

CP46-2/4-1980

Government of Canada at your service





Government
of Canada

Gouvernement
du Canada

Table of Contents

Section 1

Well-being	2
Consumer Aid	3
Family Allowances	3
Day Care Centres	4
Family Planning	4
Services for Senior Citizens	4
Old Age Security Benefits	4
New Horizons	5
Reduced Fares	5
Services for Veterans	6
Production of Food and Non-Food Items	6
Non-Medical Use of Drugs	6
Welfare Grants	7
Other Social Programs	7
Publications: Matters Relating to Welfare	7
Canada Post Office	8

Section 2

Work	9
Workers and Jobs	10
Canada Employment Centres (Employment Services)	10
Creating Jobs	10
Mobility of Workers	10
Manpower Training Program	11
Canada Employment Centres (Unemployment Insurance)	11
Social Insurance Number	12
Additional Information	12
Agricultural Services	12
Farm Credit	12
Agricultural Stabilization Board	13
Farm Syndicates	13
Crop Insurance	13
Food Production and Inspection	14
Agricultural Fairs and Exhibitions	14
Publications	14
Fisheries	15
Services to Fishermen	15

Section 3

Economic Development	16
As the Employer	17
Canada Employment Centres	17
As the Owner	17
Counselling Assistance	17
Information for Small Businesses	17
Regional Development Subsidies	18
Markets Abroad	18
Promotional Projects	18
Export Market Development	18
Trade Commissioner Service	19
Information	19

Section 4

Youth	20
Open House Canada	21
Katimavik	21
Park Awareness	22
Young Athletes	22
Air Canada Youth Fares	23
Youth Hostels	23

Section 5

Arts and Culture	24
National Achievements in the Arts	25
Assistance for the Arts	25
Assistance to Groups	25
National Film Board	26
Canadian Broadcasting Corporation	26
National Museums of Canada	27
Public Archives	27

Section 6

The Environment	28
Pollution	29
Energy Conservation	29
Protection of Forests	29
Protection of Inland Waters	30
Land Use	30
Protection of Wildlife	30
The Weather	31

Section 7

Recreation	32
Fitness	33
Canada's National Parks	33
Maps of Canada	34
Nautical Charts	34
Aerial Photographs	34
Communications	34

Section 8

Canadians Abroad	36
Passports	37
Canadian Co-operants	37
Customs	37
Immunization	38
Warm Climates	38
Assistance to Canadians	38
Airports	38

Section 9

Careers in the Public Service	40
Recruitment	41
Foreign Service	41
Summer Assignments for Students	42
Canadian Armed Forces	42
Canadian Coast Guard	43
Royal Canadian Mounted Police	43

Information Services of the Government of Canada	44
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The Government of Canada at your service



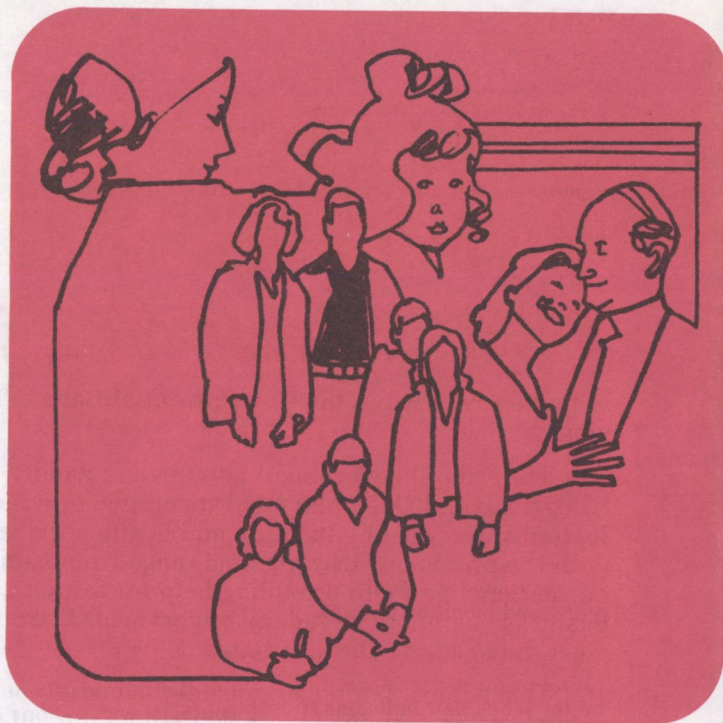
In hundreds of ways, the Government of Canada is at your service.

The federal government administers Family Allowance and Unemployment Insurance programs. It shares the cost of education and health services with the provinces. Its programs range from managing our national parks to providing help for farmers and business persons. The federal government is working to meet the needs of all Canadians.

This guide attempts to present the main types of services offered by the federal government to all Canadians. These services have been grouped by themes that correspond to particular needs and activities. For instance, if you would like information on programs dealing with environmental protection, look under the heading *Environment*. Should you want information regarding employment, the sections entitled *Careers in the Public Service* and *Work* may be of interest to you.

The list of services in this guide does not pretend to be exhaustive. You are encouraged to obtain more detailed information from the federal information services listed at the end of this publication. Information officers working with individual government departments will be able to assist you and provide you with the information requested.

The federal government is here to serve you.



SECTION



Well-being

Ensuring the well-being of all Canadians is a prime concern of the Government of Canada. As consumers, our health and safety are protected by laws regulating the quality of the foods we eat, the products we use and the services we require. Monthly payments help mothers provide for the immediate needs of their children. As well, the services available to senior citizens have increased to better ensure their well-being.

The following programs and services testify to the federal government's interest and concern for the well-being of all members of the Canadian family.

Consumer Aid

All of us are consumers . . . from the four-year-old buying a chocolate bar to the young couple purchasing a television set.

A most important role of the federal government is to protect the interests of the consumer. This protection is in the form of laws that have been developed by many government departments.

Whether at the bank, the gas station, the supermarket or at home, these laws are working to protect you. Legislation ensures that a bank will not fold up in the night and disappear with your life savings; measuring devices on service station gas pumps are checked for accuracy; the quality, packaging and labelling of food come under close scrutiny, and potentially hazardous products must bear a warning on the label, that indicates if the product is flammable, poisonous, explosive or corrosive. In addition, items such as baby rattles, hockey helmets and artificial fireplace logs are tested for safety.

This determination to protect the consumer can best be appreciated when one considers that each year, approximately 1.5 million inspections are carried out by government inspectors.

Despite these efforts, you may find yourself faced with a problem resulting from the purchase of goods and/or services. If you are getting little co-operation from the vendor, you can seek help from a neighbourhood store-front consumer help office or a consumers association (consult your telephone directory), or contact:

**Consumer and Corporate
Affairs Canada
Room 1200, Place Dupuis
855 Sainte-Catherine Street E.
Montreal, Quebec
H2L 4N4**

**or
Consumer and Corporate
Affairs Canada
Room 1801
800 Carré d'Youville
Quebec, Quebec
G1L 3P4**

This department also has many interesting pamphlets and brochures available on such subjects as poisons in paint and pottery, how to become a consumer snoop, labelling on products, and advertising. Of particular interest to parents, might be *Packaging to protect your child*, *Curiosity and the toy*, and *Car seats keep kids safe*. If you would like to receive these pamphlets or request information on other subjects, write to one of the above addresses.

Family Allowances

If you are a parent or a legal guardian and you are a Canadian citizen, a landed immigrant or a non-immigrant who has paid income tax for not less than a year, you may have the right to receive a monthly Family Allowance payment from the federal government. This payment is usually made to the mother for children under the age of 18 who reside in Canada. The allowance will be paid under certain prescribed circumstances to Canadians living abroad.

The government has provided for annual increases in the allowance in accordance with increases in the cost of living. The Family Allowance is taxable as income.

In addition to the Family Allowance, you can receive a new annual benefit of up to \$200 per child, if you and your spouse earn less than \$18,000 per year.

Application forms can be obtained from any post office or hospital. If you wish additional information, write to:

**Family Allowances
Health and Welfare Canada
South Tower
Complexe Desjardins
1251 Jeanne Mance Street
Montreal, Quebec
H5B 1G6**
or
**Family Allowances
Health and Welfare Canada
15 Henderson Street
Quebec, Quebec
G1K 7L5**

Day Care Centres

If you are interested in obtaining facts on day care centres, the federal government can assist you by providing information through the National Day Care Information Centre.

This centre acts as a clearing house for available material on day care centres and gives persons and groups the opportunity to exchange ideas and information. A series of pamphlets, information kits, fact sheets and newsletters are available.

In addition, Canada Mortgage and Housing Corporation may, under certain circumstances, give financial assistance for setting up a centre.

For more information and/or brochures and pamphlets, write to:

**National Day Care
Information Centre
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5**

Family Planning

The federal government offers many publications on family planning to individuals, agencies, various levels of government and schools.

The government also provides grants, upon approval, to numerous organizations, including voluntary agencies, offering family planning services.

For publications and/or information on grants, write to:

**Family Planning
Health Promotion Directorate
Health and Welfare Canada
8th Floor
Journal Tower South
365 Laurier Avenue West
Ottawa, Ontario
K1A 1B4**

Services for Senior Citizens

As Canadians, senior citizens can benefit from the numerous programs and services that the federal government offers to all citizens. In addition to these, there are other programs that exist specifically to meet the economic and social needs of senior citizens.

Old Age Security Benefits

All persons 65 or over, who are Canadian citizens or legal residents and who meet the residence requirements, are entitled to an Old Age Security pension. The amount of the pension is tied to the consumer

price index, with adjustments taking place every three months. However, if the cost of living drops, the amount of the pension will not be reduced. The pension is not paid automatically – you must apply for it.

You may also be entitled to a Guaranteed Income Supplement. This is a monthly payment added to your Old Age Security pension provided you have little or no income, other than your pension. Your spouse's income will be taken into consideration when the amount of the supplement is calculated.

Your spouse may receive a Spouses' Allowance if he or she is between 60 and 65 years of age and your combined incomes do not exceed an amount specified by the government.

