

Resource Guide for Business Immigrants to Ontario

**Ontario Ministry of Economic Development
and Trade** [plus Ontario Government logo]

and

Certified General Accountants of Ontario [logo]

Resource Guide for Business Immigrants to Ontario

Ontario Ministry of Economic Development and Trade

and

Certified General Accountants of Ontario Mission Statement:

The Mission of the **Certified General Accountants of Ontario** is to ensure its members merit the confidence and trust of all who rely upon their professional knowledge, skills, judgment and integrity, by regulating qualification, performance and discipline standards for certified general accountants, while advocating the use of their professional expertise in the public interest.

Mission Statement:

The Mission of the **Ministry of Economic Development and Trade** is to lead the government's efforts to ensure Ontario's economy continues to prosper and remains competitive in a constantly changing global market. This is accomplished by promoting economic development and job creation; committing to research and innovation; contributing to a high-skilled and well-educated workforce; and by attracting investment and stimulating trade.

While great care has been taken to ensure the accuracy of the information as of July 2006, the Certified General Accountants of Ontario and the Ontario Ministry of Economic Development and Trade do not assume any liability.

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Section 1: Settlement Information

Two excellent sources of information regarding settling in Ontario are available online, from the websites www.ontarioimmigration.ca and www.settlement.org. These sites cover many topics of interest to newcomers, such as: community and recreation, education, employment, health, housing, language and literacy. Following are some of the main things to consider when first settling in Ontario.

Automobiles

Driver's Licenses

A visitor to Ontario who is a permanent resident of a country other than Canada, with a valid driver's licence from that country and an international driver's permit, may drive in Ontario with that licence for up to one year. A new resident of Ontario—such as a recently landed business immigrant—legally may drive in the province using a valid driver's licence from another country, U.S. state or Canadian province, for up to 60 days. After 60 days that licence is no longer valid and an Ontario driver's licence is required.

Under Ontario's **Graduated Licensing System (GLS)**, the type of Ontario driver's licence an individual may obtain depends upon the country of origin of his or her original licence, as well as the driving experience of the individual.

Drivers from jurisdictions with licensing exchange agreements:

Licensed drivers moving to Ontario from a jurisdiction that has a reciprocal licensing agreement (including Austria, Germany, Japan, Republic of Korea, Switzerland, many of the United States and other Canadian provinces and territories) who have more than two years of driving experience, are exempt from Ontario's Graduated Licensing System. These drivers can receive an Ontario driver's licence without taking a rules of the road knowledge or road test, providing they meet all medical requirements (including a vision test) and have acceptable proof of their previous licence status and driving experience.

Drivers from these jurisdictions, with less than two years of driving experience, will receive credit for their experience and be placed in **Level Two** of the Graduated Licensing System. After completing two years of driving experience in Ontario, a driver is eligible to take Ontario's **Level Two** road test. Once this road test is passed an individual is licensed to drive an automobile in Ontario, with full privileges.

Drivers from jurisdictions without licensing exchange agreements:

The process is different for a driver from a jurisdiction that does not have a licensing agreement with Ontario. If the individual has more than two years of driving experience, as well as acceptable proof of previous driving experience, he or she immediately should arrange to take a vision test, a written test and the **Level Two** road test. Upon successful completion, he or she will become fully licenced to drive an automobile in Ontario.

Drivers who have less than two years of driving experience must take a vision test, a written test and then apply to take the **Level One** road test. In the latter case, drivers must acquire a full 20 months of Ontario driving experience before being eligible to take a **Level Two** road test.

The Graduated Licensing System applies to all drivers, regardless of age.

For more information on obtaining a driver's licence, contact the Ministry of Transportation:

Tel: 416-235-2999 or

Toll-free: 1-800-387-3445

Fax: 416-235-4414
Website: www.mto.gov.on.ca

A listing of **driver examination centres** can be found in the blue pages of the telephone directory, under Government of Ontario, Drivers and Vehicles.

Vehicle Emission Testing (Drive Clean Program)

Currently the program applies to passenger cars, vans, light trucks, and sport utility vehicles in Southern Ontario (including the communities of Windsor, Sarnia-Clearwater-Point Edward, London, Kitchener, Waterloo, Cambridge, Guelph, the Greater Toronto Area, Niagara Falls, Welland, St. Catharines, Barrie, Brantford, Peterborough, Kingston, Ottawa, including the counties of Simcoe, Peterborough, Dufferin, Oxford, Wellington, Victoria, Perth, Northumberland, Middlesex, Lambton, Essex, Elgin, Brant and the regional municipalities of Waterloo, Haldimand-Norfolk and Niagara.

Annual emission tests are also required for heavy-duty trucks and buses. Diesel vehicles are tested province-wide, while non-diesel vehicles are tested in the same area as passenger cars and other light vehicles.

Drive Clean includes approximately 1,600 facilities, offering services to light vehicles in the existing program area. There are also about 1,000 facilities across Ontario providing heavy-duty vehicle tests.

More details on the Drive Clean Program are available from the Ontario government's call centre at 1-888-758-2999 or through its website at www.driveclean.com. Information on Ontario's air quality initiatives is available at www.ene.gov.on.ca.

Insurance

Motor vehicle insurance is mandatory in Ontario; there are penalties for driving without insurance. Every automobile must carry at least \$200,000 in third-party liability insurance. As well, all automobile insurance policies must provide **uninsured motorist coverage**.

Seat Belts

Ontario law states that all occupants of a motor vehicle must wear a seat belt. There is a fine for not wearing a seat belt. The driver also is responsible for ensuring that all children in the vehicle under 16 years of age wear seat belts. Infants and young children must be restrained in specially designed car seats that meet the Canada Motor Vehicle Safety Standards. These car seats may be purchased from most department and automotive stores.

Banking and Financial Services

Banks

Both domestic and foreign banks operate in Canada.

Schedule I banks are Canada's domestic chartered banks. Canada's seven largest Schedule I banks are:

- BMO Financial Group
- CIBC
- Laurentian Bank of Canada
- National Bank of Canada

- RBC Financial Group
- Scotiabank
- TD Bank Financial Group

Schedule II banks include all foreign bank subsidiaries. Foreign bank branches are known as **Schedule III** banks. Foreign bank branches cannot accept “retail” deposits.

Both domestic and foreign banks offer banking services to customers, including: establishing personal and corporate accounts; providing loans and mortgages for commercial and personal use; and handling transactions involving foreign exchange.

In addition to these services, most large Canadian banks (including branches in both Canada and abroad) offer **personal banking services** to business immigrant depositors, to assist them in immigrating to Canada and settling in this country. Some examples of these services include offshore trusts, investment advice, etc. Unless it has been arranged in advance, Canadian financial institutions will not conduct a cash transaction over the amount of \$10,000 without being satisfied about its source.

Further information can be obtained from the **Canadian Bankers Association**

Tel: 416-362-6092 or
 Toll-free: 1-800-263-0231
 Fax: 416-362-7705
 E-mail: inform@cba.ca
 Website: www.cba.ca

Many banks in Canada have established banking ombuds to help resolve problems arising from complaints. Banks with an ombuds will provide brochures in their branches that describe the complaint resolution process, how to contact their ombuds and the role of the **Canadian Banking Ombudsman (CBO)**. The CBO is an independent organization that provides impartial and prompt resolution of complaints, based on fairness and good business and banking practices.

