

Canada



Consumer and
Corporate Affairs
Canada

Consommation
et Corporations
Canada

Consumer Resource
Exposition
Ressources en consommation

GUIDE

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1983

FOREWORD

Published for the second consecutive year, the Consumer Resource Exposition Guide includes 19 federal departments, agencies and Crown Corporations that have consumer-oriented programs and services.

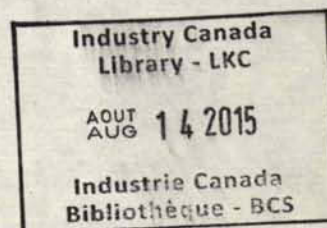
It has been designed to assist Members of Parliament, Senators and their staffs in responding to enquiries and complaints from constituents and the general public.

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 to be a valuable reference tool in replying to specific consumer-related concerns.

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

May 1983



SECRET

1. The Commission has received information that the following persons have been identified as having been involved in the activities of the Commission:

2. The Commission has received information that the following persons have been identified as having been involved in the activities of the Commission:

3. The Commission has received information that the following persons have been identified as having been involved in the activities of the Commission:

4. The Commission has received information that the following persons have been identified as having been involved in the activities of the Commission:

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MINISTRE DE LA CORRECTION
ET DES CORDONNEMENTS
DEPARTEMENT DE CORRECTION
CORRECTIONAL AGENCIES
OTTAWA

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ET DES CORDONNEMENTS
DEPARTEMENT DE CORRECTION
CORRECTIONAL AGENCIES
OTTAWA

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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
SC	Statistics Canada
SCC	Standards Council of Canada
TC	Transport Canada

IV

SUBJECT INDEX

Key words	Abbreviation	Page
A		
advertising, food products, misleading	CCAC	18,22
agriculture	AC	1
air carriers, regulations, complaints	CTC	13
B		
banks, enquiries, complaints	FC	31
bankruptcy	CCAC	20
breast feeding	HWC	36
broadcasting	CRTC	11
	DOC	15
building research	NRC	41,42
condensation		
energy		
fire		
foundations		
frost		
materials		
noise and vibration		
structures		
thermal		
C		
Canada Oil Substitution Program (COSP)	EMR	28
Canada Pension Plan		
benefits	HWC	38
premiums	RCT	44
Canada Savings Bonds	BoFC	3
Canadian Home Insulation Program (CHIP)	EMR	27
car seats/child restraints	TC	57

Key words	Abbreviation	Page
condensation problems	NRC	42
consumer funding	CCAC	17
consumer income and expenditure	SC	48
consumer price index	SC	49
consumer protection	CCAC	17-19,22
fraud		
packaging		
safety inspection of products		
weighing and measuring		
cosmetics, safety	HWC	34
cost of living index	SC	49
D		
dangerous products	CCAC	18
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drugs, abuse, safety	HWC	36
E		
economic models	SC	48
electricity meter testing	CCAC	19
Energide program	CCAC	18
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CHIP grants		
COSP		
Energy Conservation and Oil Substitution		
Offices		
EnerSave Advisory Service		
propane vehicle grant program		
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frost action	NRC	42
fish, nutritional quality, recipe tests	F&O	32
food		
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nutritional quality	HWC	34
packaging	CCAC	18
preparation and preservation	AC	1
safety	HWC	34
Food Advisory Service	AC	1
fuel consumption,	TC	57
motor vehicles	EMR	29
 G		
gas meter testing	CCAC	19
government publications	SSC	51
grants to consumer groups	CCAC	17
gross national product	SC	49
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 H		
hazardous products	CCAC	18
health, hazards, promotion	HWC	34
heat pumps	NRC	42
housing assistance programs	CMHC	5
human rights		
access to federal records	CHRC	10
discrimination	CHRC	8
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home improvement and repair	CMHC	5
 I		
income security programs	HWC	38
family allowance		
guaranteed income supplement		
old age pension		

