

Canada



Consumer and
Corporate Affairs
Canada

Consommation
et Corporations
Canada

Consumer Resource
Exposition
Ressources en consommation

GUIDE

INTRODUCTION

Published for the first time, the Consumer Resource Exposition Guide includes 18 federal departments, agencies and Crown Corporations that have consumer-oriented programs and services.

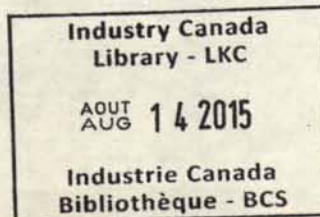
It has been designed to help Members of Parliament, Senators and their staffs in responding to enquiries and complaints from constituents and the general public.

A subject index is included for easy referral to the appropriate federal program. Most of the telephone numbers listed are for contacts in the Ottawa/Hull area. For regional or district offices that are not shown, please consult the federal government listings in your local telephone directory.

We believe the Consumer Resource Exposition Guide will prove a valuable aid in replying to consumer-related concerns.

Consumer and Corporate Affairs Canada
Place du Portage, Tower 1
50 Victoria Street
Hull, Québec
K1A 0C9

May 1982



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MAY 1982

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AGRICULTURE CANADA

Sir John Carling Building
930 Carling Avenue
Ottawa, Ontario
K1A 0C5

OBJECTIVE: To advise on growing agricultural products; food selection for good health; best value for food dollar; and safe, energy-conserving and quality-maintaining food practices.

CONSUMER ASSISTANCE:

Information/Enquiries

Agriculture

Crops
Livestock
Soil management
Agricultural research
Gardening

Food

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

Contacts

Communications Branch
(613) 995-5222

Food Advisory Division
(613) 995-5880

PUBLICATIONS: Agriculture

Don't bring it back
Livestock on small farms
Home Vegetable Growing
Guide to Federal Agricultural Service

Food

Food Storage in the Home
Shop Canadian Year Round
Shopping for Food and Nutrition
Conserve Today to Consume Tomorrow
Freezing Foods

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; please write for prices.

Publications Contact: Communications Branch
Agriculture Canada
Ottawa, Ontario
K1A 0C7
(613) 995-8963

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

Securities Department
(613) 563-8187

Public Debt Department
(613) 563-8372

Public Debt Department
(613) 563-8922

Public Debt Department
(613) 563-8703

Public Debt Department
(613) 563-8970

Public Debt Department
(613) 563-8926

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

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

CANADA MORTGAGE AND HOUSING CORPORATION

National Office
Montréal Road
Ottawa, Ontario
K1A 0P7

OBJECTIVES: To assist the private market in producing enough affordable housing to meet the needs of Canadians.

To provide housing assistance for people whose needs cannot be met through the private sector.

CONSUMER ASSISTANCE:

Information/Enquiries

Mortgages -- why? types?
Requests for housing publications
Requests for audio-visual materials
CMHC program information
News releases

Contacts

Information and Communications
Centre
National CMHC Office
(613) 748-2609

OR

District CMHC Offices across
Canada (see local telephone
directory)

PUBLICATIONS:

CMHC Publications (NHA 5006)
Protecting Your Home Against Burglary (NHA 5394), \$1.00
Residential Standards, \$1.50
Information Kit (NHA 5207)
Think Metric in Construction (NHA 5174)
Aid for Home Repairs (NHA 5257)
How to Hire a Contractor (NHA 5429)
Conservation of Energy in Housing (NHA 5149), \$3.00
NHA Mortgages to Existing Housing (NHA 5419)
Canadian Wood Frame Construction (NHA 5031M), \$3.00
Sensible Rehabilitation of Older Houses (NHA 5204), \$2.00
Here's Help to Fix Up Your Home (NHA 5189)
Homeowners -- RRAP (NHA 5405)
Poster -- Details of House Construction (NHA 5011)

Most publications are available in bulk quantities and single copies.
Prices are indicated where applicable.

Publications Contact: News and Information Division
Information and Communications Centre
Canada Mortgage and Housing Corporation
373 Sussex Drive
Ottawa, Ontario
K1A 0P7
(613) 748-2609

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

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

OR

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

PUBLICATIONS:

	<u>Maximum Quantity Available</u>
Use Green Bordered Envelopes (40-076-275)	50
How to Prepare Your Mail (40-076-280)	50
Typing the Postal Code (40-076-288)	50
Envelope enclosures (40-076-289)	50
Business Reply Mail (40-076-297)	100
Certified Mail (40-076-300)	100
Special Delivery (40-076-305)	100
First Class Pre-Stamped Stationery (40-076-306)	100
Proper Packaging (40-076-323)	50
Signature Services (40-076-325)	50
Canada Postal Standards (40-076-385)	1
Proper Addressing (40-076-387)	50

Publications Contact: Marketing Planning Branch
Canada Post Corporation
Sir Alexander Campbell Building
Confederation Heights
Ottawa, Ontario
K1A 0B1
(613) 998-4134

THE CANADIAN HUMAN RIGHTS COMMISSION

257 Slater Street,
4th Floor
Ottawa, Ontario
K1A 1E1

OBJECTIVE: to protect individuals against discrimination by federal jurisdiction organizations.

The Canadian Human Rights Act bans discrimination on the grounds of: race, colour, national or ethnic origin, religion, age, sex, marital status, pardoned conviction, physical handicap (in employment), and provides for equal pay for work of equal value.