For more information, contact:

Tel: 416-287-2877 or
 Toll-free: 1-888-451-4519
 Fax: 1-888-422-2865
 E-mail: ombudsman@obsi.ca
 Website: www.obsci.com

Trust Companies

Trust companies also provide a personal and business financial service to residents of Ontario, including personal and commercial mortgages, loans and accounts. Additionally, they provide trustee services to individuals and corporations. More information can be obtained from the **Financial Services Commission of Ontario**:

Tel: 416-250-7250 or
 Toll-free: 1-800-668-0128
 Fax: 416-590-7070
 Website: www.fSCO.gov.on.ca

Credit Unions

Credit unions offer their members many of the same financial services as banks or trust companies. Members in a credit union usually belong to a specific group. For example, they may all work for the same employer or they may all live in the same community. More information may be obtained from **Credit Union Central of Canada:**

Tel: 416-232-1262
Fax: 416-232-9196
E-mail: cucc@cucentral.com
Website: www.cucentral.ca

Deposit Insurance

Deposits held in banks, credit unions and loan companies in Canada are insured by the **Canada Deposit Insurance Corporation (CDIC)**. The current insured limit is \$60,000 for each depositor, in each institution. You may obtain more information about deposit insurance by contacting the CDIC:

Tel : 613-992-7124
Tel: 1-800-461-CDIC (1-800-461-2342)
E-mail: info@cdic.ca
Website: www.cdic.ca

Daycare

Many schools have daycare programs available for children, both before and after the regular school hours. For more information on available programs contact your local school or school board. Look in the white pages of your telephone book, under the listing Education.

For information about daycare centres, contact your local community information centre or immigrant aid agency. Also check the community kiosks in shopping malls, as they often contain this information.

E-mail: info@edu.gov.on.ca

Education

Primary and Secondary Education

In Ontario there are two school systems paid for by public funds through property taxes. One is the public school system; the other is the Roman Catholic separate school system. Students do not pay to attend these schools. In addition to the publicly funded school system, Ontario has private schools, which charge annual fees.

Colleges and Universities

In Ontario, there are 16 universities and 25 colleges. This list includes colleges for applied arts and technology, agricultural, health sciences, arts and military, amongst others. Tuition for colleges and universities are not funded publicly and tuition for an undergraduate degree in an Ontario university generally costs a student approximately \$5,000 per year.

Each college and university publishes lists of available programs. Generally you will also find tuition costs for programs and courses on their websites.

Lists of Ontario public and private schools, and of colleges and universities, can be obtained from the Ontario Ministry of Education and the Ministry of Training, Colleges and Universities. The information is also available on the Ministry's website.

Tel: 416-325-2929 or
Toll-free: 1-800-387-5514
Fax: 416-325-6348
E-mail: info@edu.gov.on.ca
Website: www.edu.gov.on.ca

English as a Second Language (ESL) Programs

Many school boards offer **English as a Second Language (ESL)** programs for students and adults who are immigrants from countries in which English is not the first language or where it is spoken differently from Canadian English. These programs also help students born in Canada but who do not have an adequate knowledge of English, usually because English is not spoken at home. Please contact your local school board for more information.

International Languages Programs

International languages programs allow elementary school students the opportunity to develop and maintain the ability to read, write and speak in languages other than English or French. These programs (often called "Heritage Languages" programs) are provided by many Ontario school boards. They are offered outside of the school day and/or on weekends.

To find out about international languages programs in your community, please contact your local school board.

Government in Canada

There are three levels of government in Canada: federal, provincial and municipal. Responsibilities are divided among the three levels of government.

The **federal government** is responsible for areas such as citizenship, foreign policy, defence and national finance policies. Access the federal government's main website at www.canada.gc.ca.

The **provincial governments** are responsible for areas such as education, health, social services and provincial economic development. Access the Ontario government's website at www.gov.on.ca.

Canada and the provinces have concurrent jurisdiction in such areas as immigration and taxation.

Municipal governments are responsible for services such as water, street lighting, parks, plus local roads and transportation. Many municipalities have set up websites at www.city.name.of.city.on.ca. For example, access www.city.hamilton.on.ca.

For more information on government, order a free copy of the booklet, How Canadians Govern Themselves. It is available from the **Library of Parliament**.

Telephone 613-992-4783 or 1-866-599-4999

Health Care

Most residents of Ontario are covered by the **Ontario Health Insurance Plan (OHIP)** for a wide range of medical and hospital services. The Ontario government's Ministry of Health and Long-Term Care administers this comprehensive health insurance plan.

Complete the application form, Registration for Ontario Health Coverage, in order to obtain coverage. Fill out one form for every member of the immediate family living with you in Ontario.

After the form or forms have been processed you will receive one **Ontario Health Card** for each member of the family for whom a form was filled out. On the card will be one name, plus that individual's OHIP number.

Whenever you visit a doctor, a hospital or a drop-in medical clinic, you should take your Ontario Health Card with you, to verify that you are eligible for health coverage. (A parent should bring the child's Health Card when bringing him or her for a medical visit.)

If you would like more information on Ontario health coverage, contact the **Ontario Ministry of Health and Long-Term Care**:

Tel: 416-314-5518
Toll-free: 1-800-268-1154
Website: www.health.gov.on.ca

Look in the blue pages of the telephone book, under Health and Long-Term Care, for the office in your area.

Some of Ontario's health insurance plan is funded by the employer health tax (see Section 9). The plan provides a wide range of benefits for medical and hospital services; additional benefits also are provided for the services of other health practitioners.

Attention new immigrants:

You and your family are not insured under the **Ontario Health Insurance Plan (OHIP)** until after you have landed and lived in Ontario for three months. You should apply for private insurance before emigrating from your home country or shortly after your arrival in Canada. Please be warned that some private insurance plans may not cover immigrants who wait too long to apply.

Note that OHIP does not cover all medical related expenses such as prescription drugs, some optometrist services and most chiropractic services and you may want to purchase a private benefit plan to help cover the costs of these services.

Usually Ontario health coverage does not cover visits to dentists and related dental services. For information about dentists and dental services contact the **Ontario Dental Association**:

Ontario Dental Association
4 New Street
Toronto ON M5R 1P6
Tel: 416-922-3900
Fax: 416-922-9005
E-mail: info@oda.on.ca
Website: www.oda.on.ca

Insurance Coverage

Different types of insurance are available, including car insurance, mortgage insurance, life and health insurance, homeowners' or tenants' insurance, as well as commercial and business insurance. Before buying any insurance it is advisable to check and compare several insurance companies regarding their prices for policies and coverage.

For more information contact the **Financial Services Commission of Ontario**

Tel: 416-250-7250 or
Toll-free: 1-800-668-0128
Fax: 416-590-7070
Website: www.fsco.gov.on.ca

Legal Information

The **Lawyer Referral Service (LRS)** at the Law Society of Upper Canada assists those requiring legal help.

The LRS refers members of the public in need of legal assistance to a local lawyer who is registered with the LRS and practises the kind of law they require. The lawyer will provide up to 30 minutes of consultation at no charge. Currently more than 2,000 lawyers across Ontario participate in the LRS.

The LRS is available from 9 a.m. to 5 p.m., Monday to Friday, from anywhere in Ontario. The number is 1-900-565-4LRS (4577). You also can find information about the LRS on the Law Society's Website at www.lsuc.on.ca.

It is a toll service, and a \$6 charge will appear on the caller's telephone bill the month following the call. Individuals who are in a crisis—such as domestic abuse situations or those who are incarcerated or are under the age of 18—may call 416-947-3330 or 1-800-268-8326 (toll-free).

Leisure Activities

Contact **Ontario Travel** to receive information on recreational and cultural activities throughout Ontario:

Tel: 1-800-ONTARIO (1-800-668-2746)
Website: www.ontariotravel.net or
www.tourism.gov.on.ca

For more information on activities in your own neighborhood, contact the local community centre, public library, arts council or historical society.

If you are interested in programs such as ice skating, swimming, arts and crafts courses or fitness programs, contact your municipal recreation department for information. Telephone numbers for neighborhood recreation centres and departments are found in the blue pages of the telephone book, under Municipal Government Parks and Recreation or Recreation. If you live within Metropolitan Toronto, contact 416-392-1111.

Many municipalities now have websites linking to a description of ongoing leisure activities. These may be accessed through a Website address in the following format:

www.city.name.of.city.on.ca

For example, www.city.hamilton.on.ca.

Multicultural Associations and Organizations: Ethnic Media

Community information centres often can provide lists of local associations and organizations with ethno-cultural ties.