For more information or application forms, write to:

**Old Age Security Pension
Health and Welfare Canada
South Tower
Complexe Desjardins
1251 Jeanne Mance Street
Montreal, Quebec
H5B 1G6**

or
**Old Age Security Pension
Health and Welfare Canada
15 Henderson Street
Quebec, Quebec
G1K 7L5**

New Horizons

New Horizons is a program for senior citizens who prefer to remain actively involved in community life.

With federal government cash grants and a minimum of red tape, projects embracing a wide range of activities have been made possible. Some projects already undertaken

include the development of museums, publication of cook-books, help for children and teenagers and the production of television and radio programs for senior citizens.

To be eligible for a grant, you must be part of a group with no fewer than 10 volunteers who serve as directors of the project. The majority of the directors must be retired from the labour force, and be prepared to take charge of the direction and management of the project.

If you have a project in mind or would like more information, contact:

**New Horizons
Health and Welfare Canada
South Tower
Complexe Desjardins
1251 Jeanne Mance Street
Montreal, Quebec
H5B 1B2**

Reduced Fares

If you are planning a trip by air or rail, you will be interested to know that Air Canada and Via Rail Canada, among others, offer discounts on fares to persons 65 and older.

Currently, Air Canada offers a reduction of approximately 25 per cent on domestic flights and, for convenience, reservations can be made in advance. Via Rail Canada's discount is about 33 per cent on rail tickets of five dollars or more.

Since the policy on discounts changes periodically, check with your nearest Air Canada or Via Rail Canada office when planning your trip.

Services for Veterans

In recognition of their contributions, the Government of Canada provides many important services to veterans of our Armed Forces and, under certain conditions, to their families.

These services include the disability pension, the War Veterans Allowance, and the treatment services program.

In addition, training assistance and counselling for veterans experiencing problems of adjustment to changing social and economic conditions are available.

If you would like additional information regarding these and other services, write to:

Veterans Affairs Canada
4545 Queen Mary Road
Montreal, Quebec
H3W 1W4

or
Veterans Affairs Canada
6th floor
Champlain Building
Place Laurier
2700 Laurier Blvd.
Sainte-Foy, Quebec
G1V 4K5

Production of Food and Non-Food Items

All of us have no doubt read or heard of a tragedy resulting from food poisoning or the use of a particular drug.

One aim of the federal government is to eliminate health hazards so Canadians can live in a healthy physical and social environment and have access to safe and effective health support products. Through regular inspections of establishments

and examinations of products, the government attempts to ensure that industry complies with federal standards concerning the production of foods, drugs, cosmetics, medical devices and radiation-emitting devices.

You can help by advising federal officials if you feel the safety of a product is questionable. As a matter of fact, the Health Protection Branch of the Department of National Health and Welfare responded to more than 6,000 consumer complaints in 1977/78.

To request information or lodge a complaint, write to:

Health Protection Branch
Health and Welfare Canada
1001 Saint-Laurent Blvd. West
Longueuil, Quebec
J4K 1G7

Non-Medical Use of Drugs

Because of the threat to physical, mental and social health, all Canadians should be concerned about the dangers of the non-medical use of drugs.

The federal government shows its concern by working continually to discourage the misuse of drugs and thus reduce the incidence of health problems associated with drug abuse. It encourages, in cooperation with private organizations and community groups, the development of projects in the areas of prevention, rehabilitation, treatment, information and education. It also subsidizes research projects designed to contribute to a reduction in the use and misuse of drugs, tobacco and alcohol.

For more information, write to:

**Health Promotion Branch
Health and Welfare Canada
450 Saint-Joseph Blvd. East
Montreal, Quebec
H2J 1J7**

Welfare Grants

To promote improvements in welfare services and self-help activities, the government provides financial assistance, consultation, information and advice to governmental and non-governmental agencies, including citizens' organizations, for short-term research and other project activities. As well, funds are available to individuals for advanced studies in social work. Some research activities that have been funded by the government include new projects directed toward the aged, separation counselling and rehabilitation programs.

For more information on grants, write to:

**The Director
National Welfare Grants
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5**

Other Social Programs

All provinces have programs that provide for social assistance to persons in need and their dependants. The federal government, through the Canada Assistance Plan, pays 50 per cent of the cost of providing assistance and welfare to those persons who qualify. In addition to items of basic

need, assistance may include items of special need, non-insured health care services and costs of homes for special care. Provision is also made for homemaker services, day care and community development, counselling, rehabilitation and adoption.

Information on such topics as child welfare, youth services, adoption, rehabilitation services, and family and community services can be obtained by writing to:

**Social Services Division
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5**

Publications – Matters Relating to Welfare

Many matters relating to the welfare of Canadians are covered in publications available from the National Council of Welfare. These include the following topics: the economic and social problems faced by one-parent families; children living in poverty and the consequences for their health, education and life prospects; nutritional needs of infants, children and pregnant women, and an examination of how Canada's newspapers cover the subject of poverty.

To receive publications on the above-mentioned subjects or if you would like a list of other available publications, write to:

**National Council of Welfare
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 0K9**

Canada Post Office

The Canada Post Office operates in more than 6,000 cities, towns and villages across the country. With at least 8,300 offices, it forms the largest chain of service, distribution and information outlets in the country. Because of the variety of roles they play, ranging from basic postal services to a source of public information, they are a sort of window on Canada.

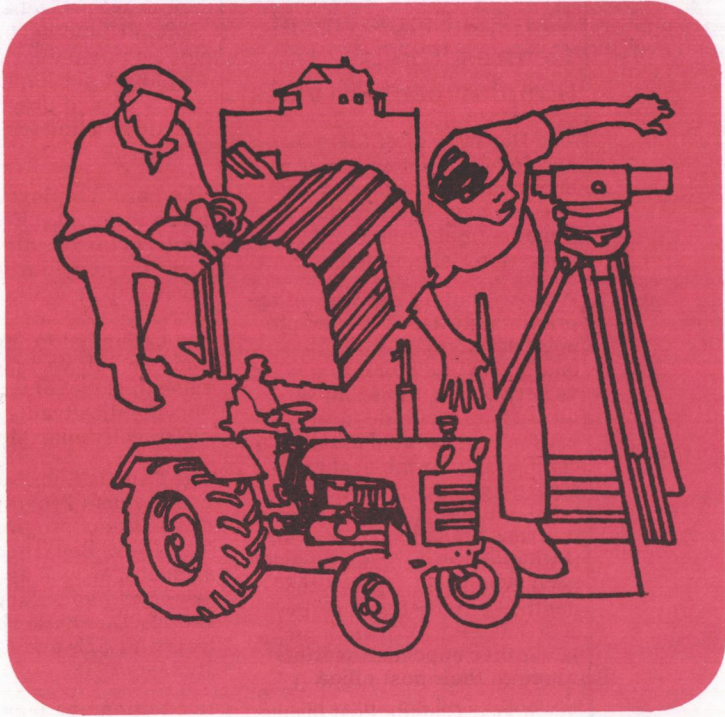
Many customers, especially in smaller localities, find that wicket clerks and postmasters can be "information officers" for all federal government programs and services, in addition to providing their regular service. In these communities, citizens are able to obtain information on passports, Unemployment Insurance, old-age pensions, Family Allowances, health and welfare services, and other important matters through their post office.

Each year Canada Post issues a series of stamps commemorating famous persons or important events in the history of our country.

For additional information concerning the Canada Post Office, please write to:

**Public Affairs
Canada Post Office
1550 Maisonneuve Blvd. West
Montreal, Quebec
H3G 2R0**

or call your local post office.



SECTION

2

Work

An important aspect of our daily life is work. The federal government recognizes this by offering many services and programs to the employed, the unemployed and the employer. Regardless of one's participation in the labour force – be it in farming, an office, a factory or fishing – every Canadian has the support of the government.

Workers and Jobs Canada Employment Centres (CECs) (Employment Services)

The Department of Manpower and Immigration and the Unemployment Insurance Commission have become the Canada Employment and Immigration Commission.

A cross-country network of approximately 440 CECs (employment services) offers both employers and workers a wide variety of programs and services. These include information on available jobs; counselling for job-seekers regarding employment and related matters, including how to look for a job; counselling for the disadvantaged and special need groups, e.g., native and youth; aptitude testing; specialized services to students, and intensive efforts to help Unemployment Insurance (UI) claimants find employment.

The typical CEC has a Job Information Centre (JIC) where workers can make job choices from openly displayed job cards or listings and then consult a counsellor. Since a majority of workers want only information about job vacancies, this concept of self-service has now become an integral part of the employment services operation. The JIC also offers a short course on how to look for a job (Creative Job Search Techniques).

Creating Jobs

The federal government operates programs designed to encourage potential employers to create jobs and thus reduce the number of unemployed.

The Canada Works Program encourages local organizations, partnerships and corporations

to sponsor labour-intensive, non-profit projects. To be eligible for funding, projects must not employ persons already employed nor improve privately-owned property or duplicate existing facilities or services.

The Local Employment Assistance Program (LEAP) supports projects that create employment for people who would otherwise be unlikely to find work. LEAP projects, which can be funded for up to three and one-half years, should raise the level of work skills of socially disadvantaged and chronically unemployed people.

The Canada Summer Youth Employment Program is a three-stream program involving federal departments and agencies, as well as the private sector and voluntary organizations. Details can be obtained from all CECs and CECs for students.

In addition, the federal government operates employment services for students each spring and summer. Staffed by students, more than 300 of these student CECs provide information on employment available in government or private sectors, advise on language training, cadet and other student programs, and refer young people to summer job openings. The government also co-ordinates all federal student and youth employment programs, and conducts an annual advertising campaign to encourage Canadian employers to hire students during the summer months.

Mobility of Workers

The government wants to ensure that workers whose skills are not needed in their home areas can respond to job op-

portunities in other parts of the country. People who are under-employed, unemployed or about to become unemployed may be eligible for grants when they travel in search of employment, accept temporary work elsewhere or relocate for permanent jobs. Travel grants are also available for trainees.