CONSUMER ASSISTANCE:

Information/Enquiries

Answers general enquiries and provides referrals to appropriate agencies

Investigates discrimination complaints

Provides advice and educational resources to employers unions, community groups

Distributes information materials including some braille copies and cassette recordings

Contacts

Information, Education and
Co-operation Branch
Enquiries Officers
(613) 995-1151

Complaints and Compliance
Branch
Intake Officers
(613) 593-7491

Information, Education and
Co-operation Branch
(613) 995-5504

Information, Education and
Co-operation Branch
(613) 996-2558
(613) 996-2560

PUBLICATIONS: How to File a Complaint
What to do when a complaint is filed against you with the
Canadian Human Rights Commission
Think rights! -- sample questions and answers, one for each
of the grounds, and for equal pay -- matching posters
A Summary of the Act
The Canadian Human Rights Act: Employee Associations and
Unions -- explains the Act's impact on employment

Address card -- addresses and phone numbers of regional
offices in Halifax, Montréal, Toronto, Winnipeg, Edmonton
and Vancouver
Recruitment and Interview Guide
Employer Guide
Special Programs in Employment
Annual Report

Publications Contact: Information Services
Information, Education and Co-operation Branch
Canadian Human Rights Commission
257 Slater Street
Ottawa, Ontario
K1A 1E1
(613) 996-2558

THE CANADIAN HUMAN RIGHTS COMMISSION

Privacy Commissioner
257 Slater Street,
4th Floor
Ottawa, Ontario
K1A 1E1

OBJECTIVE: to function as a personal information ombudsman.

Part IV of the Canadian Human Rights Act establishes an individual's rights to: examine personal information in federal information banks and ensure its accuracy or request correction or annotation, know how it is used and limit its use.

CONSUMER ASSISTANCE:

Information/Enquiries

Enquiries and complaints concerning
personal records

Contacts

Privacy Commissioner
(613) 995-2410

Secretariat
(613) 995-2420

PUBLICATIONS: It's your right -- summary of the right of access to, and privacy of personal information in federal information banks.

Publications Contact: Privacy Secretariat
Canadian Human Rights Commission
P.O. Box 2500, Station "D"
Ottawa, Ontario
K1P 6G7
(613) 995-2420

CANADIAN RADIO-TELEVISION AND TELECOMMUNICATIONS COMMISSION

Ottawa, Ontario
K1A 0N2

OBJECTIVES: 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.

CONSUMER ASSISTANCE:

Information/Enquiries

Broadcasting

Advertising: beer, wine, cider
food and drugs
offensive material
sex-role stereotyping
and that directed at children
Applications for new licences, amendments
to and renewal of licences
Broadcasting (AM and FM radio, TV,
cable TV, pay TV)
Cable TV rates, services, billings,
rate increases
Canadian content requirements
Copies of CRTC notices, decisions
Licensing of broadcasting undertakings
Political broadcasts (during and
outside election periods)
Public hearing dates, deadlines,
participation

Contacts

Information Services
(819) 997-0313

Visual Ear (for the hearing
impaired)
(819) 997-0423

Information/Enquiries

Telecommunications

Accessibility of service
Application of tariffs
Cost Enquiry
Disconnection or reconnection of service
Interconnection of subscriber-
provided equipment
Public hearings: intervention procedures
and participation
Quality of service
Relations between the company and
its subscribers

Contacts

Complaints Bureau
(819) 997-0272

Visual Ear
(819) 997-0423

Complaints that may require an investigation must be submitted in writing to the Secretary General, CRTC, Ottawa, Ontario, K1A 0N2. The Commission may hold a public hearing on a complaint, as set out in the Broadcasting Act, section 19(2)(c).

PUBLICATIONS: CRTC Annual Report (includes a list of CRTC publications)

Bibliography of CRTC studies and reports (June 1981):
an indexed bibliography of studies, reports, papers and
bibliographies written by CRTC staff since 1968.

Single copies of all broadcasting and telecommunications
decisions and notices published by the Commission are
available on request.

Publications Contact: Information Services
Canadian Radio-television and Telecommunications
Commission
Ottawa, Ontario
K1A 0N2
(819) 997-0313

CANADIAN TRANSPORT COMMISSION

Ottawa, Ontario
K1A 0N9

OBJECTIVE: The Canadian Transport Commission regulates transportation under federal jurisdiction. It is a court of record. Its powers and duties are divided among seven committees. Five of these regulate different transport modes: air, rail, water, motor vehicle and commodity pipeline. The Commission's regulation of air and rail modes of transport affect most Canadians.

Railway Transport Committee (RTC)

The RTC regulates passenger and freight services with the object of ensuring the provision of adequate and suitable service in Canada.

Air Transport Committee (ATC)

The ATC regulates air services and prices to authorize provision of adequate air service to the public at reasonable rates, under fair competitive conditions and without unjust discrimination.

CONSUMER ASSISTANCE:

Information/Enquiries

Contacts

Railway Transport Committee (RTC)

Passenger Train Services	(819) 997-4425
On-Train Service	
Reservations	
Train Performance	
Communications	
Station Buildings Shelters	
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
Competition	(819) 997-6030

PUBLICATIONS: A Guide For The Canadian Air Traveller

Publications Contact: Information Services
Canadian Transport Commission
Ottawa, Ontario
K1A 0N9
(819) 997-0344

DEPARTMENT OF COMMUNICATIONS

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

OBJECTIVE: The Telecommunication Regulatory Service manages and regulates the radio frequency spectrum and develops standards and specifications to promote more effective use of the resource.

CONSUMER ASSISTANCE:

Information/Enquiries

General enquiries

Issues licences for radio stations,
amateur radio and CBs.