The Findhelp Information Services can be reached as follows:

425 Adelaide Street West, 2nd Floor
Toronto ON M5V 3C1

Tel: 416-392-4605
Fax: 416-392-4404
E-mail: cit@web.ca
Website: www.findhelp.ca or
www.211toronto.ca

Another information source is the Directory of Associations in Canada, which lists many of the ethnic organizations across the country. Information on the various ethnic media in Canada may be found in the book Bowdens Information Service. Most local public libraries stock reference copies of these publications.

Real Estate

Commercial

If you are planning to lease or buy property for your business, consult a qualified and reputable real estate firm that specializes in commercial real estate. To find a real estate firm, look in the Yellow Pages under Real Estate Brokers or contact the **Ontario Real Estate Association (OREA)**:

99 Duncan Mill Road
Don Mills ON M3B 1Z2

Tel: 416-445-9910
Fax: 416-445-2644
E-mail: info@orea.com
Website: www.orea.com

The **Ontario Investment and Trade Services (OITS)** has information to assist potential investors, including a database of available commercial properties, at www.2ontario.com.

Residential

A variety of accommodation is available in Ontario, including houses, townhouses, rental apartments and condominiums. Listings of available accommodations can be found in the classified sections of local newspapers. Many buildings also post signs to indicate units for rent. In urban areas, free listings magazines are often available in street boxes, stores, banks and financial institutions.

The Residential Tenancies Act, Part II, provides for certain rights and responsibilities of both tenants and landlords. Further information is available from the **Ontario Ministry of Municipal Affairs and Housing, Ontario Rental Housing Tribunal**:

Tel: 416-645-8080 or
Toll-free: 1-888-332-3234

E-mail: mininfo@mah.gov.on.ca
Website: www.mah.gov.on.ca or
www.orht.gov.on.ca

If you plan to buy a residential property obtain a free copy of the book *How to Buy Your Home*, produced by the **Ontario Real Estate Association**

If you plan to buy a condominium and have questions contact the **Ontario Ministry of Government Services**:

Tel: 416-326-8555 or
Toll-free: 1-800-268-1142
E-mail: cbsinfo@cbs.gov.on.ca
Website: www.cbs.gov.on.ca

Whenever you plan to purchase residential property, it is wise to deal with a real estate firm that is a member of a local real estate board. Contact the **Ontario Real Estate Association (OREA)**, as listed above. OREA can provide you with a list of real estate boards in Ontario, as well as other free information of use to potential homebuyers.

Homebuyers also should consult a lawyer—preferably one who specializes in real estate—before signing an Offer to Purchase. To find a lawyer, look in the Yellow Pages under Lawyers.

You may also contact the **Lawyer Referral Service** at the **Law Society of Upper Canada**:

Tel: 416-947-3300 or
Toll-free: 1-800-668-7380
E-mail: lawrefer@lsuc.on.ca
Website: www.lsuc.on.ca

Settling in Ontario: Customs Issues

Sending Effects to Ontario

The **Canada Border Services Agency** strictly enforces its regulations regarding duties and the importation of all goods, including commercial goods. Commercial goods may not be included in the personal and household effects category. For example, when shipping household effects any items that are for a commercial or resale purpose must be declared separately. The result of an illegal declaration can involve a financial penalty, seizure of the goods or even more serious results.

As long as household items are declared upon landing (or shortly thereafter) the goods may be shipped to Ontario at any time.

For more information contact the **Canada Border Service Agency's Automated Customs Information Service** at 1-800-461-9999 or for more information visit its website at www.cbsa-asfc.gc.ca.

Bringing Your Pets to Ontario

The **Canadian Food Inspection Agency (CFIA)** is responsible for establishing import requirements for animals and animal products coming into Canada, including pets.

The Canadian Food Inspection Agency has prepared basic guidelines for frequently imported pets. Before importing any animal, people should verify the conditions with a local CFIA office or headquarters contact.

For more information, please contact the Canadian Food Inspection Agency, at:

59 Camelot Drive

Ottawa ON K1A 0Y9

Tel: 613-225-2342 or

Toll-free: 1-800-442-2342

Fax: 613-228-6601

Website: www.inspection.gc.ca/english/anima/heasan/import/petse.shtml

Social Services: Sources of Information

Community information centres can be found in the majority of cities and towns across Ontario.

These centres provide information about available community services, including counselling, childcare, English as a Second Language (ESL), training, employment services, plus recreational activities. To find your nearest community information centre check out www.informontario.on.ca.

In addition, there are immigrant agencies throughout Ontario, where assistance is provided to immigrants who have recently settled in Ontario. Information can be accessed online at www.settlement.org.

Community Information Toronto maintains information on various services offered in the Toronto area. This information can be accessed through the telephone by dialing 211 in Toronto or 416-397-4636 from outside Toronto. It is also available on the Internet at www.211toronto.ca.

Newcomers' Information Centres

Toronto (YMCA)

42 Charles Street East, 3rd Floor, Toronto

Tel: 416-928-6690

Brampton

150 Central Park Drive, Suite 200, Brampton

Tel: 905-791-6700 ext 301

Mississauga

100 Elm Drive West, Room 126, Mississauga

Tel: 905-270-6000 ext 266

Social Insurance Number (SIN)

Individuals who work in Canada must obtain a **Social Insurance Number (SIN)** and card, which is issued by the federal government. Both the government and employers have a number of uses for the SIN card.

Attention New Immigrants:

The **SIN** card is a vital piece of documentation and should be applied for immediately after landing in Canada.

Apply for a social insurance number and card at a **Human Resource Centre**. Centres are listed in the blue pages of the telephone book under Employment and Unemployment, Human Resources and Social Development Canada, Human Resource Centres. Visit its website at www.hrsdc.gc.ca.

Section 2: Sources of Business Information

Business Directories

A variety of business directories exist, designed to assist individuals who operate a business in Ontario.

Usually directories are found at your local public library, chamber of commerce or municipal economic development office.

Examples of directories available include Scott's Directory, Canadian Automotive Exporters Directory, plus many other sectors and business association directories. Several worthwhile databases of information also exist, such as Industry Canada, produced by Canadian Company Capabilities.

Business Reports

A number of companies provide reporting services. An example is Dun and Bradstreet's report, which provides financial information on businesses. This information is available to subscribers, which must be accredited businesses.

Dun and Bradstreet's website can be accessed at www.dnb.com.

Banks and other financial institutions also may be a source of financial information.

Canada-Ontario Business Service Centre (COBSC)

The **Canada-Ontario Business Service Centre (COBSC)** is a joint venture between the Government of Canada and the Government of Ontario. It provides access to accurate, timely and relevant business information on federal and provincial government services, programs and regulations. The COBSC information agents identify key government information and resources to help you run a business more effectively.

Tel: 416-775-3456 or

Toll-free: 1-800-567-2345

Fax: 416-954-8597

E-mail: ontario@cbosc.ic.gc.ca

Website: www.cbosc.org/en (English) or www.cseco.org/fr (French)

At the COBSC's website you can also link to the **Canada Business Service Centres** website, which provides access information for all Canadian provinces and territories, including the Province of Ontario.

For more information on establishing a business in Canada, refer to Small Business Enterprise Centres in Section 3.

Chambers of Commerce and Boards of Trade

Both the local chamber of commerce and board of trade provide a wide range of information and services, with the aim of promoting Canadian businesses and trades.

Local chambers of commerce organize seminars and conferences. These events allow business people to learn new information and establish networks of helpful contacts.

For more information, contact your local chamber of commerce or board of trade (listed in your telephone book). The Board of Trade of Metropolitan Toronto can be reached at:

Tel: 416-366-6811

Website: www.bot.com

Credit Bureaus

Operating under Canada's consumer credit laws, credit bureaus confirm information that creditors—such as banks, mortgage companies or oil companies—have obtained from individuals requesting consumer credit.

Other information is derived from the public record, such as judgments, non-responsibility notices, registered chattel mortgages, conditional sales and bankruptcies.

To have access to the services of a credit bureau, a business must register as a member. Once it is registered, a business can receive a verbal or written report, for a small fee. Additionally, your banker may be able to conduct these searches on your behalf, for a small fee.