Manpower Training Program

The objective of the Canada Manpower Training Program is to help adults acquire the skills needed for better paying, steadier and more satisfying jobs, and to provide the skilled workers needed by Canadian employers. The government supports training in two ways. The first approach is to purchase institutional training courses from colleges and vocational schools, most of which are operated by provincial authorities. Enrolment is through CECs. Full-time trainees receive a training allowance or Unemployment Insurance (UI) benefits and may be eligible for commuting or living-away-from-home allowances. The second approach is to enter into a contract with an employer to assist in the training of employees. Under such contracts, the Canada Manpower Industrial Training Program reimburses the employer for the direct cost of training and for a portion of trainee wages.

Canada Employment Centres (Unemployment Insurance)

Of course unemployment is a worry. Fortunately, most workers in Canada are covered by Unemployment Insurance. When they are temporarily out

of work, they have the right to apply for UI benefits to help pay the bills and buy the things they need.

Unemployment Insurance benefits are not automatic. To qualify, you must have worked a certain number of weeks and you must be looking for another job. The number of weeks of insurable employment you need varies from 10 to 14 weeks, depending on the rate of unemployment in the economic region in which you normally live. These weeks must fall in the last 52 weeks or since the start of your last claim for benefits. This is called your qualifying period.

There are additional requirements for some UI claimants. Generally, people who apply for the second time in 52 weeks may have to work up to six weeks longer than those claiming for the first time. The number of extra weeks required would depend on how many weeks of UI benefits they received the first time. People who enter the labour force for the first time or after an absence of two years or longer would also have to work longer before getting UI — either 20 weeks in the last year or 10 to 14 weeks in the last year, plus 14 weeks the year before.

Special benefits differ. To apply for benefits when you are sick or injured, pregnant or reach age 65, you must have worked in insurable employment for 20 weeks in your qualifying period.

There are many brochures available on the subject of Unemployment Insurance. These include: *How Unemployment Insurance works for you* (covering the total UI program); *UI and you: when you*

reach 65; If you don't agree (about appeals) and others.

Social Insurance Number

When you apply for a job, a potential employer will ask if you have a Social Insurance Number (SIN). If you don't have one, visit your local Canada Employment Centre (Unemployment Insurance) to complete the application form.

You must provide documentary proof of your identity as a Canadian citizen or a landed immigrant. If you are a Canadian citizen, you would submit, for example, your birth certificate or a certified copy of it and one other piece of identification, which could be your driver's licence, passport or baptism certificate. A permanent resident (landed immigrant) should submit, for example, his or her Canadian immigration identification record and one other piece of identification.

Because the commission cannot be responsible for the safety of original documents sent through the mail, you are encouraged to bring them in yourself.

The booklet entitled *How to apply for a social insurance number*, can provide you with all the information you will need to apply.

Additional Information

The foregoing briefly describes some of the government's programs and services available to the worker and the employer. There are many brochures and pamphlets, some of which have been mentioned above,

that provide more detailed information. These can be obtained by writing to:

**Public Affairs
Employment and
Immigration Canada
Regional Office
1441 Saint-Urbain Street
Montreal, Quebec
H3C 3L4**

If you have any questions regarding a particular program or service or would like to know about others, contact your local Canada Employment Centre.

Agricultural Services

In an effort to ensure a stable and viable agricultural industry, sufficient to meet the demand for food, the federal government has many programs and services available to farmers and ranchers.

Farm Credit

The federal government established the Farm Credit Corporation (FCC) to help Canadian farmers and those wishing to become farmers purchase, develop and maintain sound farm businesses. Assistance is provided in the form of long-term mortgage credit.

Loans may be made to farmers individually or jointly and to farming corporations or co-operative farm associations.

The maximum loan to a single farm business is \$200,000 when there is one qualifying applicant and \$400,000 when there is more than one qualifying applicant. A borrower may take up to a maximum of 30 years to repay a loan and the interest rate set when the

loan is made does not change during the life of the loan.

Loan funds may be used to purchase farm land, erect farm buildings, purchase farm equipment and breeding stock, pay debts or for any purpose that will promote the efficient operation of the farm.

An application for a loan should be made at your local FCC office. For the name and location of the credit adviser in your area, please write to:

Farm Credit Corporation
P.O. Box 3600
Suite 2000, Champlain Building
2700 Laurier Blvd.
Sainte-Foy, Quebec
G1V 4C7

Agricultural Stabilization Board

The federal government, by statute, has provided for price stabilization to help the farmer realize a fair return for both his work and his financial investment. It also wants to maintain a balance between the market price and the cost of supplies and services to the farmer.

The Agricultural Stabilization Act ensures the support of prices for nine commodities: cattle, pigs, sheep, industrial milk and cream, corn, soybeans, oats and barley. The support price is established for a whole production period.

More information is available from:

Agricultural Stabilization Board
Agriculture Canada
Sir John Carling Building
Ottawa, Ontario
K1A 0C5

Farm Syndicates

To overcome the high cost of individual ownership of machinery, buildings and installed equipment, the federal government with the Farm Credit Corporation (FCC) may provide the financial means for farmers to act co-operatively.

To be eligible, a syndicate (a group of three or more farmers, the majority of whom have farming as their principal occupation), must sign an agreement acceptable to the FCC with respect to the use of machinery, equipment or buildings. Co-operative farm associations and certain farming corporations may also qualify as syndicates.

An example of syndicate sharing would be three farmers, each with a livestock, forage crop and grain operation sharing the use of a forage harvester and other matched forage handling equipment to their mutual advantage.

If you would like more information on this program, contact your nearest FCC office or write to:

Farm Credit Corporation
P.O. Box 3600
Suite 2000, Champlain Building
2700 Laurier Blvd.
Sainte-Foy, Quebec
G1V 4C7

Crop Insurance

With assistance from the Government of Canada, all-risk crop insurance is available to farmers in all 10 provinces to protect them from losses caused by natural hazards such as hail, drought, grasshoppers or a killing frost. The federal government makes financial contributions to all crop insurance plans that are approved and administered by the provinces.

For more information, write to:

**Crop Insurance
Agriculture Canada
Room 421
Sir John Carling Building
Ottawa, Ontario
K1A 0C5**

Food Production and Inspection

The Food Production and Inspection Branch of Agriculture Canada is responsible for health of animals and the inspection and grading of livestock, meat, poultry, dairy products, fruits and vegetables. Federal scientists direct extensive research into animal disease; there are control programs to eliminate infectious ailments among animals and to prevent infected animals coming in from foreign countries. Federal veterinary agents and agrologists in the field advise and assist farmers. The production development arm of the branch generally promotes more efficient animal and crop production, helping producers to gain a better return on their investment. The branch is also responsible for controlling plant diseases, inspection and grading of seeds, and regulating the use of fertilizers, pesticides and herbicides.

Additional information is available by writing to:

**Food Production and
Inspection Branch
Agriculture Canada
8th Floor
685 Cathcart Street
Montreal, Quebec
H3B 1M7**

Agricultural Fairs and Exhibitions

Agricultural societies can receive contributions from the federal government for

approved fairs and exhibitions. These monies may be used to defray the judges' honoraria, cover the cost of certain rural youth activities, pay for approved property improvements, and serve as prize money for livestock competitions.

For more information, write to:

**Food Production and
Inspection Branch
Agriculture Canada
Room 1200
1435 Saint-Alexandre Street
Montreal, Quebec
H3A 2G4**

Publications

The Department of Agriculture offers many publications containing useful information of interest not only to farmers, but also to the general public.

The farmer may like to consult those publications concerned with

- farm management
- farm economy
- large-scale farming
- parasites and diseases of farm animals.

Publications useful in the home cover such topics as

- canning fruits and vegetables
- freezing foods
- preparation of beef
- recipes for dips and dressings.

The department also has experts available who will attempt to answer questions regarding house plants and home gardens.

If you would like a list of available publications, the Department of Agriculture will be happy to send you one. Write to:

**Information Services
Agriculture Canada
Sir John Carling Building
Ottawa, Ontario
K1A 0C7**

and ask for publication 5103, *Publications for Farm and Home*.

Fisheries

In the past, Canadian fishermen have enjoyed an enviable freedom to fish wherever and whatever they wished, in waters teeming with fish in seemingly endless abundance.

In recent years things have changed. Massive fishing operations by foreign fleets, particularly off the east coast, had serious effects on the Canadian fishing industry. The fish stocks were exploited so intensively that some species were severely threatened.

The situation is now improving, and the federal government plays an active role, in co-operation with fishermen and processors, to promote the development of a prosperous and vigorous fishing industry, which will not only benefit fishermen but all Canadians.

Services to Fishermen

In addition to financial aid, the federal government has extended the fisheries zone to 200 nautical miles off Canada's coasts. It has imposed regulations, including catch quotas, and ensures that these regulations are enforced.

It also offers services directly to fishermen. For example, if you are planning to build a fishing boat, the government can defray 35 per cent of the cost. Another service is the payment of special Unemployment Insurance benefits to self-employed fishermen. These benefits are explained in a small booklet entitled *Fishing isn't just another job*, which can be obtained by writing to:

**Public Affairs
Employment and
Immigration Canada**

**Regional Office
1441 Saint-Urbain Street
Montreal, Quebec
H3C 3L4**

For information on other services offered by the federal government, consult your directory for the Fisheries and Oceans office in your area or write to:

**Government of Canada
Fisheries & Oceans
P.O. Box 15500
901 Cap Diamant
Quebec, Quebec
G1K 7Y7**



SECTION

3

Economic Development

Canada's economic development is influenced greatly by the activities of businessmen and businesswomen. As employers and owners, business persons are encouraged to take advantage of the many programs and services offered by the federal government.

As the Employer **Canada Employment** **Centres**

Approximately 440 Canada Employment Centres (CECs) across the country can assist in your search for qualified personnel. You can submit a list of vacant positions with a brief job description of each, and a CEC representative will direct candidates, with the appropriate qualifications, to you.

After you hire your staff, the CEC will help set up training programs for them. Reimbursement for direct training costs and trainee wages is available through the Canada Manpower Industrial Training Program. Representatives can also provide you with up-to-date facts and figures on the job market as well as help you plan future staff needs and cope with change.