Conducts examinations for persons desiring
to obtain certificates of proficiency
as radio operators.

Investigates complaints involving
interference to radio and TV reception.

Atlantic

Department of Communications
Terminal Plaza Building
1222 Main Street, 7th Floor,
Moncton, New Brunswick
E1C 8R2
Telephone: (506) 388-6522

Québec

Department of Communications
2085 Union Avenue, 20th Floor
Montréal, Québec
H3A 2C3
Telephone: (514) 283-7994

Contacts

Information Services
Headquarters
(613) 995-8185

Regional Offices
(addresses listed below)

OR

Nearest District Office
(please refer to local
telephone directory)

Ontario

Department of Communications
55 St. Clair Avenue East
9th Floor
Toronto, Ontario
M4T 1M2
Telephone: (416) 966-6280

Prairies

Department of Communications
200-386 Broadway Avenue
Winnipeg, Manitoba
R3C 3Y9
Telephone: (204) 949-4081

Pacific

Department of Communications
325 Granville Street,
Room 300
Vancouver, British Columbia
V6C 1S5
Telephone: (604) 544-6589

PUBLICATIONS: For Better Television Reception
How to Identify and Resolve Radio-TV Interference Problems
The New General Radio Service Handbook

Single copies only.

Publications Contact: Information Services
Department of Communications
300 Slater Street
Ottawa, Ontario
K1A 0C8
(613) 995-8185

CONSUMER AND CORPORATE AFFAIRS CANADA

Bureau of Consumer Affairs
Place du Portage, Tower 1
50 Victoria Street
Hull, Québec
K1A 0C9

OBJECTIVES: 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.

Consumer Services promotes the effectiveness of the consumer in the marketplace by providing information; funding self-help consumer groups; encouraging consumer awareness in business and industry; addressing the needs of disadvantaged consumers; and supporting the consumer voice in government.

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 and in conjunction with the provincial government in Manitoba.

Information/Enquiries

Contacts

Tax Rebate Discounting Act

Headquarters
(819) 997-4320

Consumer Funding Program

Headquarters
(819) 997-4440

General Consumer Enquiries
or Complaints

Headquarters
(819) 997-4320

OR

Regional and District CCAC Offices
(see local telephone directory)

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 Energuide program, under which major electrical household appliances are required to carry a label indicating consumption in kilowatt-hours per month.

Information/Enquiries

Headquarters
(819) 997-1548

Regional and District CCAC Offices
(see local telephone directory)

PUBLICATIONS: ✓1981 Energuide Directory -- Refrigerators, Freezers, Ranges
✓1981 Energuide Directory -- Clothes Washers, Dishwashers
✓Every Label Tells a Story
✓Follow the Signs
X Fabric Care Symbols *NOT AVAILABLE*
✓Precious Metals -- Buyer Beware
✓Labels Tell the Fabric Story
✓Let the Labels do the Talking

Product Safety administers the Hazardous Products Act, and inspects and tests a wide range of consumer products to reduce the potential for unnecessary illness, injury or death.

Information/Enquiries

Headquarters
(819) 997-1670

Regional and District CCAC Offices
(see local telephone directory)

PUBLICATIONS: ✓Is your Child Safe?
✓Toy Rattle Gauge
✓Stop and Save a Life
✓The Adventures of Binkley and Doinkel (Comic book)

Legal Metrology is responsible for ensuring accurate measurement in the Canadian marketplace by the inspection and approval of all weighing and measuring devices.

Information/Enquiries

Contacts

Approval of electrical and
natural gas measuring devices

Headquarters
(613) 995-0930

Approval of other types of
weighing and measuring devices

Headquarters
(613) 995-0930

Inspection of all types
of weighing and measuring
devices

Regional and District CCAC Offices
(see local telephone directory)

PUBLICATIONS: / Truck Scales
/ Truck-Mounted Meters

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

CONSUMER AND CORPORATE AFFAIRS CANADA

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

Debtor Services monitors the availability of bankruptcy services for the consumer debtor to ensure that all individuals who are in genuine need of bankruptcy services have access to them regardless of their ability to pay the fees of a trustee in bankruptcy.

Contacts

Specific Assistance for Complaints,
Enquiries

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

General Program Information

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

PUBLICATIONS: ✓ Debts, Debts, Debts
✓ Suddenly you are a "Creditor"
✓ So, Bankruptcy is Your Solution

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

CONSUMER AND CORPORATE AFFAIRS CANADA

Bureau of Competition Policy
Marketing Practices Branch
Place du Portage, Tower 1
50 Victoria Street
Hull, Quebec
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.

Information/Enquiries: Headquarters
(819) 997-3333

Complaints: (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!)

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

CONSUMER AND CORPORATE AFFAIRS CANADA

Metric Commission
255 Argyle Avenue
Ottawa, Ontario
K1A 0C9

OBJECTIVE: The Commission, in co-operation with over 2,000 volunteers from all sectors of the community, is working to implement metric conversion across Canada.

CONSUMER ASSISTANCE:

Information/Enquiries

General public enquiries/
complaints

Contacts

Information Directorate
(613) 996-4000

PUBLICATIONS:

- Moving to Metric
- ✓What going Metric means to Consumers
- ✓Metricubes
- ✓Your Handy Metric Handbook
- ✓Metric Shopping is Here

All publications are available in bulk quantities.