Personal Properties Security Registration

When buying used personal property (e.g., a car or equipment) it is generally useful and wise to verify that the item is free and clear of liens and is not pledged as security for a debt.

Obtain more information prior to purchasing personal property by contacting the Personal Property Registration Branch of the **Ministry of Government Services**

Tel: 416-325-8847 (Toronto) or
1-800-267-8847 (outside Toronto)
Fax: 416-325-0487
Website: www.cbs.gov.on.ca

Industry Sector Profiles

Industry Canada produces profiles of domestic industry sectors, market studies and business research projects. These can be accessed on the Strategis website located at <http://www.strategis.gc.ca>.

For more information contact the **Canada-Ontario Business Service Centre (COBSC)**:

Tel: 416-775-3456 or
Toll-free: 1-800-567-2345
E-mail: ontario@cbosc.ic.gc.ca
Website: www.cbosc.org/ontario

Ontario-specific industry information can be found on the provincial government's website at www.ontario-canada.com and at www.2ontario.com.

Libraries

Consult the telephone book to find the address and telephone number of your local public library.

The **Toronto Metro Reference Library** is located at 789 Yonge Street. Call 416-393-7131 for both general and specific inquiries about business and social services. The reference librarians can help you research information required, including recommending applicable trade magazines, directories, statistics, etc.

Information about the Toronto Metro Reference Library can be accessed through The Toronto Public Library's website at www.tpl.toronto.on.ca.

Professional, Industrial and Trade Associations

Professional, industrial and trade associations often provide their membership with a variety of services, including professional development, statistical information, promotion, feasibility studies and consultations.

Professional, industrial and trade associations also provide opportunities for business people to network with their peers. A complete list of associations can be found in publications such as the Directory of Associations in Canada. It can be found in the reference section of most libraries.

Here are examples of professional and trade associations based in Toronto:

Canadian Manufacturers and Exporters

Tel: 905-568-8300
Fax: 905-568-8330
Website: www.cme-mec.ca

Canadian Venture Capital Association (CVCA):

Tel: 416-487-0519
Fax: 416-487-5899
Website: www.cvca.ca

Canadian Bankers Association

Tel: 1-800-263-0231
E-mail: inform@cba.ca
Website: www.cba.ca

Canadian Federation of Independent Business

Tel: 416-222-8022
Fax: 416-222-7593
E-mail: cfib@cfib.ca
Website: www.cfib.ca

Canadian Franchise Association

Tel: 905-625-2896 or
Toll-free: 1-800-665-4232
Fax: 905-625-9076
Website: www.cfa.ca

Canadian Association of Importers and Exporters

Tel: 416-595-5333
Fax: 416-595-8226
E-mail: info@iecanada.com
Website: www.iecanada.com

Canadian Restaurant and Foodservices Association

Tel: 416-923-8416 or
Toll-free: 1-800-387-5649
Fax: 416-923-1450
E-mail: info@crfa.ca
Website: www.crfa.ca

Certified General Accountants of Ontario

Tel: 416-322-6520 or
Toll-free: 1-800-668-1454
E-mail: info@cga-ontario.org

Website: www.cga-ontario.org

Financial Planners Standards Council

Tel: 416-593-8587
Toll-free: 1-800-305-9886
Fax: 416-593-6903
E-mail: inform@cfp-ca.org
Website: www.cfp-ca.org

Institute of Chartered Accountants of Ontario

Tel: 416-962-1841 or
Toll-free: 1-800-387-0735
Fax: 416-962-8900
E-mail: custserv@icao.on.ca
Website: www.icao.on.ca

Retail Council of Canada

Tel: 416-922-6678 or
Toll-free: 1-888-373-8245
Fax: 416-922-8011
Website: www.retailcouncil.org

Retail Merchants Association of Canada

Tel: 905-764-0893
Fax: 905-764-8312
Website: www.rmacanada.com

Society of Management Accountants of Ontario

Tel: 416-977-7741 or
Toll-free: 1-800-387-2991
Fax: 416-977-6079
Website: www.cma-ontario.org

Toronto Real Estate Board

Tel: 416-443-8100
Fax: 416-443-0797
Website: www.torontorealestateboard.com

Publications

The Ministry of Small Business and Entrepreneurship produces a booklet called Your Guide to Small Businesses. This publication is designed to assist people in business start-ups and business planning.

The publication is available in English or French, from private sector partners or your nearest Business Self-Help Office or Enterprise Centre. Alternatively, you can access the booklet online at www.sbe.gov.on.ca/ontcan/sbe/en/st_yrguide_en.jsp.

Note that many banks, accounting firms, lawyers and associations—such as the **Certified General Accountants of Ontario**—produce a variety of free information booklets and brochures as a public service.

Provincial Publications

There are two provincially operated bookstores in Ontario, which provide a walk-in service. These bookstores offer Ontario government publications. Some are free; others are available for a modest price.

Publications Ontario can be accessed via the main website for the government of Ontario at www.gov.on.ca.

Send mail orders to:

Publications Ontario
Mail Order Service
50 Grosvenor Street
Toronto ON M7A 1N8

Toll-free: 1-800-668 9938
Fax: 613-566-2234

Provincial bookstores are located at:

Publications Ontario Bookstore
880 Bay Street
Toronto ON M7A 1N8
Tel: 416-326-5300

Access Ontario
161 Elgin Street, Level 2
Ottawa ON K2P 2K1
Tel: 613-238-3630

Federal Publications

Most federal publications can be ordered from the **Canadian Government Publishing (CGP)**, located in Ottawa. Orders can be taken over the telephone, as a request sent by fax or over the Canadian Government Publishing's website.

Canadian Government Publishing (CGP)
Tel: 613-941-5995 or
Toll-free: 1-800-635-7943
Fax: 613-954-5779 or
1-800-565-7757 (toll-free)
E-mail: publication@pwgsc.gc.ca
Website: <http://publications.gc.ca>

Additionally, federal publications are available from the following:

Renouf Publishing Co.
1-5369 Canotek Road, Unit 1
Ottawa ON K1J 9J3
Tel: 613-745-2665 or
Toll-free: 1-888-551-7470
Fax: 613 745-7660
Website: www.renoufbooks.com

Federal Publications Inc.
425 University Avenue, Ste 401
Toronto ON M5G 1T6
Tel: 416-860-1611 or
Toll-free: 1-888-433-3782
E-mail: info@fedpubs.com
Website: www.fedpubs.com

The Government Book Service is a privately run book-finding service that can locate most federal and provincial government publications.

This service can locate out-of-province publications as well, including ones published in the Northwest Territories and the Yukon, plus publications from the United States' federal government.

Please send requests by mail to:

The Government Book Service
Box 6274, Station A
Toronto ON M5W 1P7
Telephone and fax number: 416-756-4225
E-mail: gbsbooks@rogers.com

Company Information

Firms and organizations may obtain information about Ontario-based suppliers of manufactured products through the federal government's office of **Canadian Company Capabilities**. The Canadian Company Capabilities' database, <http://strategis.ic.gc.ca/cndcc>, is part of Industry Canada's Strategis website located at <http://strategis.ic.gc.ca>. This online database profiles more than 50,000 Canadian companies and their products and services. The database is used globally to find Canadian supply services, investment partners, agents and joint venture projects. The 50,000 visitors to the website each day have access to half a million company profiles.

Industry Canada promotes companies in the database at various trade shows around the world. Among other services available to registered users is the opportunity to receive notices of proposed government procurement.

For more information, contact:

Tel: 613-954-5031 or
Toll-free: 1-800-328-6189
E-mail: strategis@ic.gc.ca
Website: <http://strategis.ic.gc.ca>

Statistics Canada: Small Business and Surveys Division

Small business owners and potential owners can gather financial information on many different types of businesses via **Small Business Profiles**.