VII

Key words	Abbreviation	Page
income statistics	SC	48
insulation		
grants (CHIP)	EMR	27
research	NRC	41
UFFI, information, grants	CCAC	24
interference, radio, TV	DOC	15
L		
labelling, consumer products	CCAC	18
M		
mail, lost, damaged, delayed	CP	7
marketing practices, misleading advertising	CCAC	22
measuring devices, inspection and testing	CCAC	19
medical devices	HWC	34
mental health	HWC	36
meters, inspection, tests	CCAC	19
metric conversion	CCAC	23
mortgages, underwriting	CMHC	5
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safety defects	TC	57
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O		
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Key words	Abbreviation	Page
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personal records, federal	CHRC	10
postal services	CP	7
price changes statistics	SC	49
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product safety	CCAC	18
propane vehicle grant program	EMR	29
R		
rail transportation, operations, complaints	CTC	13
radiation, hazards	HWC	35
radio	DOC	15
CB equipment		
licensing, certification		
reception, interference		
rate increases, cable TV	CRTC	11
recalls, motor vehicle	TC	57
Residential Rehabilitation		5
Assistance Program (RRAP)	CMHC	
S		
safety		
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scales, inspection, testing	CCAC	19
seat belts, child restraints	TC	57, 58
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technical certification		
telecommunications	CRTC	11
	DOC	15
textiles, inspection, tests	CCAC	18
toys, inspection, tests	CCAC	18
transportation,		
air	CTC	13
rail	CTC	13
U		
Urea formaldehyde foam insulation (UFFI)	CCAC	24
W		
weighing devices	CCAC	19

AGRICULTURE CANADA

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

OBJECTIVE: To provide information on agricultural production and to advise on 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

Composting
Home Vegetable Growing
Guide to Federal Agricultural Service
Meat Inspection -- Your Protection

Food

Food Storage in the Home
Shopping for Food and Nutrition
Conserve Today to Consume Tomorrow
Freezing Foods
Canada's Food Grades
Meat Shopper's Guide

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

Contacts

Annual Sales Campaign
Instalment Plan Sales

Securities Department
(613) 563-8187

Delivery of Bond Certificates

Public Debt Department
(613) 563-8372

Maintenance of Records of Ownership
Lost Bonds

Public Debt Department
(613) 563-8922

Transfers

Public Debt Department
(613) 563-8703

Payment of Interest
General Enquiries

Public Debt Department
(613) 563-8970

Change of Address Notification

Public Debt Department
(613) 563-8926

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.

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

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

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

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

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

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

CONSUMER ASSISTANCE:

Information/Enquiries

Mortgages -- "home financing"
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: Canadian Homeownership Stimulation Plan
Homeowner Guide to Mortgage Renewal
Canada Home Renovation Plan
Protecting Your Home Against Burglary (NHA 5394), \$1.00
Residential Standards, \$1.50
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
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)
Poster -- Details of House Construction (NHA 5011)

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

Publications Contact: Manager of Operations
Canada Mortgage and Housing Corporation
373 Sussex Drive
Ottawa, Ontario
K1A 0P6
(613) 748-2613

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 Division
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
Envelope enclosures (40-076-289)	50
Certified Mail (40-076-300)	100
Special Delivery (40-076-305)	100
First Class Pre-Stamped Stationery (40-076-306)	100
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 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

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.

CONSUMER ASSISTANCE:

Information/Enquiries

Broadcasting

Advertising:

- beer, wine, cider
- food and drugs
- offensive material
- sex-role stereotyping
- 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, headlines,
participation

Telecommunications

Accessibility of service

Application of tariffs

Cost Enquiry

Contacts

Information Services
(819) 997-0313

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

Complaints Bureau
(819) 997-0272

Visual Ear
(819) 997-0423

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

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 and in the National Transportation Act.

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

Bibliography of CRTC studies and reports (October 1982):
and 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

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 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: 1982 Energuide Directory -- Refrigerators, Freezers,
Ranges, Clothes Washers, Dishwashers, Clothes Dryers
Follow the Signs
Precious Metals -- Buyer Beware
Labels Tell the Fabric Story

3. 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)

4. 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

Approval of electrical and natural
gas measuring devices

Approval of other types of weighing
and measuring devices

Inspection of all types of weighing
and measuring devices

Contacts

Headquarters
(613) 995-0930

Headquarters
(613) 995-0930

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
18th Floor
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.

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
(819) 997-2053

Atlantic

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

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

Ontario

Québec

CCAC
1410 Stanley Street
9th Floor
Montréal, Québec
H3A 1P8
(514) 283-6192

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

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

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

CCAC
240 Bank Street
Brunswick Building
P.O. Box 2009, Station "D"
Ottawa, Ontario
K1P 6A8
(613) 995-2994

CCAC
767 Barrydowne Road
Sudbury, Ontario
P3A 3T6
(705) 566-6770

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
Pacific Centre
700 West Georgia Street
P.O. Box 10066
Vancouver, British Columbia
V7Y 1E2
(604) 666-2051

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, 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.

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!)
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

CONSUMER AND CORPORATE AFFAIRS CANADA

Metric Commission Canada
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
Kitchen Metrics

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

Assistance Program for UFFI Homeowners

UFFI Centre
Hull, Québec
K1A 0C9

OBJECTIVE: The objectives of the Assistance Program are to provide financial and technical assistance to homeowners with urea formaldehyde foam insulation and to help renew confidence in the marketplace so that the value of their homes is restored.