There are many brochures and pamphlets available that may be of interest to you. These include: *The Canada Manpower Training Program*, *The Canada Manpower Industrial Training Program*, *Critical Trade Skill Training*, *What employers can expect from employment counsellors*, and *You and the CMTP*. They can be obtained by writing to:

Public Affairs
Employment and
Immigration Canada
Regional Office
1441 Saint-Urbain Street
Montreal, Quebec
H3C 3L4

If you have any questions regarding a particular program or service, contact your local Canada Employment Centre.

See also **WORK – Workers and Jobs – Creating Jobs**

As the Owner

The development, expansion and productivity of domestic manufacturing and processing industries are necessary to economic development. Recognizing this, the government concerns itself with providing consultative services, relevant information, and under certain circumstances, financial assistance to small businesses as well as large.

Counselling **Assistance**

The federal government provides management counselling to the owners and managers of businesses, particularly those of small size, to enable them to receive sound business advice at nominal cost.

Through this program, you can discuss your particular problems and look into new ideas, with retired business persons acting as management consultants. You can obtain more information on this program from:

Counselling Assistance to
Small Enterprises (CASE)
Federal Business
Development Bank
901 Victoria Square
Montreal, Quebec
H2Z 1R1

Information for **Small Businesses**

The Small Business Information Service, an enquiry and referral service about government and other assistance programs for small business, is available at Federal Business Development Bank (FBDB) offices across Canada. Also available from the FBDB are a series of booklets called *Minding Your Own Business*

covering many aspects of small business management and *Small Business News*, a quarterly news bulletin that will help keep you in touch with business developments.

If you would like to receive these booklets and bulletins or more information on the Small Business Information Service, write to:

**Federal Business
Development Bank
901 Victoria Square
Montreal, Quebec
H2Z 1R1**

Regional Development Subsidies

Economic wealth and natural resources have not been spread evenly across our country. Thus regional disparity exists which is a real concern of the federal government. To generate a balanced economic growth and more employment opportunities in all regions of Canada, the government offers incentives to business and industry to undertake projects in designated slow-growth regions. These areas, as of February 1978, comprised the Atlantic provinces, the Northwest Territories, Manitoba, Saskatchewan, parts of Ontario, Alberta and British Columbia and most of the Province of Quebec.

If you are establishing new manufacturing or processing facilities or expanding or modernizing an existing plant in a slow-growth area, you may be eligible for a cash grant or loan guarantee. You don't have to be big to qualify — a project with capital costs as low as \$5,000 may be eligible if it creates at least five new jobs. Projects approved have included small feed mills, large

steel mills, and plants to process lobster and frozen French fries.

For more information, write to:

**Incentives Branch
Government of Canada
Regional Economic Expansion
P.O. Box 247
Tour de la Bourse
800 Victoria Square
Montreal, Quebec
H4Z 1E8
or
Incentives Branch
Government of Canada
Regional Economic Expansion
Claridge Building
220 Grande Allée East
Quebec, Quebec
G1R 2J1**

Markets Abroad

It's not really difficult to sell your products in foreign markets. In fact, it is probably much easier than most Canadian business owners think. The government, through its many programs and services, can help you find the easiest ways to cash in on export opportunities.

Promotional Projects

Participation in trade fairs is one way of promoting your product in overseas markets. The government sponsors and organizes such participation by Canadian firms and can provide complete exhibition services that include the design, construction, erection and operation of the exhibition booth, the cost of which is shared with the participants.

Export Market Development

If you have a project that you cannot undertake without

financial assistance, you may be eligible for subsidies from the federal government through the Program for Export Market Development (PEMD). This program encourages and helps Canadian companies to enter new export markets and to undertake additional export development. Incentives are in the form of financial contributions where there is a need to share the risk.

Contributions are repayable if export sales are achieved; they are not repayable if sales or contracts are not obtained.

Trade Commissioner Service

The Trade Commissioner Service strives to promote Canadian exports and to protect Canadian commercial interests abroad. As well, it can provide you with information on a country's economy, markets, and credit system. In 1978, the service's network of 90 offices in 67 countries responded to 61,000 requests for assistance from Canadian businesses and directed 43,000 inquiries from foreign buyers to the attention of Canadian Industry.

Information

The government's trade promotion programs are open to all Canadian companies, large and small, that have export capability and are interested in expanding their markets. If you would like additional information on these programs as well as other services related to participating in markets abroad, write to:

**Government of Canada
Industry, Trade & Commerce
P.O. Box 1270, Station "B"
Room 600
685 Cathcart Street**

**Montreal, Quebec
H3B 3K9
or
Government of Canada
Industry, Trade and Commerce
Room 620
2 Place Quebec
Quebec, Quebec
G1R 2B5**



SECTION

4

Youth

The federal government, recognizing that the young people of today are the potential leaders of tomorrow, has created challenging, interesting programs to help you know Canada and Canadians better, as well as yourself.

Open House Canada

Are you

- 16 years of age?
- looking for adventure?
- interested in travelling in Canada?
- interested in knowing different regions and hearing different points of view?
- interested in meeting new friends?

If you have answered "yes" to all these questions, Open House Canada will certainly be of interest to you.

The federal government organizes and funds exchange trips between young Canadians from all parts of the country. You may participate in this program as a member of a group of at least 15 persons.

Every participant must be "twinned" with another person of the same age who shares similar interests. To ensure that every participant comes to know his twin before the actual visit, Open House Canada requires that a minimum of six weeks be spent corresponding, which would include gathering information on the region to be visited.

Following this, you are ready to visit your twin for a minimum of five days with Open House Canada paying close to your total transportation costs.

If you would like more information on this opportunity to see and know Canada, write to:

Open House Canada
Department of the
Secretary of State of Canada
Terrasses de la Chaudière
15 Eddy Street
Hull, Quebec
K1A 0M5

Katimavik

Would you accept the opportunity to discover Canada, to learn more about yourself, to take on tough physical challenges, to become more aware of your environment? Katimavik is making the offer.

Katimavik, an Inuit word for "meeting place," is a national youth service funded by the federal government. Its objectives are to serve Canadian communities, to aid in the personal development of its participants, to encourage environmental awareness and to provide opportunities for a greater understanding of the country.

The program runs for nine months and involves groups of approximately 33 participants assigned to three successive projects (one of which is in a francophone environment), in three different provinces where they spend approximately three months each.

Projects are developed in cooperation with local communities and might involve such activities as environmental clean-up, trail cutting, improvement of recreational facilities, aiding the elderly and handicapped, and working with children and youth in day care or recreation centres.

As well there are cultural and educational aspects that include structured and informal learning ranging from language and interpersonal skills needed for intensive group living, to crafts, basic manual skills and research into the historical and cultural heritage of the area.

Also available to candidates is a three-month military option that involves learning and participating in a program sponsored by the Department of National Defence.

If you are between 17 and 21, single and a Canadian citizen or resident and would like to share in the collective effort of a group of dedicated young Canadians, more information is available from:

Katimavik
2270 Pierre Dupuy Ave.
Cité du Havre
Montreal, Quebec
H3C 3R4

Park Awareness

Park Awareness is a new way to help Canadians discover the richness of our natural and human heritage through the energy and talent of young people.

The federal government does not hire directly for this program, but provides funds to non-governmental organizations to facilitate the hiring of young people to carry out communication projects concerning our natural and human heritage. It is the responsibility of the individual to create and initiate a proposal under the sponsorship of an approved organization. If the proposal is accepted, the organization hires the person to carry out the project.

Some successful projects that have been implemented are illustrated books for children about the park environment, environment awareness kits, weavings with heritage and environmental themes, and original dramas with heritage themes.

If you would like to receive a brochure that explains the

program more specifically and contains details on how to get involved, write to:

Parks Canada
Quebec Region
P.O. Box 10275
Sainte-Foy, Quebec
G1V 4H5

Young Athletes

Young Canadians are continually demonstrating their ability, potential and determination in amateur sports. The federal government works with the appropriate national sports governing bodies to offer encouragement and attempt to upgrade the quality and scope of Canadian participation in the following ways: providing funds for the development of quality coaching; financing travel expenses for athletes attending training camps; assisting individual athletes in meeting their training needs; providing money for travel and accommodation expenses for athletes participating in sports championships and offering direct financial assistance and "grants-in-aid" to ensure that promising Canadian athletes can continue their education and still concentrate on their training and competitive programs.

Should you like more information, write to:

Sport Canada
Fitness and Amateur Sports
Branch
Department of the Secretary
of State of Canada
365 Laurier Avenue West
Ottawa, Ontario
K1A 0M5

Air Canada Youth Fares

Travelling from Vancouver to St. John's could cost you less than you think. Students between the ages of 12 and 21 can take advantage of a 40-per cent reduction on any Air Canada domestic flight. Seats, however, cannot be reserved.

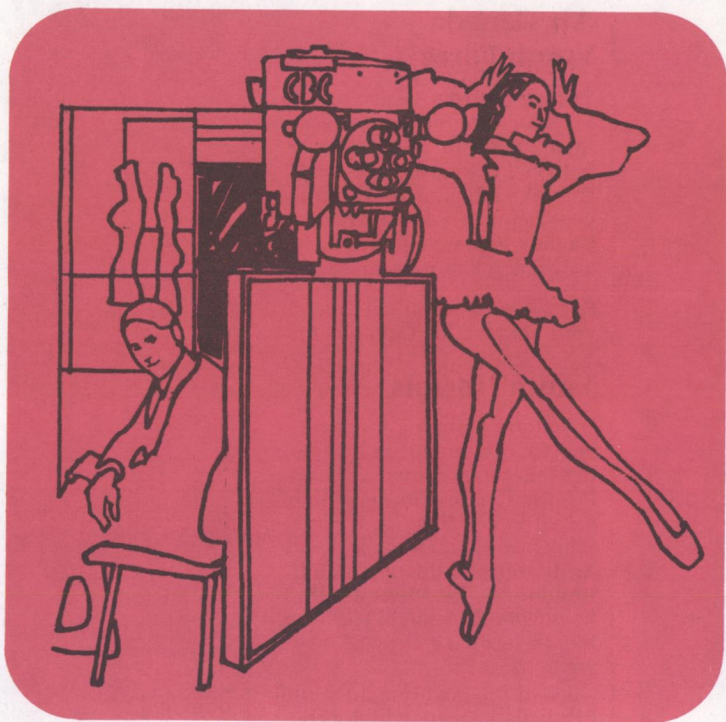
For more information, contact your nearest Air Canada Office.