The profiles, as well as a variety of other statistical materials, are available from **Statistics Canada**:

Toll-free: 1-800-263-1136
Fax: 1-877-287-4369 (toll-free, Canada and U.S. only)
Website: www.statcan.ca

Some of this information is available, free of charge, at larger municipal public libraries.

Section 3: Programs of Interest to New Businesses

Small Business Enterprise Centres

Small Business Enterprise Centres focus on providing support to start-up and small- to medium-sized enterprises (SMEs) during their first through fifth years of operation. Entrepreneurs are provided with easy access to business consulting services and information covering management, marketing, technology and financing.

Each Small Business Enterprise Centre offers one-stop convenience for a wide variety of support resources, including:

1. Free start-up consultations with a qualified business consultant.
2. Review of business plans.
3. Consultations through its lawyer/accountant referral service.
4. Up-to-date, leading-edge information—booklets, pamphlets, brochures, articles—all geared to the needs of the entrepreneur.
5. Access to current resource materials, including directories, trade indexes and books that can be perused on-site.
6. Workshops and seminars.
7. Guidance on licences, permits, registration, regulations and other forms and documents required to start and build a business.
8. Import and export information.
9. Information on patents, copyright and trademarks.
10. Mentoring and networking opportunities.
11. Internet and computer access for business research and planning.

The Ministry of Small Business and Entrepreneurship and the Ministry of Agriculture, Food and Rural Affairs, in partnership with local municipalities, operate Small Business Enterprise Centres in communities across Ontario. In Northern Ontario, the offices are co-ordinated by the Ministry of Northern Development and Mines.

Contact the nearest Small Business Enterprise Centre to make an appointment with a business consultant, or walk in and browse material in the resource centre.

To locate the nearest Small Business Enterprise Centre, visit www.sbe.gov.on.ca or contact the Canada-Ontario Business Service Centre at:

Tel: 416-775-3456 or
Toll-free: 1-800-567-2345

E-mail: ontario@cbsc.ic.gc.ca
Website: www.cbsc.org/ontario

Franchising

In a franchise operation, a company (the franchisor) licences to the franchisee the right to sell a product or service according to practices developed by the franchisor. The franchisee also has the right to use the franchisor's trade name or other designation (e.g., a pizza franchise with a recognized name, advertising slogan and product).

Franchisors use many methods to attract new people to invest in additional branches (franchises). If this kind of operation is of interest, check the classified and display advertising in newspapers and magazines, inquire about the possibility of being placed on a direct mail/e-mail list, learn about upcoming exhibitions and trade shows, etc.

To obtain a listing of available franchises, contact **The Canadian Franchise Association** at 905-625-2896. www.cfa.ca. (Refer to Section 2: Professional Associations, for full contact information.)

The costs, obligations and requirements of a franchisor/franchisee vary from company to company. The rules for registering a franchise are similar to other types of businesses. For more details please refer to Section 5: Forms of Business Organizations and How to Register.

Interpreters

Many of the community information centres in Ontario have multilingual individuals on staff. Usually a community information centre's database includes information on local groups or individuals that are able to provide interpretation services and document translation.

The telephone number of the nearest community information centre can be found in the blue pages of your telephone directory. The number for the centre that serves Metropolitan Toronto is 416-397-4636.

The Yellow Pages also contain a listing of private firms that offer translation services. (Look under Translators and Interpreters.)

International Investment Services

The **International Investment Services Section** of the Ontario Ministry of Economic Development and Trade provides comprehensive, investor assistance for international investors involved in manufacturing and other trade-oriented services.

Its services include timely, client-specific information on Ontario's business climate, regulations, costs, markets, labour (skills availability and cost), infrastructure and general living conditions; federal, provincial and local business assistance programs; and municipal and site data, including industrial real estate sites.

This service also provides investors with liaison and advocacy support with the federal, provincial and local government agencies, to assist in the approval processes and to access services.

For more information contact:
International Investment Services, Investment Branch
Ministry of Economic Development and Trade
Hearst Block, 5th Floor
900 Bay Street, Queen's Park
Toronto ON M7A 2E1
Tel: 416-325-6833
Fax: 416-325-6814

For more information on establishing a business in Ontario access The Essential Guide to Establishing a Business in Ontario, located at www.2ontario.com.

Canadian Business Resource Centre

The Canadian Business Resource Centre assists immigrants who are establishing a business. For more information contact:

The Canadian Business Resource Centre
Centre for Creative Communications
951 Carlaw Avenue, Room 107
Toronto ON M4K 3M2

Tel: 416-289-5000 ext 8632
Fax: 416-463-7943
E-mail: info@cbrc.com
Website: www.cbrc.com

Ombudsman Ontario

Ombudsman Ontario helps citizens resolve problems they have with government ministries, agencies, boards, commissions and tribunals (e.g., licences, workers' compensation, rent geared to income, family benefits). The Ombudsman is an officer of the Provincial Legislature and is independent of the government.

Ombudsman Ontario is a place of last resort when all other approaches to solve complaints have been attempted and failed. The office cannot deal with matters regarding federal or municipal government, the courts, school boards and the private sector.

Any resident of Ontario is eligible to file a complaint with the Ombudsman. It provides its services free of charge and complaints are kept strictly confidential. Complaints can be made in writing, by fax, e-mail, by telephone or through a cassette recording. If you do not speak English or French an interpreter can be arranged to help lodge a complaint.

There are six Ombudsman Ontario offices located across the province. For more information contact the head office, located in Toronto:

Ombudsman Ontario
125 Queen's Park
Toronto ON M5S 2C7
Tel: 416-586-3300 or
Toll-free: 1-800-263-1830
Fax: 416-586-3485
Website: www.ombudsman.on.ca

Seminars and Courses

The Ontario **Ministry of Small Business and Entrepreneurship** offers seminars throughout Ontario, on topics such as "Starting a Small Business" and "Marketing for Profit and Growth." Most seminars are three hours in length and (usually) participants pay only a small fee to attend. For more information on these seminars contact the nearest Business Self-Help Office, Enterprise Centre or Entrepreneurship Centre listed in the local telephone directory.

Additionally, you may call the Canada-Ontario Business Service Centre at 416-775-3456 (Toronto) or 1-800-567-2345 (outside Toronto). This centre can provide entrepreneurs with information on business regulations, licences and available services.

The **Business Immigration Section** of MEDT hosts pre-immigration seminars; these sessions provide detailed information on the Business Immigration Program and economic climate in Ontario.

Seminars on "Doing Business in Ontario" are offered for recently landed business immigrants. These seminars are presented in a number of languages and are designed particularly for immigrant entrepreneurs who have terms and conditions on their visas. The "Doing Business in Ontario" seminars provide information on starting a business, Canadian tax and banking systems, as well as the removal of terms and conditions. The Business Immigration Section works with its partners in the Passport to Business Success Program (PBS) to co-ordinate "Networking Sessions" for recently landed entrepreneurs. Please see Section 7, Passport to Business Success (PBS).

Contact the Business Immigration Section for more information:

Tel: 416-325-6777

Fax: 416-325-6653

Website: www.2ontario.com/bi

If you would like to study a topic in greater depth, consider registering for a business course at one of the colleges or universities across Ontario. Most Ontario universities offer specialized business studies at either the undergraduate or master's degree levels. Many community colleges offer business studies programs, which include courses in marketing, accounting and human resources management.

Section 4: Professional/Consultancy Services

Professional Accounting Associations

In Canada, there are three professional accounting bodies. If you would like a list of firms in Ontario or you would like to hire a professionally designated accountant for either full- or part-time work or for consultancy services, contact one of the following provincial associations:

Certified General Accountants of Ontario

Tel: 416-322-6520 or

Toll-free: 1-800-668-1454

Website: www.cga-ontario.org (general)

Accountant Referral: www.cga-ontario.org/applications/accountantreferral/default.aspx

Employment Referral Service:

www.cgaontario.org/contentfiles/services/ers_nonmembers.aspx

Certified Management Accountants of Ontario

Tel: 416-977-7741 or

Toll-free: 1-800-387-2991

Fax: 416-977-6079

Website: www.cma-ontario.org

Institute of Chartered Accountants of Ontario

Tel: 416-962-1841 or

Toll-free: 1-800-387-0735

Website: www.icao.ca

The **Certified General Accountants of Ontario** produces an information pamphlet, *Selecting a Professional Accountant*, as well as a series of information booklets on topics such as personal tax planning, basic accounting terms, the role of an estate trustee and how to conduct a meeting. A copy of one or more of these publications may be obtained, free of charge, by contacting:

Tel: 416-322-6520, ext. 246 or

Toll-free: 1-800-668-1454, ext. 246

E-mail: booklets@cga-ontario.org

Website: www.cga-ontario.org/newfiles/public/publications/booklets.htm

For more professional association contact numbers, please refer to Section 2: Professional Industrial and Trade Associations.