CONSUMER ASSISTANCE:

The Assistance Program for UFFI homeowners provides affected individuals with access to the most up-to-date medical and technical information on the foam, plus financial assistance up to \$5,000 to help meet the cost of corrective measures. The deadline for making application to the Program is June 30, 1983. Complete details and application forms can be obtained by calling:

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

British Columbia
112-800-567-6870

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

Ottawa/Hull
(819) 994-0155

or by writing: UFFI Centre
Hull, Québec
K1A 0C9

Publications Contact: UFFI Centre
Hull, Québec
K1A 0C9
Telephone: (819) 994-0155

ENERGY, MINES AND RESOURCES CANADA

Energy Conservation and Oil Substitution Branch

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

OBJECTIVE: To encourage conservation of energy by making homes more energy-efficient and to promote the substitution of oil with alternative sources of energy.

CONSUMER ASSISTANCE:

1. Energy Conservation and Oil Substitution

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

Contacts

Energy Conservation and Oil Substitution Offices as listed below:

Newfoundland

Atlantic Place
215 Water Street, 7th Floor
St. John's, Newfoundland
A1C 6C9
Telephone: (709) 772-5353
Zenith: 07792 (Newfoundland
and Labrador)
Telex: 0164988

Nova Scotia

Bank of Montreal Tower
5151 George Street
5th Floor, Suite 503
Halifax, Nova Scotia
Telephone: (902) 426-8600
Telex: 01922823

New Brunswick

835 Champlain Street
Dieppe, New Brunswick
E1A 1P6
Telephone: (506) 388-6070
Toll-free: 1-800-332-2908
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) 283-5632
Toll-free: 1-800-361-8025
Telex: 05560291

Ontario

2242 Lakeshore Blvd., West
Toronto, Ontario
M8V 1A5
Telephone: (416) 252-5866
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: 03741444

British Columbia

Marlborough Mall
5021 Kingsway
3rd Floor, Room 320
Burnaby, British Columbia
V5H 2E5
Telephone: (604) 524-7222
Toll-free: 112-800-663-1280
Telex: 04354878

Yukon

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

Northwest Territories

Precambrian Building
4922-52nd Street, 10th Floor
Box 68
Yellowknife, N.W.T.
X1A 2N1
Telephone: (403) 920-8478
Zenith: 2828
Telex: 03445630

2. Ener\$ave Advisory Service

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

Ener\$ave Fact Sheets entitled Enerfacts that provide the public with detailed information on technical and consumer issues.

Contacts

ENER\$AVE
Box 4510, Station "E"
Ottawa, Ontario
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

OR

Regional Energy Conservation and Oil Substitution Offices as above.

3. 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) 995-1118
(CHIP Co-ordinator)
OR
CHIP offices as listed below:

CHIP OFFICES

Newfoundland

Atlantic Place
215 Water Street, 7th Floor
St. John's, Newfoundland
A1C 6C9
Telephone: (709) 772-5353
Zenith: 07792

New Brunswick

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

Nova Scotia and Prince Edward Island

7001 Mumford Road
Tower One, Suite 217
Halifax, Nova Scotia
B3L 4H8
Telephone: (902) 453-2421

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
For area code 807 call collect:
(416) 789-0581

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 and Northwest Territories

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

British Columbia and Yukon

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 residents call collect:
(604) 666-2717

4. Canada Oil Substitution Program (COSP)

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

Contacts

For Conversions to renewable energy sources and to propane

Regional Energy Conservation and Oil Substitution Offices listed above.

OR

For conversions to natural gas and electricity

Local utility companies.

5. Propane Vehicle Grant Program

This is a contribution program offering payments of up to \$400 per vehicle for conversion of commercial and farm vehicles (1) to single-fuel propane systems or (2) 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 Energy Conservation and Oil Substitution Offices listed above.

PUBLICATIONS: General Information and Consumer Education

The Car Economy Book -- How to buy, drive and maintain
your car to save energy and money

Car Economy Calculator

Solar Hot Water -- A homeowner's Guide

Solar Heating Catalogue No. 2 (Order Form)

Heating with Wood -- A homeowner's Guide

Wind Energy

Switching to Electricity

Switching to Natural Gas

Keeping the Heat In

Program Information

CHIP Canadian Home Insulation Program

COSP Canadian Oil Substitution Program
Fact sheets and provincial brochures
Acceptable Solid Fuel Appliances

Ener\$ave Questionnaire: Ener\$ave For Home Insulation -- computerized
guide to saving energy and money in your home

EnerFacts -- Fact sheets on topics such as 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
Ottawa, Ontario
K1A 0E4
(613) 995-3065

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.