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

CONSUMER AND CORPORATE AFFAIRS CANADA

Urea Formaldehyde Foam Insulation (UFFI) Information and Co-ordination
Centre
Place du Centre, 4th Floor
200 Promenade du Portage
Hull, Québec
K1A 0C9

OBJECTIVES: The objectives of the Assistance Program for Homeowners with urea formaldehyde foam insulation (UFFI) are to renew confidence in the marketplace so that the values of homes will be restored; to address the fears of the Canadian public about the effects of this product; and to help those who have definite health problems as a result of the foam.

CONSUMER ASSISTANCE:

The federal government has established a UFFI Information and Co-ordination Centre to assist Canadians in dealing with problems associated with the use of urea formaldehyde foam insulation. The Centre provides a central location where homeowners can obtain information and register complaints about the insulation, obtain assistance in assessing their problems and, if required, advice on what immediate basic remedial measures can be taken. The Centre can be reached at the following telephone numbers:

Toll-free numbers: 1-800-567-6870

British Columbia
112-800-567-6870

Yukon and Northwest Territories
1-819-994-0155 (call collect)

Headquarters: (819) 994-0155

PUBLICATIONS:

- ✓ What you should know about UFFI (brochure)
- ✓ UFFI General Information to Homeowners
- ✓ UFFI Information for Medical Doctors
- ✓ UFFI Remedial Measures for Woodframe Construction

Publications Contact: UFFI Information and Co-ordination Centre
Place du Centre
200 Promenade du Portage
4th Floor
Hull, Québec
K1A 0C9
Telephone: (819) 994-0155

ENERGY, MINES AND RESOURCES CANADA

Conservation and Renewable Energy Branch
Killeany Building
460 O'Connor Street
Ottawa, Ontario
K1S 5H3

OBJECTIVES: To encourage conservation of energy by making homes more energy-efficient and by substituting oil with alternate sources of energy.

CONSUMER ASSISTANCE:

Conservation and Renewable Energy Offices (CREO)

Twelve offices, one in each province and territory, co-ordinate and support regional aspects of major conservation and renewable energy programs and provide program and technical information to the public.

Contacts

Headquarters: (613) 995-9447

OR

Conservation and Renewable Energy Offices as listed below:

Newfoundland

Atlantic Place
215 Water Street, 7th Floor
St. John's, Newfoundland
A1C 6C9
Telephone: (709) 772-4577
Zenith: 07792 (Newfoundland and Labrador)
Telex: 0164988

Nova Scotia

Bank of Montreal Tower
5151 George Street
5th Floor, Suite 503,
Halifax, Nova Scotia
B3J 1M5
Telephone: (902) 426-8607
Telex: 01922823

New Brunswick

835 Champlain Street
Dieppe, New Brunswick
E1A 1P6
Telephone: (506) 388-6077
Toll free: 1-800-332-3908
Telex: 01427535

Prince Edward Island

Waterfront Shopping Centre
98 Water Street
Summerside, Prince Edward Island
C1N 4N6
Telephone: (902) 436-7283
Zenith: 07792
Telex: 01427567

Québec

605 Dorchester Blvd., West
Ground Floor
Montréal, Québec
H3B 1P4
Telephone: (514) 283-5644
Toll free: 1-800-361-8025
1-800-361-8028
1-800-361-8296
Telex: 05560291

Ontario

2242 Lakeshore Blvd., West
Toronto, Ontario
M8V 1A5
Telephone: (416) 252-5049
Toll free: 1-800-268-2207
1-800-268-2208
Telex: 06218409

Manitoba

112/110 Osborne Street, South
Main Floor
Winnipeg, Manitoba
R3L 1Y5
Telephone: (204) 949-4266
Toll free: 1-800-542-8928
1-800-542-8929
Telex: 0755716

Saskatchewan

S.J. Cohen Building
119-4th Avenue South, Suite 706
Saskatoon, Saskatchewan
S7K 5X2
Telephone: (306) 665-4520
Toll free: 1-800-667-9719
1-800-667-9712
Telex: 07421650

Alberta

Grandin Park Plaza
22 Sir Winston Churchill Avenue
2nd Floor, Room 200
St. Albert, Alberta
T8N 1B4
Telephone: (403) 420-4049
Toll free: 1-800-222-6477
Telex: 04741444

British Columbia

Marlborough Mall
5021 Kingsway,
3rd Floor, Rm. 320
Burnaby, British Columbia
V5H 2E5
Telephone: (604) 524-7367
Toll free: 112-800-663-1280
Telex: 04354878

Yukon

2078 Second Avenue
Whitehorse, Yukon
Y1A 1B1
Telephone: (403) 668-2914
Zenith: 2828
Telex: 0368486

Northwest Territories

Precambrian Building
4922 - 52nd Street
Yellowknife, Northwest Territories
X0E 1H0
Telephone: (403) 920-8478
Zenith: 2828
Telex: 03445630

Enersave Advisory Service

The Enersave Advisory Service is a national information centre for all aspects of home energy management.

Information is disseminated through:

A free, computerized analysis of householders' home insulation requirements. Householders complete a questionnaire on the basic characteristics of their home. Their replies are analyzed by computer and the results returned by mail.

The Enersave Heatline, a national toll-free telephone advisory service on home insulation, home heating, and other aspects of residential energy conservation, including renewable energy options.

Enersave Fact Sheets that provide the public with detailed information on technical and consumer issues.

Contacts

ENERSAVE
Box 4510
Station "E"
Ottawa
K1S 5K3
Toll free: 1-800-267-9563

B.C. Residents only: 112-800-267-9563

Yukon and N.W.T. call collect: (613) 995-1801

Ottawa/Hull residents call: (613) 995-1801

Regional Conservation and Renewable Energy offices as above.