Management Consultants

If you would like to obtain a listing of consultants based in Ontario see the Website of the **Canadian Association of Management Consultants (CAMC)**, at www.camc.com. Alternatively, contact CAMC at:

Tel: 416-860-1515 or

Toll-free: 1-800-268-1148

Fax: 416-860-1535 or

1-800-662-2972 (toll-free)

E-mail: consulting@camc.com

Business Development Bank of Canada (BDC)

The **Business Development Bank of Canada (BDC)** is a financial institution wholly owned by the Government of Canada. BDC plays a leadership role in delivering financial and consulting services to Canadian small business, with a particular focus on the technology and export sectors of the economy.

BDC financing includes term loans, innovation financing, productivity plus loans, subordinate financing and venture capital. In addition, **BDC Consulting Group** helps entrepreneurs implement effective strategies in the area of growth, quality, export and e-business.

For more information, contact BDC:

Tel: 1-877-BDC-BANX (1-877-232-2269)

Fax: 1-877-329-9232

Website: www.bdc.ca

University Small Business Counselling

Numerous Ontario universities provide consulting services to small businesses, primarily during the summer months.

This program involves senior level university students in a business program—supervised by a professor—who provide counselling services to small businesses. Areas of consulting include research and analysis, the preparation of marketing and business plans, as well as feasibility studies.

This program offers counselling services at a competitive rate. The following universities provide this service:

Metropolitan Toronto

Ryerson Polytechnic University: 416-979-5036

University of Toronto: 416-978-4343

York University: 416-736-5069

Central and Southern Ontario

Brock University: 905-688-5550, ext. 4154

University of Guelph: 519-824-4120, ext. 6471

University of Western Ontario: 519-661-3717

University of Windsor: 519-253-4232, ext. 7015

Wilfred Laurier: 519-884-0710, ext. 6997

Eastern Ontario

Queen's University: 613-533-2309

Trent University: 705-743-0523

Northern Ontario

Lakehead University: 807-343-8660

Laurentian University: 705-675-1151, ext. 2170

Nipissing University: 705-474-3450, ext. 4329

Section 5: Forms of Business and How to Register

Often it is advisable to consult a professional accountant and a lawyer before deciding on the form that your business organization will take.

Sole Proprietorship

A sole proprietor has complete control over a business, and is entitled to all of the profits from that business. The sole proprietor is personally liable for all of the debts and liabilities of that business, and this liability extends beyond his or her investment in the business to personal assets. Usually the only legislative requirement for a sole proprietorship is for the proprietor to obtain a business licence or register the name of the business with the appropriate authorities.

If the name of the business consists of only the owner's full name, there is no need to register the business. However, if the business uses a name other than that of the owner, or adds other words to the owner's name, a declaration must be filed under the Business Names Act within 60 days. Registered names are valid for five years.

Register your business name with:

Information Services
Companies and Personal Property Security Branch
Ministry of Government Services (MGS)
2nd Floor
375 University Avenue
Toronto ON M5G 2M2
Tel: 416-314-8880 or
Toll-free: 1-800-361-3223 or
Fax: 416-314-0102
Website: www.cbs.gov.on.ca

Ontario Business Connects

Ontario Business Connects is the government's province-wide (and online) service, which helps to simplify registration processes and procedures for Ontario businesses. These include provincial areas such as: business name registrations, business name searches, retail sales tax, employer health tax, workplace safety insurance; as well as federal registrations such as federal sales tax, payroll deductions and corporate income tax.

Ontario Business Connects workstations are located throughout the province. For more information on exact locations, contact Ontario Business Connects:

Tel: 416-314-9151 or
Toll-free: 1-800-565-1921
E-mail: obcinfo@cbs.gov.on.ca
Website: www.cbs.gov.on.ca/obc

Partnership and Limited Partnership

In a general partnership all partners are entitled to participate in ownership and management of the enterprise. Each partner assumes unlimited liability for the debts and liabilities of that partnership.

In a limited partnership, partners are liable only to the extent of the capital they have contributed to the business. There must be at least one managing partner in a limited

partnership, and the managing partner has unlimited liability. A limited partner becomes a general partner if he or she takes part in the management of the partnership.

The Limited Partnership Act describes the rights, powers, and obligations of limited partners. It is available in print at **Publications Ontario**, located at:

Ontario Government Bookstore
880 Bay Street
Toronto ON M7A 1N8
Tel: 416-326-5300 or
Toll-free: 1-800-668-9938

Access Ontario
Ottawa Court House
161 Elgin Street, Level 2
Ottawa ON K2P 2K1
Tel: 613-238-3630 or
Toll-free: 1-800-268-8758

Website: www.e-laws.gov.on.ca

Registration of partnerships under the Partnership Registration Act involves filing a declaration, within 60 days, with:

Companies and Personal Property Security Branch
Ministry of Government Services (MGS)
2nd Floor
375 University Avenue
Toronto ON M5G 2M2
Tel: 416-314-8880 or
Toll-free: 1-800-361-3223
Fax: 416-314-0102
Website: www.cbs.gov.on.ca

Corporations

A corporation is a legal entity, distinct from its shareholders. A corporation is subject to general laws respecting the regulation of contracts, the holding and transfer of property, the payment of taxes and criminal law. This form of business is more highly regulated than sole proprietorships or partnerships. Therefore, it is advisable to consult a lawyer before establishing a corporation in Canada.

Canadian companies may be incorporated either federally or provincially. If a company that is incorporated in one province wishes to transact business in other Canadian provinces, the company may be required to have an extra-provincial licence or registration.

A company is subject to the general laws of the province in which it operates, regardless of where it is registered.

Articles of incorporation must be accompanied by a name search report. A number of private companies provide this service for a fee (consult the Yellow Pages, under Searchers of Records). Name searches may also be undertaken at select **Ontario Business Connects** (OBC) Service Locations throughout Ontario.

Articles of incorporation for provincial incorporation, a name search and an Initial Notice or Notice of Change Form 1, Corporations Information Act, must be filed within 60 days of incorporation. File these with:

Companies and Personal Property Security Branch
Ministry of Government Services (MGS)
2nd Floor
375 University Avenue
Toronto ON M5G 2M2
Tel: 416-314-8880
Toll-free: 1-800-361-3223
Fax: 416-314-0102
Website: www.cbs.gov.on.ca

Articles of incorporation also may be delivered to the **Land Registry** offices in the following municipalities:

| | | |
|-----------|------------------|-------------|
| Barrie | Ottawa | Sudbury |
| Hamilton | Peterborough | Thunder Bay |
| Kingston | Sarnia | Whitby |
| Kitchener | Sault Ste. Marie | Windsor |
| London | St. Catharines | |

(Consult the blue pages of the telephone directory for the address and telephone number.)

Federally incorporated companies conducting business in Ontario, must file an Initial Notice or Notice of Change form, within 60 days of entering the province.