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

To provide the public with certain information pertaining to banks, e.g., periodic financial statements.

To conduct examinations and enquiries into the affairs and business of chartered banks to ensure that the provisions of the respective acts are being observed, and that the banks are in a sound financial position, thereby protecting depositors, other creditors and shareholders.

CONSUMER ASSISTANCE:

Information/Enquiries

Questions pertaining to banks
and banking in Canada

Contacts

Office of the 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. 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
401 Lebreton Street
Ottawa, Ontario
K1A 0E6
(613) 995-5726

Fisheries Food Centre
(613) 995-5726

Complaints about quality of commercial
seafood products

Inspection & Technology
Branch
(613) 995-2203

Requests for ministerial press releases

Communications Branch
(613) 995-2075

PUBLICATIONS: 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

Cosmetic queries, complaints,
adverse reactions

Food and Drug Complaints

Medical devices -- queries, complaints

Contacts

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

Enquiry Line
(613) 996-7172
Drug and Cosmetic
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 Medical
Devices
(613) 992-2479

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

Radiation Protection
Bureau
(613) 998-3624

PUBLICATIONS: Canned Foods: Keeping the Lid on Contamination
Mould: More Than Meets the Eye
Fact Sheet on Monosodium Glutamate
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
Protection is our Middle Name
Sounding out on Diagnostic Ultrasound

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

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

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

Atlantic

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

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 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

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

Contacts

Canada Pension Plan
(613) 993-0759

Old Age Security
(613) 993-3824

Family Allowances
(613) 993-3824

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 Division
Income Security Programs
355 River Road, Tower "B"
9th Floor
Ottawa, Ontario
K1L 8C1
(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

Request for general program information
and application procedures

Requests for meetings and assistance in
completing application form

Contacts

Headquarters
(613) 996-8358

New Horizons Regional
Offices (refer to local
telephone directory
under Health and Welfare
Canada)

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 636
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/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

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
(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 OF CANADA

Division of Energy

Montréal Road
Ottawa, Ontario
K1A 0C5

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.

Information/Enquiries

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.

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

Contacts

District Offices
General Enquiries

District Offices
Public Relations
Officers

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.

Non-Corporate Rulings
and Publications
Division
Revenue Canada
Taxation
875 Heron Road
Ottawa, Ontario
K1A 0L8

PUBLICATIONS: General Interest Publications

Understanding Income Tax Series
Filing Your First Return
Forward Averaging
Paying Tax by Instalments
Revenue Canada, Taxation
Taxation Centres
What Happens to Your Return

Family Series
Child Care Expenses
Child Tax Credit
Moving Expenses
Retirement Years
Single Parent
The Student

Business Series
Commission Earnings
Information for Employers about Automobile Benefits
Prospectors and Grubstakers
Rental Income
Small Business

Financial Series
Canada Savings Bonds
Capital Gains
Gifts in Kind
Registered Home Ownership Savings Plans
Registered Retirement Income Funds
Registered Retirement Savings Plans

Non-Resident Series
Canada and its Tax Treaties
Living Outside Canada

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 product service standards.

Consumer Programs

Consume 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

Consumer Income and Expenditure Division

Ottawa, Ontario

K1A 0T6

OBJECTIVE: Produces statistics on the incomes of families and individuals, on their assets and debts, and their expenditures on goods and services.

CONSUMER ASSISTANCE:

Information/Enquiries

Contacts

Income distributions
Household facilities and equipment
Assets and indebtedness of families

(613) 996-5294

Family Expenditures

(613) 996-5397

PUBLICATIONS: Income distributions by size (Catalogue 13-207 Annual)
Household facilities and equipment (Catalogue 64-202 Annual)
Income, Assets and Indebtedness of Families in Canada, 1977 (Catalogue 13-572 Occasional)
Family expenditure in Canada, 1978 Volumes 2 and 3 (Catalogue 62-550 and 62-551 Occasional)

Publications Contact: Publication Sales and Services
Statistics Canada
Ottawa, Ontario
K1A 0T6
(613) 992-3151

STATISTICS CANADA

Prices Division

Jean Talon Building
Ottawa, Ontario
K1A 0T6

OBJECTIVE: The Prices Division is responsible for the Consumer Price Index, often referred to as the official measure of inflation. The Division is also responsible for other retail price information including the establishment of living cost differences in the context of the Isolated Post and Foreign Service Allowance programmes.