Canadian Home Insulation Program (CHIP)

CHIP provides a direct taxable grant to eligible householders who retrofit their homes to improve energy efficiency. Interested homeowners should contact their nearest CHIP office to request an applicant's guide.

Contacts

Headquarters: (613) 995-9447

OR

CHIP offices as listed below
Regional Conservation and Renewable Energy Offices as above.

CHIP Offices

Newfoundland

Atlantic Place
215 Water Street, 7th Floor
St. John's, Newfoundland
A1C 6C9
Telephone: (709) 772-5353

New Brunswick

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

Québec

P.O. Box 700,
St. Laurent Postal Station
Montréal, Québec
H4L 5A8
Telephone: (514) 341-7105
Toll free: 1-800-361-2943

Ontario

P.O. Box 1270, Station "T"
Toronto, Ontario
M6B 4A4
Telephone: (416) 789-0581
Toll free: 1-800-268-1818

Manitoba

P.O. Box 10
Station "A"
Winnipeg, Manitoba
R3K 1Z9
Telephone: (204) 942-2471
Toll free: 1-800-362-3346/3347

Saskatchewan

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

Alberta

P.O. Box 3030
Edmonton, Alberta
T5J 2G6
Telephone: (403) 420-2459

British Columbia

Crown Life Place
1500 West Georgia Street
Suite 800
Vancouver, British Columbia
V6G 3A1
Telephone: (604) 666-2717
Toll free: 112-800-663-9529

Yukon

2078 Second Avenue
Whitehorse, Yukon
Telephone: (403) 668-2828
Zenith: 2828

Northwest Territories

Precambrian Building
4922-52nd Street
Yellowknife, N.W.T.
Telephone: (403) 920-8475
Zenith: 2828

Canadian Oil Substitution Program (COSP)

COSP provides taxable contributions toward the capital cost of converting heating systems from oil to eligible energy sources, or in some regions, toward the capital cost of insulation and other conservation improvements.

Contacts

Headquarters: (613) 995-1118

OR

Regional Conservation and Renewable Energy Offices listed above.

For conversions to natural gas and electricity contact local utility companies.

Propane Vehicle Grant Program

This is a contribution program offering payments of up to \$400 per vehicle for conversion of commercial and farm vehicles to single-fuel propane systems or toward purchase of new vehicles that are so equipped. To be eligible a vehicle must be licensed for on-road operation and must be used more than half of the time for business purposes. All farm vehicles qualify. The contribution is taxable.

Contacts

Headquarters: (613) 995-3433

OR

Regional Conservation and Renewable Energy Offices listed above.

PUBLICATIONS: General Information

The Car Economy Book -- How to buy, drive and maintain your car to save energy and money. M 23-13/80-4E

Car Economy Calculator

Solar Hot Water -- A homeowner's guide. M 27-25/1981E

Solar Heating Catalogue No. 2 (Order Form)

Heating with Wood Safely -- NH15-12/1980

Heating with Wood -- A homeowner's guide. M27-28/1981E

Wind Energy

Program Information

CHIP - Canadian Home Insulation Program

COSP - Fact Sheets and provincial brochures
- Acceptable Solid Fuel Appliances

Enersave - Questionnaire: Enersave For Home Insulation --
computerized guide to saving energy and money
in your home

- Heatline (flyer)

- Fact Sheets including condensation problems,
home ventilation, insulation, energy
conservation, heat pumps, energy-efficient gas
and oil furnaces.

Publications Contact: Publications
Communications Branch
Energy, Mines and Resources Canada
580 Booth Street, 8th Floor
K1A 0E4
(613) 995-3065

FINANCE CANADA

Inspector General of Banks
Place Bell Canada
160 Elgin Street
Ottawa, Ontario
K1A 0G5

OBJECTIVES: To provide consumers with an official means of raising legitimate complaints with senior officials of a bank and to see that the bank provides a satisfactory response to the consumer.

To address questions or queries received from the public related to the Bank Act and banking-related legislation.

To provide public access to certain information pertaining to banks.

CONSUMER ASSISTANCE:

Information/Enquiries

Questions pertaining
to banks and banking
in Canada

Contacts

Inspector General
of Banks
Information Officer
(613) 995-3521

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.

Information/Enquiries

Requests for fish cookery information, recipe booklet, promotional material

Requests for regional newspapers on subjects related to fish and seafood articles

Requests from local consumers, retailers, groups, conventioners, food services for free material and services

Contacts

Fisheries Food Centre
(613) 995-5726

Fisheries Food Centre
(613) 995-5726

Fisheries Food Centre
(613) 995-5726

Enquiries/Enquiries

Complaints about quality of
commercial seafood products

Requests for fact sheets,
ministerial press releases

Contacts

Inspection & Technology Branch
(613) 995-2203

Communications Branch
(613) 995-2075

PUBLICATIONS: The Way to Cook Fish (booklet)
Shellfish A Plenty (booklet)
Seafood Recipes for Calorie Counters (booklet)
Fish and Seafood Salads (booklet)
Why not Mackerel? (booklet)
Quick and Easy Fish and Seafood Recipes (package of 12
recipe cards)
Canadian Fish a Good Catch (folder)
Common Varieties of Fish and Shellfish Available for Sale
in Canada (fact sheet)
Fish and Seafood Showcase No. 1 (fact sheet)
Fish and Seafood Showcase No. 2 (fact sheet)
Sensible Eating is ... (poster)
From the Pacific to the Atlantic (poster)

Publications Contact: Fisheries Food Centre
Fisheries and Oceans Canada
401 Lebreton Street
Ottawa, Ontario
K1A 0E6
(613) 995-5726

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 queries
chemical
microbial

Drug Safety queries
prescription drugs
non-prescription drugs
dangerous drugs
veterinary drugs

Food and Drug Complaints

Cosmetic queries, complaints
adverse reactions

Medical devices -- queries,
complaints

Radiation
non-ionizing radiation
(microwave, ultraviolet,
ultrasound)
x-rays
dosimetry services

Contacts

Educational Services
(613) 996-5157
Enquiry Line
(613) 996-7172

Enquiry Line
(613) 996-7172
Drug Specialist
Educational Services
(613) 996-5158

Field Operations Inspectors,
Regional and District Branch
Offices.