Federal incorporation is effected under The Canada Business Corporations Act; however, before eligibility to file for incorporation a company must conduct a name search. The search may be done through one of the private search companies located in the Yellow Pages of the telephone book, under the heading, Searchers of Records. Once a name search is completed, companies should file their articles of incorporation with Industry Canada at:

Jane Edmonds Tower South
365 Laurier Avenue West, 9th Floor
Ottawa ON K1A 0C8

Tel: 613-941-9042
Fax: 613-941-0601
E-mail: strategis@ic.gc.ca
Website: www.strategis.gc.ca

Section 6: Licences

Provincial Licences

Provincial licences are required for some businesses. For example, licences are usually required for businesses involved in food, drugs, alcoholic beverages and retail sales. As well, companies engaged in the services sector—such as real estate, travel and motor vehicles—require licences.

People operating a business that sells products or services to the public should be aware of the 19 regulatory acts, administered by the Ontario Ministry of Government Services.

Here are some examples of regulatory acts:

Business Practices Act
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Collection Agencies Act
Motor Vehicle Dealers Act
Motor Vehicle Repair Act
Paperback and Periodical Distributors Act
Prepaid Services Act
Real Estate and Business Brokers Act
Travel Industry Act
Condominium Act
Discriminatory Business Practices Act
Debt Collectors Act

Business people should be especially aware of the **Business Practices Act**. This Act describes prohibitions (and resulting penalties) of a wide range of unfair practices in consumer sales and services.

Municipal Licences

Many, but not all, types of businesses require a municipal licence.

For regular business licences, check with the municipal licensing board, commission or by-law officer. In Toronto telephone the **Municipal Licensing and Standard Division** at 416-392-3051 or Fax: 416-392-3196.

Businesses and industries also must comply with zoning and by-law regulations. In addition, most municipalities require a building permit before alterations or new construction can take place.

For details on fees and application requirements, contact the building department or by-law officer in the area in which the business is located. The contacts for divisions within Metropolitan Toronto are listed below:

Toronto:
Buildings and Inspection Department
Applications, Permits and Zoning Information
Tel: 416-392-7539
Website: www.city.toronto.on.ca

North District: 416-395-7100

South District: 416-392-7559
East District: 416-396-7304
West District: 416-394-8002

Liquor Licences

If a business owner wishes to obtain a licence to operate an establishment where alcoholic beverages will be served, a formal application including the operational plan must be submitted to the Alcohol and Gaming Commission of Ontario. For more information contact:

Tel: 416-326-8700 or
Toll-free: 1-800-522-2876
Website: www.agco.on.ca

Import-Export Licences

The **Customs and Excise Division** of the **Canada Revenue Agency** provides special information services to import/export companies on a variety of topics, including documentation procedures, business numbers and restricted imports. Inquiries can be directed to the Canada Revenue Agency's Customs Information Service:

Tel: 1-800-461-9999
Website: <http://www.cra-arc.gc.ca>

Special Regulatory Licences

Food and Drug Act and Regulations inquiries should be directed to **Health Canada** and to the **Canadian Food Inspection Agency (CFIA)**. Questions concerning drugs, cosmetics and medication should be directed to Health Canada in Toronto at 416-973-1600.

The Canadian Food Inspection Agency delivers all federal inspection services related to food. Primarily, this means verifying that manufacturers, importers, distributors and producers regulated by the Government of Canada meet standards for safety, quality, quantity, composition, handling, identity, processing, packaging and labelling. Questions about federal food regulations can be directed to the Ontario regional offices of the CFIA, as listed below:

Belleville: 613-969-3750
Guelph: 519-837-9400
London: 519-691-1300
Toronto: 416-665-5055
Website: www.inspection.gc.ca

Medical Device Act and Regulations inquiries should be directed to Health Canada at 416-973-1600. Alternatively, check its website at www.hc-sc.gc.ca.

For information about radiation protection call 613-954-0309 or 1-800-261-6689. Questions about **product safety** should be directed to the **Product Safety Office** of **Health Canada**. Locations as follows:

Hamilton: 905-572-2845
Toronto: 416-973-4705

Technical standards inquiries should be directed to the **Technical Standards and Safety Authority**:

Public Information Services
Corporate Services Division
Technical Standards and Safety Authority
3300 Bloor Street West
4th Floor, West Tower
Toronto ON M8X 2X4
Tel: 1-877-682-8772
Fax: 416-325-2000
Website: www.public-safety-first.com

Building codes inquiries should be directed to:

Ontario Ministry of Municipal Affairs and Housing
Ontario Development and Buildings Branch
777 Bay Street, 2nd Floor
Toronto ON M5G 2E5

Tel: 416-585-6666
E-mail: codeinfo@mah.gov.on.ca
Website: www.mah.gov.on.ca

Weights and measures inquiries can be made by calling the number in the blue pages of the telephone book under Information – Government of Canada, for the office nearest you. Otherwise, visit the website at <http://mc.ic.gc.ca> for a description of services and contact information. In the city of Toronto numbers are as follows:

Ontario Regional Office: 905-943-8730 Fax: 905-943-8738
Toronto District Office: 905-943-8700 Fax: 905-943-8717

Measurement Canada, an agency of Industry Canada, provides services to ensure that consumers and businesses can purchase or sell goods and services on the basis of measurement with confidence.

Services provided by Measurement Canada include certifying the accuracy of measurement systems, such as gasoline pumps, scales and electricity and natural gas meters, as well as investigating complaints received from businesses or consumers who suspect they may have received an inaccurate measurement.

Section 7: Government Assistance Programs and Services

Government offices and services are listed in the blue pages of the telephone book. The **Government of Canada** (also referred to as the federal government) is listed as “**F.**” The **Ontario Government** (also referred to as the provincial government) is listed as “**P.**” Local **municipal governments** (also referred to as the town or city governments) are listed as “**M.**”

Meeting Entrepreneur Terms and Conditions as Required by Citizenship and Immigration Canada

It is important to understand which immigration regulations apply to the terms and conditions imposed on your landing. Which terms and conditions apply depends on when you **applied** for your immigration to Canada, not when you landed in Canada. We are providing a summary of the basic terms and conditions and would suggest consulting with Citizenship and Immigration Canada's website at www.cic.gc.ca to get the full text of the terms and conditions, mail-in cards, and any updated instructions on reporting and removal of terms and conditions.

Entrepreneurs immigrating to Canada under the 1976 Immigration Act have **two** years to meet the following terms and conditions imposed on landing:

1. Must establish, purchase or make a substantial investment in a business that makes a significant contribution to the Canadian economy. Must be actively involved on an on-going basis in the management of the business.
2. The business must create or continue at least one job for a Canadian citizen or permanent resident of Canada (other than self and dependants).
3. Must report your address and telephone number to your local Citizenship and Immigration Canada office within six months after landing in Canada (mail-in card)
4. You must report on your business progress between six to 12 months, 12-18 months and 18-24 months, after landing in Canada.

Entrepreneurs immigrating to Canada under the Immigration and Refugee Protection Act, 2002 have **three years** to meet the following conditions imposed on landing:

1. Must have controlled and actively managed a “qualifying Canadian business” (as defined in the Immigration regulations) in which one-third ownership is held for at least one year after becoming a permanent resident. Must provide proof to Citizenship and Immigration Canada.
2. The business must have created at least one full-time job equivalent for a Canadian citizen or permanent resident (other than self and family members).
3. Must report your address and telephone number to a Citizenship and Immigration Canada office within six months of landing in Canada (mail-in card).
4. Must report on business efforts between 18 to 24 months after landing in Canada.

If you reside in the Greater Toronto Area, please mail your reports to the following office:

Citizenship and Immigration Canada
Greater Toronto Area (GTA) Central
Business Immigration Unit
55 St. Clair Avenue East, Suite 200
Toronto ON M4T 1M2
Tel: 416-954-7029 (voicemail)
Fax: 416-954-6579
Website: www.cic.gc.ca

Documentation to Support Compliance with Terms and Conditions

A) Establish or Purchase a Business:

1. Purchase agreement/bill of sale.
2. Business incorporation documents (e.g., articles of incorporation, shareholders' certificates, a book for minutes of meetings, etc.).
3. Business registration:
 - city/municipal business licences
 - federal/provincial sales tax licences
 - interior and exterior photographs of the business
 - partnership agreements; and
 - lease of business premises.

