiries

Contacts

Publication orders	(819) 997-2560
Publication enquiries	(819) 997-2560
Special services for Members of Parliament and Senators	(819) 997-2560
Customer Service	(819) 997-2560

PUBLICATIONS: The Publishing Centre has a variety of priced publications for sale to Canadians. To facilitate ordering, publications are listed under the following subjects:

- Canada (general)
- Sports and Leisure
- Native People and Ethnic Groups
- Economics, Management and Commerce
- Energy and Environment
- Fauna, Flora and Fisheries
- Education and Linguistics
- Geography and Natural Resources
- History and Archaeology
- Labour and Immigration
- Parliamentary Reports and Legislation
- References, Glossaries
- Food, Health and Child Care
- Science and Technology
- Sociology and Communications
- Transportation
- Subscriptions and Periodicals

(Subject lists are available free of charge)

Publications Contact: Customer Service
Canadian Government Publishing Centre
Supply and Services Canada
45 Sacré-Coeur boulevard
Hull, Québec K1A 0S9
(819) 997-2560

A list of authorized bookstore agents for the sale of Canadian Government publications is available on request from the above address.

RELEVANT LEGISLATION

The overall 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

Centre for Service to the Public
Ottawa, Ontario K1A 0S5

OBJECTIVE: To provide Canadians with easier access to federal government programs and services and to work with federal departments to improve the quality of their service to the public.

CONSUMER ASSISTANCE:

Canada Service Bureaux are referral centres for enquiries concerning federal programs and services. Bureau staff handle general questions or problems and refer enquiries needing more detailed answers to the appropriate person in the department responsible for the program. The assistance is provided through storefront offices in 11 major centres and through a toll-free, bilingual telephone referral service available to residents of every province and the Yukon.

PUBLICATIONS:

Index to Federal Programs and Services, 1984 -- descriptions of more than 1100 programs and services administered by 131 departments, agencies and Crown Corporations. The Index can be consulted at all Canada Service Bureaux and most post offices and public libraries. It may be purchased for \$9.95 from government-authorized bookstores or the Canadian Government Publishing Centre, Hull, Québec, K1A 0S9.

Publications Contact: Centre for Service to the Public
Supply and Services Canada
365 Laurier Avenue West
Journal Tower South, 20th Floor
Ottawa, Ontario K1A 0S5
(613) 993-6342
or
Canada Service Bureaux listed below

SERVICE BUREAUX ADDRESSES

TELEPHONE REFERRAL NUMBERS

British Columbia

818 Burrard Street
Vancouver, British Columbia
V6Z 2G7

Vancouver local calls
Other parts of B.C.
Northern B.C.

666-5555
112-800-663-1381
Zenith 08918

Alberta

Harry Hays Building
220-4th Avenue South East
Calgary, Alberta
T2P 3M5

Calgary local calls
Edmonton Local calls
Other parts of Alberta

231-4998
420-2021
1-800-232-9481

Benson Block
10138-101 Street
Edmonton, Alberta
T5J 0S4

Saskatchewan

Old City Hall Mall
101-1801 Scarth Street
Regina, Saskatchewan
S4P 2G9

Regina local calls
Other parts of Saskatchewan

359-6683
Zenith 28000

Manitoba

330 Graham Avenue
Main Floor
Eaton Place
Winnipeg, Manitoba
R3C 4A5

Citizens' Inquiry Service
(operated jointly with the
Prov. of Man.)
Winnipeg local calls
Other parts of Manitoba

944-3744
1-800-282-8060

Canada Public Help Centre
103 Osborne Street South
Osborne Village
Winnipeg, Manitoba
R3L 1Y4

Winnipeg local calls
Toll free-other parts of
Manitoba (for those with
problems with employment,
unemployment insurance or
immigration).