Ottawa District
(613) 998-3845

For other Regional and District
Branch Offices, see local
telephone directory.

Bureau of Non-Prescription Drugs
(613) 993-0807

Bureau of Medical Devices
(613) 992-2479

Radiation Protection Bureau
(613) 998-3624

PUBLICATIONS: The Can with a Story
Mould more than meets the Eye
Fact Sheet on Monosodium Glutamate for Consumers
Food Additive Pocket Dictionary
Food Hang-Ups
Food Safety -- It's all in Your Hands
Over-the-Counter Remedy Series
Seeing through the Mist of Vapourizers and Humidifiers
X-rays and Baggage Inspection
Protection is our Middle Name

Available in bulk or single copies dependent on use.

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

HEALTH AND WELFARE CANADA

Health Services and Promotion Branch
Ottawa, Ontario
K1A 1B4

OBJECTIVES: 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

Atlantic

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

Contacts

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

Information Resources Unit
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

Québec

1255 University Avenue, 5th Floor
Montréal, Québec
H3B 3V8
Telephone: (514) 283-4587

Ontario

102 Bloor Street West, Suite 410
Toronto, Ontario
M5S 1M8
Telephone: (416) 996-6483

Pacific

560 West Broadway Avenue
Suite 202
Vancouver, British Columbia
V5Z 1E9
Telephone: (604) 666-6061

Prairies

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

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

HEALTH AND WELFARE CANADA

Income Security Programs Branch
Ottawa, Ontario
K1A 0L4

OBJECTIVE: To ensure correct payment of benefits for the Canada Pension Plan, Old Age Security, Guaranteed Income Supplement, Spouse's Allowance, Family Allowances and related International Agreements.

CONSUMER ASSISTANCE

Information/Enquiries

All enquiries of a general or specific nature concerning the payment of Canada Pension Plan, Old Age Security and Family Allowances benefits

Contacts

Canada Pension Plan
(613) 993-0759

Old Age Security
(613) 993-3824

Family Allowances
(613) 993-3824

All enquiries concerning international agreements relating to the Canada Pension Plan and Old Age Security programs

International Agreements
(613) 995-5014

PUBLICATIONS:

Your Canada Pension Plan
Retirement Pension -- Canada Pension Plan
Disability Benefits -- Canada Pension Plan
Survivors' Benefits -- Canada Pension Plan
Death Benefit -- Canada Pension Plan
Youths 18-25 Years of Age -- Canada Pension Plan
Division of Pension Credits -- Canada Pension Plan
Your Old Age Pension
Spouse's Allowance
Guaranteed Income Supplement Guide
Family Allowances
The Agreement on Social Security Between Canada and Italy
The Agreement on Social Security Between Canada and Portugal
The Agreement on Social Security Between Canada and France

Available in bulk quantities and single copies.

Publications Contact: Legislation, Application and Appeals Directorate
Income Security Programs
333 River Road
Tower "A", 9th Floor
Ottawa, Ontario
K1A 0L1
(613) 993-1274

HEALTH AND WELFARE CANADA

Social Service Programs Branch
New Horizons Program
Ottawa, Ontario
K1A 1B5

OBJECTIVE: The New Horizons program enables and encourages senior citizens to undertake group activities that are of benefit to themselves and their communities.

CONSUMER ASSISTANCE:

Information/Enquiries

Requests for general program information
and application procedures

Requests for meetings and assistance in
completing application form

Contacts

Headquarters
(613) 996-8358

Regional Health and Welfare
Offices (refer to local
telephone directory)

PUBLICATIONS: New Horizons Brochure
Inventory of Project Ideas
Application Form and Guide
New Horizons Poster

All available in bulk quantities or single copies.

Publications Contact: New Horizons
Brooke Claxton Building
Room 632
Tunney's Pasture
Ottawa, Ontario
K1A 1B5
(613) 996-8358

NATIONAL RESEARCH COUNCIL OF CANADA

Division of Building Research
Montréal Road
Ottawa, Ontario
K1A 0R6

OBJECTIVE: to provide the Canadian construction industry with a national research facility equipped to study problems that are unique to Canada because of its climate, geography and raw materials.

CONSUMER ASSISTANCE:

Information/Enquiries

Building Materials -- performance and durability of materials including: brick, concrete, plastics, paints and roofing materials

Building Performance -- performance of wall and roof systems, rehabilitation of buildings

Building Structures -- structural safety, masonry construction, snow and wind loads on buildings

Energy and Services -- thermal performance of walls and windows, energy use and conservation in large buildings, thermal comfort, lighting studies

Fire Research -- ignitability and flame spread, behaviour of building materials during fire exposure, toxicity of combustion products, smoke movement and control

Geotechnical -- foundations, frost action, building on permafrost, avalanche prevention and control

Noise and Vibration -- sound insulation, floor vibrations, acoustical design of rooms, seismic design of buildings

Contacts

For all technical building enquiries, please contact:

Ottawa
(613) 993-2607

Vancouver
(604) 732-4828

Saskatoon
(306) 665-4200

Halifax
(902) 426-8255

Information/Enquiries

Contacts

Thermal Performance -- passive solar heating, heat pumps, methods of predicting energy consumption in houses

Thermal Properties -- determining thermal characteristics of insulation and of building components, such as walls, windows, doors and ceilings.