Youth Hostels

If you are planning to travel and stay overnight in hostels, the federal government has an informative brochure available called *Youth Hostels*. It contains pertinent facts on the availability of different facilities and the locations of most hostels in Canada. If you would like to receive a copy of it, write to:

Quebec Hostelling Federation
1324 Sherbrooke Street West
Montreal, Quebec
H2L 1M2
or
Canadian Hostelling
Association
333 River Road
Vanier, Ontario
K1L 8B9

See also CAREERS IN THE
PUBLIC SERVICE – Summer
Assignments for Students



SECTION



Arts and Culture

The arts symbolize our intellectual wealth and creative imagination, and reflect our ethno-cultural heritage as can be seen in the works of our painters, sculptors, actors and actresses, musicians, composers, dancers and filmmakers.

The federal government, through numerous programs, encourages the preservation of our multicultural nature and the growth and development of artistic and creative skills.

National Achievements in the Arts

National programs promoting culture and the arts are designed to give all regions of Canada an equal chance to develop and express themselves. The federal government's arts and culture secretariat does research on the state of the arts across the country and helps the Secretary of State develop national policy on broadcasting, films, publishing, museums and the national heritage. Recent assistance to cultural development has taken the form of capital grants for performing arts facilities such as theatres in various communities, and support for Canadian book publishing and filmmaking.

Canadian films are made better known abroad through the work of the government's Film Festivals Bureau, which promotes this country's films at major international forums such as the Cannes Film Festival.

For more information, write to:

**Department of the Secretary of State of Canada
Room 2102
1080 Beaver Hall Hill
Montreal, Quebec
H2Z 1S8**

Assistance for the Arts

A musician will tell you that music is the truest form of expression. The writer will make the same claim for literature, and the artist and photographer will praise their respective arts. The Canada Council, which is the federal organization responsible for supporting the arts, covers all these forms of expression.

The Canada Council encourages and promotes the study, enjoyment and production of works in the arts – music, dance, opera, theatre, film, the visual arts, video, photography and literature.

Grants are offered in all these fields to professional artists, persons whose work is essential to the professional arts, professional arts organizations and arts support services.

A variety of awards and prizes are also available. People such as Gilles Vigneault, Margaret Lawrence, Robertson Davies and Marie-Claire Blais have received the Governor General's Literary Award. Translation prizes have been won by Michelle Tisseyre, John Glassco, Jean Paré and Sheila Fischman.

A range of publications describing the Canada Council's programs and services may be obtained by writing to:

**The Canada Council
255 Albert Street
Ottawa, Ontario
K1A 5V8**

Assistance to Groups

Recognizing Canada's multi-cultural heritage, the federal government provides encouragement and financial assistance through a number of programs that promote the preservation and sharing of our many cultures, and help bring mutual appreciation and understanding to all Canadians.

Basically, these programs support and encourage communities in the development of their cultural heritages, help members of all cultural groups to gain acceptance and overcome barriers to full participation in Canadian society,

and promote and encourage creative encounters among all Canadian cultural groups.

The federal government also helps our official language groups to make use of their language and thus enables them to contribute to Canadian society in areas where they constitute minorities. Grants are available for projects and activities that meet this objective. Grants and/or bursaries are also available to help teachers improve their language skills and to help post-secondary students continue their studies or take a total immersion course in their second official language.

For more information on these and other programs, contact:

**Department of the Secretary
of State of Canada
Room 2102
1080 Beaver Hall Hill
Montreal, Quebec
H2Z 1S8**

National Film Board

In 1941, the National Film Board (NFB) won the first Academy Award ever given a Canadian film, for a short feature in the *Canada Carries On* series. In 1977, Monique Mercure became the first Canadian actress to win the best actress award at the Cannes Film Festival, for her role in *J. A. Martin, photographe*. In 1978, NFB films won two Oscars at the Academy Awards in Hollywood, adding to an impressive list of more than 1,500 international prizes.

The NFB has helped to build the foundation of Canada's feature film industry and has provided a training ground for countless numbers of filmmakers who have been able to develop their artistic, creative and technical skills while

building a worldwide reputation of excellence for Canadian productions.

To better acquaint Canadians with the works of our talented filmmakers, the NFB invites you to borrow their films, free of charge. Contact your nearest NFB office or write to:

**National Film Board
Operational Headquarters
P.O. Box 6100, Station "A"
Saint-Laurent, Quebec
H3C 3H5**

Canadian Broadcasting Corporation

The publicly-owned CBC provides a balanced service of information and entertainment for people of all ages, interests and tastes. Programming includes news, public affairs, drama, music, sports, documentaries, children's programs, and consumer affairs.

CBC national services include English and French television networks, and English and French AM radio networks and FM stereo networks. In the Far North, CBC's northern radio and TV services provide network programming in English and French, and special programs in the languages of the Indian and Inuit residents.

The CBC gives continuing support to Canadian artists and performers through the broadcast of Canadian music, drama and poetry, the commissioning of special works, the sponsorship of talent competitions, and the presentation of Canadian films. It produces a variety of recordings, audiotapes and books from some of its program material.

If you would like additional information on the Canadian Broadcasting Corporation,

write to:

Canadian Broadcasting Corporation
Maison Radio-Canada
P.O. Box 6000
1400 Dorchester Blvd. East
Montreal, Quebec
H3C 3A8

National Museums of Canada

This country's museums have a great deal to tell us about our history, heritage and the bonds that unite our diverse cultures. The National Museums of Canada has helped museums from coast to coast and, in the past decade, has created a network of 25 associate museums, including four national museums in Ottawa.

The National Museums of Canada administers a series of national programs, including a fleet of "Museumobiles" that take exhibits into rural areas; a computerized national inventory of museum objects; the Canadian Conservation Institute, which provides research, advice and skilled care to protect national treasures, and a program which co-ordinates international exchanges of exhibitions. In 1976, approximately 150,000 people in Montreal and Winnipeg viewed master paintings from the Hermitage and the State Russian Museum in Lenin-grad. More recently, the International Program negotiated the Toronto showing of *The Treasures of Tutankhamun*, in late 1979.

For additional information on our national museums write to:

National Museums of Canada
300 Laurier Avenue West
Ottawa, Ontario
K1A 0M8

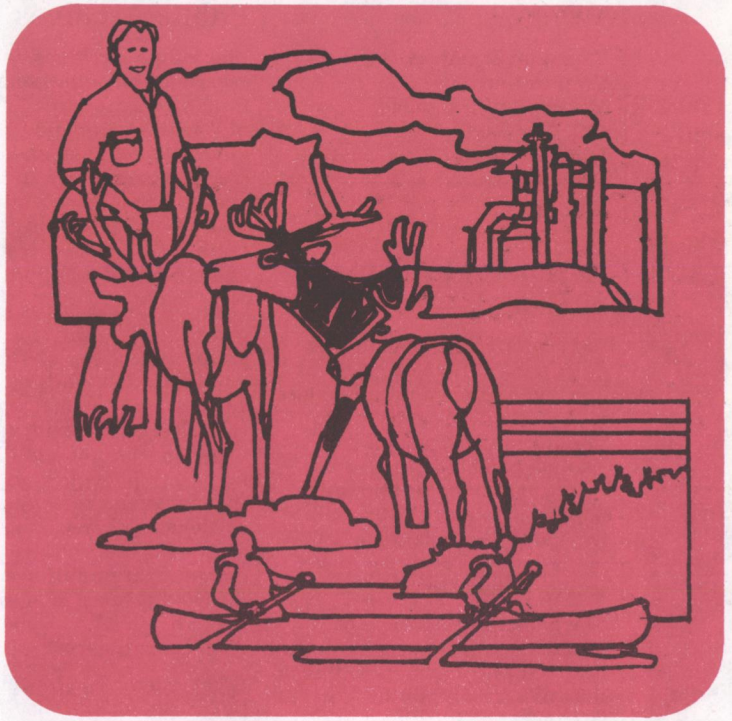
Public Archives

The Public Archives contain a wealth of information on Canada relating to all aspects of Canadian life and to the development of the country from its beginnings to the present time. The Archives also provide suitable research facilities to make this material available to the public.

Some of the Archives' acquisitions are as follows: manuscript collections of statesmen and other distinguished citizens; 80,000 volumes on Canada and its history; about three quarters of a million maps and plans pertaining to the discovery, the exploration, settlement, topography and geology of the country and documentary paintings, drawings and printed images relating to people, historical events, places and objects.

If you would like reasonably priced reproductions of material preserved in the Archives, or information regarding the services of the Public Archives, write to:

Information Services
Public Archives of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N3



SECTION

6

The Environment

We are becoming increasingly aware of our environment which includes not only our immediate surroundings but also the forests, inland waters, lands and wildlife of our vast country. The federal government is also concerned and provides support and leadership in the conservation and preservation of our environment.

Pollution

Strict laws protect our environment. The federal government works closely with provincial agencies and industry on measures to control sources of pollution in air and water. The use of toxic substances comes under close supervision, and scientific studies are undertaken on methods of disposing of toxic wastes. Federal experts are also active on projects to clean up pollution where it exists. And since there is always a risk of environmental disaster occurring, there is a cleanup team on the alert 24 hours a day to face any emergency.

Brochures and pamphlets are available by writing to:

Environmental Protection Service
Environment Canada
Room 410
1550 Maisonneuve Blvd. West
Montreal, Quebec
H3G 1N2
or
Environment Canada
P.O. Box 10100
2700 Laurier Blvd.
Sainte-Foy, Quebec
G1V 4H5

Energy Conservation

If we are to live in harmony with our environment, we must make sensible use of the resources provided by it. We must realize that energy conservation is a form of environmental protection and, as such, it should be the concern of all Canadians.