CONSUMER ASSISTANCE:

Information/Enquiries

Queries on increases in the CPI (cost of living increases), either for Canada or 15 cities for which CPI's are published

Average price information

Price differences among cities

Purchasing power of dollar

Contacts

Prices Division
995-4078
OR
Statistics Canada
Reference Centres in:
St. John's, Nfld.
(772-4073)
Halifax, N.S. (426-5331)
Montréal, Que (283-5742)
Ottawa, Ont. (998-8855)
Toronto, Ont. (966-6574)
Winnipeg, Man (949-3257)
Edmonton, Alta.
(420-3027)
Vancouver, B.C.
(175-544-3594)
Regina, Sask. (306-5405)

PUBLICATIONS: The Consumer Price Index (monthly) \$25/yr
Consumer Prices and Price Indexes (Quarterly) \$24/yr
The Consumer Price Index Reference Paper - Concepts and Procedures (Occasional) \$8
Your Guide to the Consumer Price Index (free)

Publications Contact: Information and Current Analysis Unit
Consumer Prices Section
Prices Division
Statistics Canada
Jean Talon Bldg. 13-D7
Tunney's Pasture
Ottawa, Ontario
K1A 0T6
(613) 995-4078

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) 997-2560

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
Supply and Services Canada
Ottawa, Ontario
K1A 0S9
(819) 997-0302

SUPPLY AND SERVICES CANADA

Task Force on 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:

Twenty-three 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, Newfoundland
A1B 4B8
(709) 772-4357

Nova Scotia

Canada Service Bureau
1675 Barrington Street
Halifax, Nova Scotia
B3J 1Z9
(902) 425-8092

New Brunswick

Canada Service Bureau
823 Main Street
Moncton, New Brunswick
E1C 1G1
(506) 388-6030

Prince Edward Island

Canada Service Bureau
Dominion Building
97 Queen Street
Charlottetown, P.E.I.
C1A 4A9
(092) 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) 996-5681

Manitoba

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

Saskatchewan

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

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

Alberta

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

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

British Columbia

Canada Service Bureau
455 Howe Street
Vancouver, British Columbia
E6C 2B3
(604) 666-3608

Canada Service Bureau
1230 Government Street
Suite 101
Victoria, British Columbia
V8W 1Y4
(604) 388-3528

Eight mobile Canada Service Bureaux take assistance to more than 90 other communities. They operate out of Kelowna, British Columbia; Gimli, Manitoba; North Bay, Ontario; Sherbrooke and Matane, Québec; Bathurst, New Brunswick; Cape Breton, Nova Scotia; and, Windsor, Newfoundland.

In some provinces, you can now call one central telephone number to receive assistance no matter what level of government is involved. Joint federal/provincial telephone referral systems operate in Manitoba, New Brunswick and the Yukon. The numbers for the following areas are:

Whitehorse	667-5811
Other parts of Yukon	Zenith 3003
Fredericton, Oromocto, Keswick	453-2525
Other parts of New Brunswick	1-800-442-4400
Winnipeg	944-3744
Other parts of Manitoba	1-800-282-8060

Federal systems are in place in Canada Service Bureaux in Newfoundland, Québec, Alberta and British Columbia. These telephone numbers can provide answers about federal programs:

Québec City	694-7738
Montréal	283-3333
Other parts of Québec	1-800-361-7287
St. John's, Newfoundland	772-4365
Other parts of Newfoundland	Zenith 07027
Vancouver	666-6801
Other parts of British Columbia	112-800-663-1381
Northern British Columbia (served by Northwest Tel)	Zenith 08918
Edmonton	420-2021
Calgary	2231-4998
Other parts of Alberta	1-800-232-9481

PUBLICATIONS: Index to Programs and Services, 1983 -- an index of 109 federal departments, agencies and Crown Corporations available at \$9.95 (subject to change). It can be consulted at all Canada Service Bureaux, most post offices and public libraries. It may be purchased at government-authorized bookstores or the Canadian Government Publishing Centre (Hull, Québec, K1A 0S9)

Background on the Task Force on Service to the Public
Canada Service Bureaux

Publications Contact: Task Force on Service to the Public
Supply and Services Canada
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.
Wear your seat belt correctly. Over the
shoulder, 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.

single
or small
number

AUDIO VISUAL

Keep them Safe
Child Restraints; seat belts
16mm Colour, Sound

Survival
Motorcycles (Driver Education)
16mm Colour, Sound

Drinking, Driving and the Law
Slide/Tape Presentation

Blainville Test Centre
Video Cassette
(Sony KCA60)

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

CACC / CCAC



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Consumer resource exposition guide
[1983]

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