PUBLICATIONS: Cleaning of brickwork (CBD 194)
On using old bricks in new buildings (CBD 138)
Removal of stains from concrete surfaces (CBD 153)
General recommendations for painting buildings (CBD 172)
Frost action and foundations (CBD 182)
Adfreezing and frost heaving of foundations (CBD 128)
Wind forces on mobile homes (CBD 188)
Heat pumps for residential heating (CBD 195)
Performance of add-on heat pumps (BP Note 24)
Adding insulation to house attics (BP Note 3)
Energy conservation and roofs (BP Note 6)
Cost of energy conservation measures for new houses (BR Note 176)
UFFI - remedial measures for wood-frame construction (BP Note 23)
Condensation problem -- causes and cures (HN 11)

Single copies available.

Publications Contact: Publications Section
Division of Building Research
National Research Council of Canada
Ottawa, Ontario
K1A 0R6
Telephone: (613) 993-2463

The Division of Building Research library houses the largest selection of construction literature in Canada.

Telephone: (613) 993-2466

NATIONAL RESEARCH COUNCIL

Division of Energy
Montréal Road
Ottawa, Ontario
K1A 0R6

OBJECTIVE: To maintain high quality research and development programs in the renewable energies of biomass, solar, wind, hydraulic, geothermal and peat, with emphasis on effective Canadian industrial participation.

CONSUMER ASSISTANCE:

All energy-related enquiries should be directed to:

Energy Enquiry Centre
Division of Energy
National Research Council
Montréal Road
Ottawa, Ontario
K1A 0R6
(613) 993-3861

If the Centre is not able to respond to the enquiry, a referral will be made to the appropriate technical source.

PUBLICATIONS: The Solarium Primer, (3.95)
The Solarium Workbook, (14.95)
Solar Energy Program Publications List, (no charge)
Fact Sheets on renewable energy, (no charge)

Publications Contact: Publications Sales & Distribution Office
National Research Council
Building M-58, Montréal Road
Ottawa, Ontario
K1A 0R6

Fact Sheets available from: Energy Enquiry Centre
(613) 993-3861

REVENUE CANADA, TAXATION

Headquarters Building
875 Heron Road
Ottawa, Ontario
K1A 0L8

OBJECTIVE: Revenue Canada, Taxation, collects federal individual and corporate income taxes; individual income taxes for all provinces except Québec; corporate income taxes for all provinces except Québec, Ontario and Alberta; petroleum and gas revenue taxes; and Canada Pension Plan contributions and Unemployment Insurance premiums.

For this, the department makes available to Canadians all the forms and technical instructions they need to assume their tax responsibilities.

CONSUMER ASSISTANCE:

There are 28 district taxation offices to serve as the point of contact between the department and taxpayers.

These offices distribute all forms and publications and answer taxpayers' questions. Complaints should also be directed to district offices. Addresses and telephone numbers of the district offices are listed in all local telephone directories and appear on the back of all income tax guides.

Programs/Services

General enquiries, complaints

Volunteer Program -- designed to assist taxpayers who cannot complete their own returns because of age, ill health, language or other difficulty. District office staff offer special training sessions to teach representatives of community organizations and other interested individuals how to complete basic returns. These volunteers then assist others free of charge.

Contacts

District Offices
General Enquiries

District Offices
Public Relations Officers

Teaching Taxes -- designed to help teachers at secondary school and community college level to give basic tax instruction to their students.

District Offices
Public Relations Officers

Advance income tax rulings -- On request, the department will provide a ruling informing taxpayers how it will interpret specific provisions of the law in respect to transactions they are contemplating. A nominal fee is charged for this service.

District Offices
General Enquiries

PUBLICATIONS: General Interest Publications

An Introduction to Canadian Income Tax
Income Tax and the Student
Income Tax and the Single Parent
Income Tax and the Senior Citizen
Income Tax and the Small Business
Income Tax and the Non-Resident
Income Tax and Commission Earnings
Rental Income
Capital Gains and Valuation Day
Moving Expenses
Child Care Expenses
Registered Home Ownership Savings Plans
Registered Retirement Savings Plans
Gifts and Taxation -- Donations in Kind
Thinking of Retiring?

Technical Publications

Information Circulars (index available)
Interpretation Bulletins (index available)

Other tax guides and publications of interest to the self-employed, employers, farmers and fishermen are available free of charge from all district taxation offices.

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 standards.

Information/Enquiries

Consumer education and information programs

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

Advisory Committee on Standards for Consumers (ACC)

Contacts

Manager,
Public Relations Division
(613) 238-3222

Manager
Standards Information Division
(613) 238-3222

OR

Toll free: 1-800-267-8220

Assistant Manager
Consumer Support
Standards Division
(613) 238-3222

PUBLICATIONS: Dialogue -- a consumer newsletter published three times yearly in co-operation with the Advisory Committee on Standards for Consumers (ACC). Name placed on mailing list on request.

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

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 books, official documents, reports and periodicals that federal departments and agencies wish to be made available.