949-4474
Zenith 37200

Ontario

50 Bloor Street West
Lower Concourse Mall
Toronto, Ontario
M4W 3L8

Toronto local calls
North Bay local calls
Ottawa local calls
Toll free for northern Ontario
(area codes 807 & 705)
Toll free for Almonte &
Carleton Place

926-1993
476-4910
995-7151
1-800-461-1664
1-800-267-0330

SERVICE BUREAUX ADDRESSES

TELEPHONE REFERRAL NUMBERS

Ontario (Continued)

50 Bloor Street West
Lower Concourse Mall
Toronto, Ontario
M4W 3L8

Toll free for the
rest of Ontario (area
codes 519, 416 & 613)

1-800-268-7207

Québec

399 St. Joseph Street East
Québec, Québec
G1K 3B5

Québec City local calls
Montréal local calls
Toll free for Québec
residents in Low,

694-7738

283-3333

800 de Maisonneuve
Boulevard East
Montréal, Québec
H2L 4L8

Perkins, Kazabazua,
Quyón & St. Pierre de
Wakefield
Other parts of Québec

1-800-267-0340

1-800-361-7287

New Brunswick

823 Main Street
Moncton, New Brunswick
E1C 1G1

New Brunswick Inquiries
(operated jointly with the
Prov. of N.B.) Fredericton,
Oromocto, Keswick and
local calls
Other parts of N.B.

453-2525

1-800-442-4400

Nova Scotia

1675 Barrington Street
Halifax, Nova Scotia
B3J 1Z9

Halifax local calls
Other parts of N.S.

426-8092

1-426-8092

Newfoundland

Avalon Mall Two
Kenmount Road
St. John's, Newfoundland
A1B 4B8

St. John's local calls
Other parts of Nfld.

772-4365

Zenith 07027

Prince Edward Island

No Canada Service Bureau

Island Inquiries (operated
jointly with the Prov. of
P.E.I.) and
Charlottetown local calls
Other parts of P.E.I.

566-7575

1-566-7575

Yukon

No Canada Service Bureau

Yukon Inquiry Service (operated
jointly with Yukon Territory)
and Whitehorse local calls
Other parts of the Yukon

667-5811

Zenith 3003

TRANSPORT CANADA

Road Safety and Motor Vehicle Regulation Directorate

Place de Ville, Tower "C"

330 Sparks Street

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/Enquiries

Complaints regarding motor vehicle defects in design, construction or operation

Enquiries regarding motor vehicle recalls

Enquiries/complaints regarding fuel consumption

Enquiries concerning private vehicle importation

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

Enquiries about vehicle testing facilities

Contacts

Public Complaints
Analysis &
Investigations
(613) 993-9851

Recall Systems,
Analysis & Evaluation
(613) 993-9856

Energy & Emissions
Engineering
(613) 993-4981

Component Testing,
Importation and Audit
Inspection
(613) 992-4464

Communications & Public
Information
(613) 992-1471

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

PUBLICATIONS

Quantity Available

Smashed	Bulk/single
Human Collision	Bulk/single
Keep Them Safe	Bulk/single
Standards Series:	
Automobile, Bus, Motorcycle/Snowmobile	
Truck/Bus/MPVs, Trailer	Single
Safety Series:	
Vehicle Recalls, Riding on Air, Belt Up!	
How Safe Can You Be?	Bulk
Private Importation of Motor Vehicles	Bulk

Audio Visual

Keep them Safe
 Child Restraints; seat belts
 16mm colour, sound

Survival
 Motorcycles (Driver Education)
 16mm colour, sound

Blainville Test Centre
 video cassette
 (Sony KCA60)

Publications Contact: Communication and Public Information
Road Safety and Motor Vehicle Regulation
Directorate,
Transport Canada Building, Ottawa, Ontario K1A 0N5
(613) 992-1471

UNIVERSITY VEHICLE SAFETY RESEARCH TEAMS:

Nova Scotia

Technical University of
Nova Scotia
162-9-429-8300

New Brunswick

University of New Brunswick
173-453-4522/4570

Québec

McGill University
183-9-392-4200/4673

École Polytechnique
183-9-344-4906/4721

UNIVERSITY VEHICLE SAFETY RESEARCH TEAMS:

Ontario

University of Toronto
186-9-978-5054/8652

University of Western Ontario
186-9-679-3323/6565

Manitoba

University of Manitoba
161-269-0116

Winnipeg General Hospital
161-888-9854

Saskatchewan

University of Saskatchewan
166-9-343-3171/3503

Alberta

University of Calgary
170-9-284-5041

British Columbia

B.C. Research
175-9-224-4331