There is a limit to our supply of energy resources. Exploiting them is costly and can have an impact on our environment. It is for this reason that conservation is an important aspect of the government's energy policy. We can contribute to the effort by attempting to

conserve energy in our homes. The government has produced a series of publications explaining the energy conservation program and the role played by industry, governments and private citizens. *Keeping the heat in; the bill-payers' guide to furnace servicing; 100 ways to save energy and money in the home; the car mileage book, and the garbage book* will provide you with ideas on how to save money and cut down your energy consumption. These publications and others related to energy conservation are available from:

Conservation Books
P.O. Box 3500,
Station "C"
Ottawa, Ontario
K1Y 4G1

Protection of Forests

The fact that our forests cover 4.4 million square kilometres from the Atlantic to the Pacific may lead some to believe that this is one resource we don't have to worry about. However, when one considers the destructive forces that threaten the survival of our forests, we can appreciate the government's concern with the conservation and preservation of this resource. The forests can live with browsing animals, bark-eating rodents, seed-eating birds and extreme weather conditions but they are vulnerable to fire, harmful insects, disease and man.

The federal government is also involved in research regarding improved practices by industry, the environmental effects of these practices and other human activities on the forests, and forest products. Advice and co-operation are also provided in forest development in Canada and abroad.

There are many interesting publications and fact sheets available on such subjects as careers in forestry, maple sugar production, conservation activities, forest fires and spruce budworms. If you would like to receive information on a particular subject send your request to:

**Laurentides Forest
Research Centre
Environment Canada
1080 Route du Vallon
Sainte-Foy, Quebec
G1V 4C7**

Protection of Inland Waters

The federal government plans and participates, with the provinces, in water management programs and policies. Concerns include water quality and quantity, floods and flood control, industrial and agricultural use of water, and water resources planning.

Additional information and an interesting series of pamphlets called *What do you know about water?* can be obtained by writing to:

**Environment Canada
P.O. Box 10100
2700 Laurier Blvd.
Sainte-Foy, Quebec
G1V 4H5**

Land Use

We sometimes forget, when purchasing such items as meat, poultry, dairy products, vegetables and fruit, that these products come from the land. Without agricultural lands, we would find ourselves in great discomfort – food would be scarce and prices astronomical.

The federal government is concerned with the rapid loss of agricultural lands and, looking to the future, has developed a method of projecting the

demand for agricultural land and the availability of land to satisfy that need. Other areas of interest shared with the provincial governments are the distribution of land suitable for outdoor recreation, the demand and availability of land for such uses as forestry, the amount of despoiled land and the conversion of land to urban uses.

Information on these and other activities related to land use can be obtained by writing to:

**Inquiry Centre
Environment Canada
11th Floor
Place Vincent Massey
Hull, Quebec
K1A 0H3**

Protection of Wildlife

Man shares the world with birds, fish and other animals. Like them, he depends on the land, vegetation, water and air for survival. Any massive changes in the environment that affect wildlife must eventually affect man.

One concern of the federal government is the preservation of our wildlife – everything from migratory birds and the endangered peregrine falcons, to wood bison and polar bears.

Through the Canadian Wildlife Service (CWS), the government protects and manages migratory birds under international treaty and participates in many wildlife research and management projects.

These projects include studying and compiling data on the distribution, migration habits, food sources and diseases of birds and animals. Surveys are made of breeding grounds in an attempt to maintain optimum populations of game birds. National Wildlife Areas have been created to provide

safe breeding, feeding and resting places for migratory birds. The CWS works with the Armed Forces to devise ways of eliminating aircraft collisions with birds and advises farmers on ways of preventing damage by waterfowl to prairie cereal crops. In addition the CWS, with the provinces and territories, sets dates for hunting seasons and bag limits on migratory game birds.

The Canadian Wildlife Service also publishes a wide range of technical and general information pamphlets and sponsors feature-length films on wildlife and the service's activities. For information concerning films, contact the National Film Board office in your area. Information on the Canadian Wildlife Service can be obtained by writing to:

**Canadian Wildlife Service
Environment Canada
P.O. Box 10100
2700 Laurier Blvd.
Sainte-Foy, Quebec
G1V 4H5**

The Weather

Meteorological stations across Canada provide public weather forecasts through radio, television and newspapers. In some major cities, Weather Radio offers forecasts and information on special FM channels.

Forecasts are based on information gathered many times each day by weather observers and meteorologists all over the country. In addition to preparing forecasts for the general public, the Atmospheric Environment Service of Environment Canada issues special forecasts for aviation, agriculture, forestry, offshore fisheries, pleasure-boaters,

marine transport and highway services.

If you are travelling or moving to a different region, you can obtain information on the climate of that region by writing to:

**Atmospheric Environment Service
Environment Canada
3rd floor
100 Alexis Nihon Blvd.
Saint-Laurent, Quebec
H4M 2N6**



SECTION



Recreation

The interest of Canadians in good physical health is apparent from the number of cyclists and joggers you see in a day.

Fitness

The federal government, too, recognizes this interest and, through Recreation Canada and Fitness Canada offers a number of services to Canadians. Consultative services are available to sport and recreation associations that promote a healthier, more beneficial lifestyle for all Canadians through fitness activities. National associations that encourage increased participation in physical recreation and raise the fitness level of disabled Canadians may receive financial assistance.

For business and industry, fitness programs have been developed by Fitness Canada. These can be incorporated into the work environment to meet employee needs and conditions. A manual has been published covering all aspects of organizing and operating employee fitness programs.

For individuals and groups, *The Exercise Break, Circuit Training Package* and a health package called *The Fit-Kit* are available.

If you would like more information on these services, write to:

**Fitness and Amateur Sport
Department of the Secretary
of State of Canada**
365 Laurier Avenue West
Ottawa, Ontario
K1A 0M5

Canada's National Parks

In a world characterized by rapid technological advancement and industrialization, Canadians are learning that the quality of life we are seeking cannot be solely achieved through material success. We need special places that offer

an alternative to the conformity of our surroundings – places in which we can relate to the natural world and that will, perhaps, remind us of our past.

We have these places. They are our national parks and national historic parks and sites which are established and maintained for all Canadians by Parks Canada.

There are 28 national parks in Canada from Terra Nova on the east coast of Newfoundland to Pacific Rim on the west coast of Vancouver Island; from Point Pelee on the most southerly tip of mainland Canada to Auyuittuq on Baffin Island inside the Arctic Circle. Whatever you prefer in terms of scenery, be it rugged coastal cliffs, calm glassy lakes, sandy beaches or snow-capped mountains, there is a national park to accommodate your taste.

Since 1955, more than 70 historic parks and major sites have been created and about 650 persons, places and events have been commemorated. Parks Canada turns back the clock to offer Canadians a look at people and places from our colourful past.

Pamphlets are available on all national parks and national historic parks and sites. These indicate the names and locations of the parks and provide information on activities and facilities available. Write to:

**Parks Canada
Quebec Region**
1141 Route de l'Église
Sainte-Foy, Quebec
G1V 4H5

Maps of Canada

If you enjoy seeing Canada by car, you might like to have a good map of the region in which you are travelling. Maps of all regions of Canada can be obtained at reasonable cost. For a map index that indicates the maps available, write to:

**Canada Map Office
Energy, Mines
and Resources Canada
615 Booth Street
Ottawa, Ontario
K1A 0E9**

Nautical Charts

If your leisure hours are spent on the water, you may be interested in obtaining a catalogue of nautical charts of Canada's coastal waters, adjacent oceans and inland water routes. Send a money order for one dollar payable to the Receiver General for Canada to:

**Hydrographic Chart
Distribution Office
Canadian Hydrographic
Service
P.O. Box 8080
1675 Russell Road
Ottawa, Ontario
K1G 3H6**

Aerial Photographs

Would you like to have a reasonably priced aerial photograph of some specific feature such as a lake, landmark, house or the area in which you live? If so, mark the area of interest on a suitably scaled topographical map available from the Canada Map Office. Make a notation on the map to indicate the specific feature that should be visible in the photograph and send it to:

**National Air Photo Library
615 Booth Street
Ottawa, Ontario
K1A 0E9**

Communications

Sometimes it's pleasant to just kick your shoes off, put up your feet, sit back, relax and watch your favorite television program.

When you've been looking forward to doing this, it's rather annoying to discover that your TV set is "acting up."

The federal government has a brochure, *For better television reception*, which can help you improve the quality of your picture. It discusses different types of antennas and how to install and use them effectively. If you would like a copy of the brochure, write to:

**Information Services
Government of Canada
Department of Communications
2085 Union Avenue
Montreal, Quebec
H3A 2C3
or
Information Services
Government of Canada
Department of Communications
2 Place Quebec
Quebec, Quebec
G1R 2B5**

Thousands of Canadians now own General Radio Service (GRS) radios, more popularly known as Citizen Band (CB) radios. More and more frequently, these radios are being used for many communications purposes.

A booklet called *Information and License Application Form (Citizens Band-CB)* has been prepared to help users get the best results from General Radio Service. It contains information that is especially useful if you are considering

buying or operating a two-way GRS radio. As a licence is required to operate the radio, a licence application form and temporary permit are attached. For a copy of the brochure, write to:

**Information Services
Government of Canada
Department of Communications
2085 Union Avenue
Montreal, Quebec
H3A 2C3**

**or
Information Services
Government of Canada
Department of Communications
2 Place Quebec
Quebec, Quebec
G1R 2B5**



SECTION

8

Canadians Abroad

Whether you are travelling for pleasure, on business or as a member of a Canadian co-operation program team, the federal government attempts to ensure that your trip goes as smoothly as possible.