CONSUMER ASSISTANCE:

Information/Enquiries

Contacts

Publication Orders	(819) 994-3475
Publication Enquiries	(819) 997-5362
Special Services for Members of Parliament and Senators	(819) 997-0302

PUBLICATIONS: The Publishing Centre has an enormous 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 and 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

Publications Contact: Canadian Government Publishing Centre
Ottawa, Canada
K1A 0S9
(819) 997-0302

SUPPLY AND SERVICES CANADA

Task Force on Service to the Public
Ottawa, Ontario
K1A 0S5

OBJECTIVES: 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:

Twenty-two Canada Service Bureaux are referral centres for enquiries concerning federal programs and services. General questions or problems are handled in the Service Bureaux, but more specific matters are directed to the appropriate person in the department responsible for the program.

Contacts:

Ottawa/Hull: Task Force on Service to the Public
(613) 593-6342

Outside Ottawa:

Newfoundland

Canada Service Bureau
Avalon Mall Two
Kenmount Road
P.O. Box 13489, Station 'A'
St. John's, Nfld.
A1B 4B8
(709) 772-4357

Nova Scotia

Canada Service Bureau
1675 Barrington Street
Halifax, N.S.
B3J 1Z9
(902) 425-8092

New Brunswick

Canada Service Bureau
823 Main Street
Moncton, N.B.
E1C 1G1
(506) 388-6030

Prince Edward Island

Canada Service Bureau
Dominion Building
97 Queen Street
Charlottetown, P.E.I.
C1A 4A9
(902) 566-5122

Québec

Canada Service Bureau
800 de Maisonneuve Boulevard East
Montréal, Québec
H2L 4L8
(514) 283-8117

Canada Service Bureau
399 St. Joseph Street East
Québec, Québec
G1K 3B5
(418) 694-7738

Ontario

Canada Service Bureau
50 Bloor Street West
Lower Concourse
Toronto, Ontario
M4W 3L8
(416) 966-5681

Manitoba

Canada Service Bureau
330 Graham Street
Main Floor
Eaton Place
Winnipeg, Man.
R3C 1M8
(204) 949-4578

Saskatchewan

Canada Service Bureau
101-1801 Scarth Street
Old City Hall Mall
Regina, Sask.
S4P 2G9
(306) 359-6683

Canada Service Bureau
330-20th Street East
Saskatoon, Sask.
S7K 0A7
(306) 665-4513

Alberta

Canada Service Bureau
Government of Canada Building
220-4th Avenue South East
Calgary, Alta
T2G 4X9
(403) 231-4997

Canada Service Bureau
Benson Block
10138-101 Street
Edmonton, Alta
T5J 0S4
(403) 420-2021

British Columbia

Canada Service Bureau
455 Howe Street
Vancouver, B.C.
E6C 2B3
(604) 666-3608

Canada Service Bureau
1230 Government Street
Suite 101
Victoria, B.C.
V8W 1Y4
(604) 388-3528

PUBLICATIONS: Background on the Task Force on Service to the Public

Canada Service Bureau (please indicate for which city)

Index to Programs and Services, 1982 -- an index of 110 federal departments, agencies and Crown Corporations -- \$9.95. (Available for public consultation at all Task Force Service Bureaux and most post offices and public libraries. It may be purchased at government authorized bookstores or the Canadian Government Publishing Centre)

Publications Contact: Task Force on Service to the Public
Department of Supply and Services
365 Laurier Avenue West
Journal Tower South, 20th Floor
Ottawa, Ontario
K1A 0S5
(613) 593-6342

OR

Canada Service Bureaux listed above

TRANSPORT CANADA

Road and Motor Vehicle Traffic Safety Branch
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

Motor Vehicle Investigations
(613) 996-2236

Accident and Defect Investigation Teams
(see list below)

Motor Vehicle Regulations
(613) 593-4981

Motor Vehicle Regulations
(613) 992-4464

Motor Vehicle Countermeasures
(613) 992-0077

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

OR

183-9-430-7981

Accident and Defect Investigation Teams
(Government Telephone Lines)

Nova Scotia

Technical University of Nova Scotia
162-9-429-8300(X224)

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

Ontario

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

University of Western Ontario
168-9-679-3323/6565

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

PUBLICATIONS:

Quantity
Available

Fuel Consumption Guide	bulk
Reasons some people have for not wearing their seat belt could prove them dead wrong	bulk
Secure your child's future (child restraints)	single
Smashed (drinking and driving)	bulk
The human collision	bulk
Motorcycle helmets, who needs them?	bulk
Riding on air	bulk
Vehicle recalls are your problem too	bulk
How safe can you be?	bulk
Belt up! (seat belts)	bulk
Vital information for motor vehicle users	single
Canadian motor vehicle traffic accident statistics	single
Private Importation of Motor Vehicles Into Canada	bulk
Motor Vehicle Test Centre	single

POSTERS

Secure your child's future in a car seat, in the back seat. single or small
Wear your seat belt correctly. Over the shoulder, number
snugly over the hips. Seat belts work.
Protect yourself too. Wear your seat belt.
Protect yourself in the car too. Wear your seat belt.
Lucky we were wearing our seat belts. Seat belts work.
Count on them.

AUDIO VISUAL

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Survival
Motorcycles (Driver Education)
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Drinking, Driving and The Law
Slide/Tape Presentation

Blainville Test Centre
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Publications Contact: Publications
Road and Motor Vehicle Traffic Safety Branch
Transport Canada
Place de Ville, Tower "C",
330 Sparks Street,
Ottawa, Ontario
K1A 0N5
(613) 996-2505

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
NRC	National Research Council
RCT	Revenue Canada, Taxation
SCC	Standards Council of Canada
SSC	Supply and Services Canada
TC	Transport Canada

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