Passports

Most countries require visitors to carry passports. To obtain yours, you must first fill out an application form, available free of charge, from post offices and travel agencies. After you have filled in the required information, which must include the name of a guarantor who fulfils the conditions listed on the form, attach two photographs of yourself, your birth certificate or citizenship certificate and a certified cheque or money order for the required amount, and send it to:

Passports
External Affairs Canada
1st Floor
1080 Beaver Hall Hill
Montreal, Quebec
H2Z 1S8
or

Passports
External Affairs Canada
2535 Laurier Boulevard South
Sainte-Foy, Quebec
J1Y 4M3

Because of the number of applications received, it is wise to apply for your passport well in advance of your proposed trip. Your passport is valid for five years beginning the day it is issued. It is not renewable. You must re-apply when the five-year period expires.

Canadian Co-operants

Service in a developing country may prove to be one of the most satisfying experiences of a lifetime.

Each year about 300 Canadians with special skills are recruited by the Canadian International Development Agency (CIDA) to carry out Canada's programs of co-operation with countries in Asia, Africa, the Caribbean and Latin America, where people are trying to build a better life.

Candidates should be Canadian citizens with sound professional training and at least five years of experience in a particular field. Specialists are needed in such areas as agriculture, agronomy, forestry, economics, financial management, health and many other fields.

If you would like to receive more specific information on this program, please write to:

Human Resources Division
Canadian International
Development Agency
Government of Canada
11th floor
Place du Centre
200 Promenade du Portage
Hull, Quebec
K1A 0G4

A number of non-governmental organizations that receive some funding from the federal government, also seek volunteers for various overseas projects. For more information, write to:

Canadian University Service
Overseas (CUSO)
151 Slater Street
Ottawa, Ontario
K1P 5H5

Canadian Executive Service
Overseas (CESO)
Room 350
1130 Sherbrooke Street West
Montreal, Quebec
H3A 2M8

World University Service
of Canada
99 City Centre
880 Wellington Street
Ottawa, Ontario
K1R 6K7

Customs

Before leaving Canada, you might like to pick up the Customs and Excise booklet, *I Declare*. It will brief you on

everything you should know when returning from abroad, to make your Canadian Customs clearance formalities as fret-free and easy as possible.

You can obtain a copy of the booklet from:

**Information Services
Revenue Canada
Customs and Excise
Connaught Building
Ottawa, Ontario
K1A 0L5**

Immunization

Depending on the country that you intend to visit, you may be required to be immunized against certain diseases. The Department of National Health and Welfare has a brochure, *A Guide For International Travellers*, which lists required and recommended immunization for different countries.

As immunization requirements change periodically, it would be advisable to contact your nearest health unit for possible changes.

If you would like to receive the guide, write to:

**Medical Services Branch
Health and Welfare Canada
301 Elgin Street
Ottawa, Ontario
K1A 0L3**

Warm Climates

If you are travelling to a warm climate, you may be interested in obtaining a pamphlet, *Staying healthy in warm climates*, which includes information on immunization protection, heat disorders, insect-borne diseases and contains a list of fluids and foods that should be avoided.

This pamphlet can be obtained by writing to:

**Medical Services Branch
Health and Welfare Canada
301 Elgin Street
Ottawa, Ontario
K1A 0L3**

Assistance to Canadians

If you're in a foreign country and you find yourself in need of assistance due to illness, an accident, theft of your money or some similar misfortune, don't hesitate to request help from the nearest Canadian diplomatic or consular office. Representatives of the Canadian government will give advice appropriate to the circumstances and they will do their best to provide you with the required services. If need be, they will also help you contact a doctor, hospital, lawyer or family back home. A word of warning: our government representatives cannot intervene in any country's legal proceedings in which you may be involved.

If you find yourself in an area where there are civil disturbances or natural disasters, contact your nearest Canadian diplomatic or consular office immediately. There are more than 100 Canadian embassies and consulates around the world to serve you.

Airports

When going abroad, your trip usually begins at one of Canada's major airports. The federal government, which operates such airports as Mirabel and the Toronto International Airport, does everything possible to ensure that your trip gets off to a good start.

The government provides numerous safety-oriented services: air traffic control, airport security and maintenance, air-

craft inspections, training standards for pilots, telecommunications, and meteorological services. As well, competent personnel are available to aid travellers with small children and passengers who require special assistance.

In co-operation with other nations, the Canadian government ensures that international aviation standards are upheld so, regardless of one's destination, passenger safety and well-being are of prime importance.



SECTION

9

Careers in the Public Service

To provide all the services mentioned in this guide, the federal government must be able to rely on qualified manpower.

Recruitment

You don't have to live in the National Capital Region to work in the federal public service: Canada's public servants are located not only in every major city across the country, but in most of the smaller communities as well.

The cartoonist notwithstanding, public servants do far more than paperwork. Truck drivers, teachers, lawyers, gardeners, clerical workers, architects, lab technicians – in fact, practitioners of virtually every skill or profession in Canada – put their talents to use in carrying out the programs and policies of the federal government.

If you would like to pursue a career in the public service, application forms are available at your nearest Canada Employment Centre and at most post offices.

Information on careers in the public service is available on all university and CEGEP campuses in Quebec. If you are about to receive a degree or diploma, consult your placement officer and ask to see the Public Service Commission's brochures and pamphlets. If you have any questions or need additional information, contact your nearest Public Service Commission office or write to:

**Public Service Commission
of Canada
Room 300
685 Cathcart Street
Montreal, Quebec
H3B 2R1**

or
**Public Service Commission
of Canada
Room 820
2 Place Quebec
Quebec, Quebec
G1R 2B5**

Foreign Service

As a respected member of the world community, Canada engages in a broad range of international activities. These include diplomatic relations, trade activities, immigration services and the conduct of cultural and information programs about Canada.

Three government departments offer careers abroad: External Affairs; Industry, Trade and Commerce and Employment and Immigration. Foreign service officers are recruited by these departments through annual competitions that are co-ordinated by the Public Service Commission. These competitions, which involve a written examination, take place in October at centres located across Canada.

Candidates must have a university education and an understanding of the Canadian environment and outlook, be able to project a favourable image of Canada, be willing to accept rotational assignments anywhere in the world and know or be willing to learn Canada's other official language. Age is not a selection criterion.

If you would like more information on careers abroad, write to:

**Public Service Commission
of Canada
Room 300
685 Cathcart Street
Montreal, Quebec
H3B 2R1**
or
**Public Service Commission
of Canada
Room 820
2 Place Quebec
Quebec, Quebec
G1R 2B5**

and ask for the publication
Foreign Service.

Summer Assignments for Students

The Public Service Commission's Career-Oriented Summer Employment Program (COSEP) arranges challenging summer assignments for students every year. If you are a full-time student at a university, CEGEP or technical institute and continuing your studies in the fall, you are eligible for this program.

These summer jobs give you an opportunity to take a look at career possibilities that may be open to you after graduation and, equally important, potential employers in the federal government will have an opportunity to watch you work.

The summer jobs are related to a variety of disciplines, particularly in the pure and applied sciences, but also in social sciences and administration. People with special skills from all academic levels would be employed in many of the more than 70 federal departments and agencies.

If you would like more information on this program, visit your university or college placement office or write to:

COSEP
Public Service Commission
of Canada
Room 300
685 Cathcart Street
Montreal, Quebec
H3B 2R1
or
COSEP
Public Service Commission
of Canada
Room 820
2 Place Quebec
Quebec, Quebec
G1R 2B5

Canadian Armed Forces

The Canadian Armed Forces is a modern, highly mobile, unified force that provides many opportunities for young Canadians to learn specialized skills and apply them wherever they are needed in Canada or abroad; to achieve higher levels of skill in a specialized trade; to have access to advancement and increases in pay, and to accept additional responsibilities.

To be eligible, you must be over 17 years of age but less than 25, have successfully completed a sound education, be a Canadian citizen and meet the Canadian Armed Forces physical and mental standards.

If you think you would like to pursue a career in the Forces, contact your nearest Canadian Forces Recruitment Centre, where a military career counsellor will be available to provide you with more information and answer any of your questions.

Are you interested in a university education unmatched anywhere and a challenging, rewarding career? Through the Regular Officer Training Plan (ROTP), you'll have the opportunity to achieve them. If you qualify, you will receive a university education that is second to none at one of Canada's three military colleges. Upon graduation, you will become a commissioned officer in the Canadian Armed Forces and will be on your way to a career that could take you to the very top of the ladder.

You can obtain complete information on the Regular Officer Training Plan from any Canadian Forces Recruiting Centre or write to:

Director of Recruiting and Selection
National Defence Headquarters
Ottawa, Ontario
K1A 0K2

Canadian Coast Guard

The Canadian Coast Guard offers an exciting, challenging career to young women and men through its officer training plan. The emphasis is on well-rounded physical education, sound leadership training, good team spirit, modern advanced higher education, and professional knowledge and skills in navigation and engineering. In addition, throughout the three-year term at the college in Sydney, Nova Scotia, cadets receive special training in their second language.

Following graduation you will participate in such activities as ice-breaking, maintaining aids to navigation, investigating marine accidents and, when necessary, cleaning up marine pollution.

To qualify, you must be a Canadian citizen and have successfully completed secondary school, with algebra, geometry and trigonometry, and the English or French language at graduation level, as well as physics grade 11. You must also have successfully completed a one-year course in the second official language at the secondary level.

Additional information and application forms can be obtained from:

Staffing Officer
Cadets - Canadian Coast Guard
Transport Canada
12th floor, Tower A
Place de Ville
Ottawa, Ontario
K1A 0N7

Royal Canadian Mounted Police

Narcotics control, the battle against organized crime, maintenance of national security, investigation of commercial crime - if these activities appeal to you, you may be interested in an exciting and rewarding career in law enforcement with the Royal Canadian Mounted Police.

The qualifications for acceptance as a member of the force are basically that you be an 18-year-old Canadian citizen in good health with a grade 12 or equivalent education.

For additional information or an application form, write to:

Royal Canadian Mounted Police
P.O. Box 559
4225 Dorchester Blvd. West
Westmount, Quebec
H3Z 2T4

Information Services of the Government of Canada

Following is a list of information services of the Government of Canada. If you would like additional information on a particular subject, please do not hesitate to write to the appropriate department or agency.

Information Services **Agricultural Stabilization Board**

Sir John Carling Building
Ottawa, Ontario
K1A 0C5

Information Services
Agriculture Canada
Sir John Carling Building
Ottawa, Ontario
K1A 0C7

Public Affairs
Air Canada
Place Ville-Marie
Montreal, Quebec
H3B 3T7

Office of Public Information
Atomic Energy Control Board
P.O. Box 1046
Ottawa, Ontario
K1P 5S9

Public Affairs
**Atomic Energy of Canada
Limited**
275 Slater Street
Ottawa, Ontario
K1A 0S4

Information Services
Canada Council
255 Albert Street
Ottawa, Ontario
K1P 5V8

Information Services **Canada Institute for Scientific and Technical Information National Research Council of Canada**

Building M-55
Montreal Road
Ottawa, Ontario
K1A 0S2

Communications and Information **Canada Mortgage and Housing Corporation**

Room 300
1100 Crémazie Blvd. East
Montreal, Quebec
H2P 2X2

Public Affairs
Canada Post Office
7th Floor
1550 Maisonneuve Blvd. West
Montreal, Quebec
H3G 2R0

Audience and Public Relations
**Canadian Broadcasting
Corporation**
P.O. Box 6000
Montreal, Quebec
H3C 3A8

Information Services
Canadian Dairy Commission
2197 Riverside Drive
Ottawa, Ontario
K1A 0Z2

Information and Public
Relations
**Canadian Film Development
Corporation**
P.O. Box 71
Tour de la Bourse
Montreal, Quebec
H4Z 1A8

Communications
**Canadian Government Office
of Tourism**
4th Floor East
235 Queen Street
Ottawa, Ontario
K1A 0H5

Public Affairs Branch
**Canadian International
Development Agency**
Place du Centre
200 Promenade du Portage
Hull, Quebec
K1A 0G4

Public Relations
Canadian National Railways
P.O. Box 8100
Montreal, Quebec
H3C 3N4

**Canadian Patents and
Development Limited**
275 Slater Street
Ottawa, Ontario
K1A 0R3

Information Services
**Canadian Radio-Television and
Telecommunications
Commission**
1 Promenade du Portage
Hull, Quebec
K1A 0N2

Information Services
**Canadian Transport
Commission**
Terrasses de la Chaudière
Hull, Quebec
K1A 0N9

Information Branch
**Commissioner of Official
Languages**
20th Floor
66 Slater Street
Ottawa, Ontario
K1A 0T8

Information Services
**Government of Canada
Department of
Communications**
Journal Tower North
300 Slater Street
Ottawa, Ontario
K1A 0C8

Communications Services
**Consumer and Corporate
Affairs Canada**
Place du Portage –
Phase I
50 Victoria Street
Hull, Quebec
K1A 0C9

Public Information
Communications Branch
Correctional Service of Canada
340 Laurier Avenue West
Ottawa, Ontario
K1A 0P9

Marketing Services
**Crown Assets Disposal
Corporation**
450 Rideau Street
P.O. Box 8451
Ottawa, Ontario
K1G 3J8

Communications Section
Economic Council of Canada
Tower A
333 River Road
Vanier, Ontario
K1P 5V6

Information and Education
Emergency Planning Canada
3rd Floor, Tower B
L. B. Pearson Building
125 Sussex Drive
Ottawa, Ontario
K1A 0W6

Public Affairs Branch
**Employment and Immigration
Canada**
Regional Office
1441 Saint-Urbain Street
Montreal, Quebec
H3C 3L4

Information – EMR
**Energy, Mines and Resources
Canada**
580 Booth Street
Ottawa, Ontario
K1A 0E4

Information and Public
Relations
Environment Canada
4th Floor
1550 Maisonnette Blvd. West
Montreal, Quebec
H3G 1N2

Corporate Communications
Department
**Export Development
Corporation**
P.O. Box 655
Ottawa, Ontario
K1P 5T9

Information Services
External Affairs Canada
125 Sussex Drive
Ottawa, Ontario
K1A 0G2

Information and Public
Relations Services
Farm Credit Corporation
P.O. Box 6309, Station J
Ottawa, Ontario
K2A 3W9

Information Office
**Federal Business
Development Bank**
901 Victoria Square
Montreal, Quebec
H2Z 1R1

Information Division
**Department of Finance
Canada**
Place Bell Canada
26th Floor North
160 Elgin Street
Ottawa, Ontario
K1A 0G5

Information Division
**Government of Canada
Fisheries and Oceans**
901 Cap Diamant
P.O. Box 15500
Quebec, Quebec
G1K 7Y7

Promotion and
Communication
**Fitness and Amateur Sport
Branch**
**Department of the Secretary
of State of Canada**
Journal Tower South
365 Laurier Avenue West
Ottawa, Ontario
K1A 0M5

**Press Secretary to the
Governor General**
Government House
Ottawa, Ontario
K1A 0A1

Public Relations
Harbours Board Canada
Port of Montreal Building
Cité du Havre
Montreal, Quebec
H3C 3R5

Information Directorate
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 0K9

Communication and
Information
**Indian and Northern Affairs
Canada**
Terrasses de la Chaudière
Hull, Quebec
K1A 0H4

Public Communications
**Indian and Inuit Affairs
Indian and Northern Affairs
Canada**
Terrasses de la Chaudière
Hull, Quebec
K1A 0H4

Public Communications
**Northern Affairs Program
Indian and Northern Affairs
Canada**
Terrasses de la Chaudière
Hull, Quebec
K1A 0H4

Public Information Branch
**Government of Canada
Industry, Trade and Commerce**
235 Queen Street
Ottawa, Ontario
K1A 0H5

Information Services
Department of Justice Canada
Justice Building
Ottawa, Ontario
K1A 0H8

Public Relations
Labour Canada
Ottawa, Ontario
K1A 0J2

Information and Reference
Branch

Library of Parliament
Parliament Buildings
Ottawa, Ontario
K1A 0A9

Information Directorate
Metric Commission Canada
1st Floor East
240 Sparks Street
Ottawa, Ontario
K1A 0H5

Public Communications
Division
National Capital Commission
48 Rideau Street
Ottawa, Ontario
K1N 8K5

Information Services
National Defence
101 Colonel By Drive
Ottawa, Ontario
K1A 0K2

Information Officer
National Energy Board
Trebla Building
473 Albert Street
Ottawa, Ontario
K1A 0E5

Information Services
**National Farm Products
Marketing Council**
300 Sparks Street
Ottawa, Ontario
K1R 7S3

Main Office
National Film Board of Canada
P.O. Box 6100
Saint-Laurent, Quebec
H3C 3H5

Information Services
National Gallery of Canada
Elgin and Slater Streets
Ottawa, Ontario
K1A 0M8

Public Relations
National Library of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N4

Information Services
National Museums of Canada
21st Floor
L'Esplanade Laurier
Ottawa, Ontario
K1A 0M8

Communications Division
**National Parole Service
of Canada**
Sir Wilfrid Laurier Building
340 Laurier Avenue West
Ottawa, Ontario
K1A 0R1

Public Information Branch
**National Research Council
of Canada**
Montreal Road
Ottawa, Ontario
K1A 0R6

Information Division
Parks Canada
Ottawa, Ontario
K1A 1G2

Information Services
Public Archives of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N3

Information Directorate
**Public Service Commission
of Canada**
300 Laurier Avenue West
Ottawa, Ontario
K1A 0M7

Information and
Public Relations
Public Works Canada
2001 University Street
Montreal, Quebec
H3A 1K3

Regional Information Branch
**Government of Canada
Regional Economic Expansion**
Room 3704
800 Victoria Square
P.O. Box 247
Montreal, Quebec
H4Z 1E8

Public Relations Branch
Revenue Canada
Customs and Excise
7th Floor
Connaught Building
Mackenzie Avenue
Ottawa, Ontario
K1A 0L5

Information Services Branch
Revenue Canada
Taxation
123 Slater Street
Ottawa, Ontario
K1A 0L8

Public Relations
Royal Canadian Mint
6th Floor, Tower B
Place Vanier
355 River Road
Vanier, Ontario
K1A 0G8

Public Relations Branch
Royal Canadian Mounted
Police
1200 Alta Vista Drive
Ottawa, Ontario
K1A 0R2

Communications Services
Division
Ministry of State
Science and Technology
Canada
Martel Building
270 Albert Street
Ottawa, Ontario
K1A 1A1

Public Affairs
Science Council of Canada
100 Metcalfe Street
Ottawa, Ontario
K1P 5M1

Communications Branch
Department of the Secretary
of State of Canada
Ottawa, Ontario
K1A 0M5

Communications Division
Solicitor General of Canada
Sir Wilfrid Laurier Building
340 Laurier Avenue West
Ottawa, Ontario
K1A 0P8

Information Division
Statistics Canada
R. H. Coats Building
Tunney's Pasture
Ottawa, Ontario
K1A 0T6

Information Services
Status of Women Canada
Room 1012
151 Sparks Street
Ottawa, Ontario
K1A 1C3

Information Services Branch
Supply and Services Canada
Place du Portage
Phase III
Hull, Quebec
K1A 0S5

Public Affairs Branch
Transport Canada
23rd Floor
1000 Sherbrooke Street West
Montreal, Quebec
H3A 2R3

Communications Division
Treasury Board of Canada
19th Floor South
Place Bell Canada
160 Elgin Street
Ottawa, Ontario
K1A 0R5

Public Relations
Veterans Affairs Canada
284 Wellington Street
Ottawa, Ontario
K1A 0P4

Public Affairs
Via Rail Canada Inc.
P.O. Box 8116
1801 McGill College Avenue
Montreal, Quebec
H3C 3N3

This brochure is one in a series of publications, available free of charge, on programs and services offered by the Canadian government. Others in the series are as follows:

- *The Government of Canada and the small business*
- *The Government of Canada and the senior citizen*
- *The Government of Canada and agriculture*
- *The Government of Canada and youth*

To receive *The Government of Canada at your service* or others in the series, write to:

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De Lorimier Postal Station
Montreal, Quebec
H2H 2N7

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