B) Substantial Investment:

1. Documents should include the cancelled cheque for initial investment.
2. Additionally:
 - receipts/invoices for equipment, leasehold improvements, vehicle, inventory, etc.
 - financial statements; and
 - business bank statements.

C) Employment Opportunities in Canada for One or More Canadians:

- payroll documents
- Canada Revenue Agency remittances
- employee registration number; and
- Summary Report with attached employer copies of T4s issued.

D) Participant's Activity in the Management of the Business/Commercial Venture:

- letters from partners attesting to entrepreneur's role and responsibilities
- business correspondence addressed to/signed by the entrepreneur
- signed purchase orders; and
- contract negotiations.

For more information please contact the business immigration counsellor at the nearest **Citizenship Immigration Centre** listed in the blue pages of the telephone book under Citizenship and Immigration Canada or on the website www.cic.gc.ca.

Permanent Resident Card

Effective December 31, 2003, it was determined that all permanent residents must have a Permanent Resident Card for return travel to Canada by commercial carrier. New permanent residents do not have to apply for Permanent Resident Cards, as the issuance of the cards is part of the process of becoming a permanent resident. However, persons who were granted permanent residence before June 28, 2002 must apply for the card.

Applications may be obtained by contacting the Permanent Resident Card Call Centre at 1-800-255-4541 or by accessing the CIC website at www.cic.gc.ca.

Business Development Bank of Canada (BDC)

The **Business Development Bank of Canada (BDC)** is a financial institution, wholly owned by the Government of Canada. BDC plays a leadership role in delivering financial and consulting services to Canadian small business, with a particular focus on the technology and export sectors of the economy.

For more information, call 1-888-463-6232 (toll-free), visit www.bdc.ca, or contact the local BDC office listed in the blue pages of the telephone book. (For more detailed information on BDC and its business solutions and financial products, refer to Section 4: Professional/Consultancy Services, Business Development Bank of Canada.)

Industry Canada (IC)

Industry Canada (IC) is a federal government department with a mandate to promote and encourage the development of Canadian industry and international trade. Inquiries about the federal government's programs and services should be directed to the **Canada-Ontario Business Service Centre**:

Tel: 416-775-3456 or
Toll-free: 1-800-567-2345
E-mail: ontario@cbsc.ic.gc.ca
Website: www.cbsc.org/ontario

Ministry of Agriculture, Food and Rural Affairs (OMAFRA)

The **Ministry of Agriculture, Food and Rural Affairs** provides support and referrals to anyone interested in establishing a farm or food business in Ontario.

The various divisions including Innovation and Competitiveness and Rural Development support the investment activities of farms and small rural businesses. Offices are located across Ontario. For more information call 519-826-4080.

Investment Development Officers and the Investment Development Unit support new food investment opportunities. Services include site selection, joint ventures and infrastructure. For more information call 519-826-4454.

General information is available by contacting:

Ministry of Agriculture, Food and Rural Affairs
1 Stone Road West
Guelph ON N1G 4Y2
Tel: 1-888-466-2372 (Ontario Only)
519-826-3100 (outside Ontario)
E-mail: ag.info@omaf.gov.on.ca
Website: www.omafra.gov.on.ca

Ministry of Economic Development and Trade (MEDT)

The **Ontario Ministry of Economic Development and Trade (MEDT)** provides leadership in promoting Ontario's economic growth and competitiveness. The Ministry does this by:

1. Supporting commercial efforts that bring innovative ideas to the market.
2. Supporting sector competitiveness and clusters.
3. Pursuing increased investment in Ontario.
4. Helping to facilitate opportunities to boost Ontario exports.
5. Providing advice and support services to small- and medium-sized businesses in Ontario.

For more information about the Ontario Ministry of Economic Development and Trade's services, see the domestic offices listed below or consult the blue pages of the telephone book for the nearest MEDT office.

Ontario Investment and Trade Service (OITS)

The **Ontario Investment and Trade Service (OITS)** promotes, markets and showcases Ontario as an investment location through a "one-stop" investment information service, which includes a comprehensive investment database and an interactive multimedia system.

Investors should visit the website located at www.2ontario.com for a wide range of information, such as economic indicators, demographics, real estate listings, competitive comparisons and quality of life data. For a comprehensive listing of government programs, access the Member Services section on the OITS website.

Business Immigration Consulting

The government of Ontario participates with the Government of Canada to encourage international business people to immigrate and invest their entrepreneurial expertise, technical skills and investment capital in Ontario's economy, through the Business Immigration Program.

Business immigration consultants provide information and advice on procedures for applying to immigrate to Canada. While preparing to immigrate, you may have questions about doing business in Ontario. Again, business immigration consultants are available to provide information, referrals and introductions to other organizations and individuals that can assist in structuring your plans.

Post-immigration, business immigration consultants continue to assist you, concerning settlement and business establishment issues. This personal counselling is specifically tailored to each individual's needs.

The Business Immigration Section's multilingual staff offers assistance in:

- personal settlement issues
- doing business in Ontario
- export services
- product sourcing; and
- sources of market information.

Additionally, business immigration consultants can introduce you to a range of services, both inside and outside the Ontario ministry, such as:

- sectoral experts
- municipal economic development offices
- site location services for businesses
- Statistics Canada; and
- other government agencies.

General Information Seminars

The **Business Immigration Section** of the **Ministry of Economic Development and Trade** offers information seminars the first and third Tuesday of each month (except on holidays) for individuals interested in immigrating to Ontario, under the Business Immigration Program. Seminars detail the immigration process, the economic situation,

and the services available to business immigrants. Clients can register online at www.2ontario.com/bi/bi_seminars.asp.

Tuesday seminars are held at:

Ontario Investment and Trade Services (OITS)
Canada Trust Tower
161 Bay Street, Suite 4040 (40th Floor), Toronto
Tel: 416-325-6976 (to register by telephone)
Fax: 416-325-6653
E-mail: bis@edt.gov.on.ca
Website: www.2ontario.com (to register online)

Doing Business in Ontario (DBIO) Seminars

Seminars on **Doing Business in Ontario** are provided for recently landed business immigrants. Presented in a number of languages, these seminars are particularly designed for immigrant entrepreneurs with terms and conditions on their visas. Sessions provide information on starting a business, Canadian tax and banking systems, business opportunities and the removal of terms and conditions. Clients can register online at www.2ontario.com/bi/bi_seminars.asp

Specialists, such as bankers and professional accountants, speak at these seminars to explain regulations and services applicable to business in Ontario. Seminar leaders are available to answer questions. Additionally, these sessions allow recent business immigrants to meet one another and share ideas, issues and successes.

Corporate Immigration Services

The **Business Immigration Section** of the **Ministry of Economic Development and Trade** offers corporate immigration services to assist both Ontario and multinational companies with business needs that relate directly to immigration.

Generally, this involves assisting with the transfer of senior executives or skilled personnel into the province, on either a temporary or permanent basis.

To access the Business Immigration Section, contact:

Business Immigration Section
Ministry of Economic Development and Trade
900 Bay Street, Queen's Park
Hearst Block, 3rd Floor
Toronto ON M7A 2E
Tel: 416-325-6777
Fax: 416-325-6653
E-mail: bis@edt.gov.on.ca
Website: www.2ontario.com

Passport to Business Success (PBS)

Passport to Business Success is an initiative of the federal, provincial and municipal governments to encourage entrepreneurship and new business start-ups for immigrant entrepreneurs to Ontario.

How can Passport to Business Success Help?

A wide range of services are available for recently arrived business to assist them in settling their family and establishing a business throughout Ontario. Passport Business Success wants to ensure that business immigrants have access to local business solutions no matter where they establish in Ontario.

This program is designed to help with:

1. Gaining knowledge of Canadian business practices.
2. E-mail notification of upcoming business events/seminars.
3. Establishing a business sooner.
4. Saving time and money.
5. Making use of the unique business skills of entrepreneurs.
6. Getting valuable professional assistance.

“Networking/Information Sessions” are held several times a year to assist newly landed entrepreneurs under Passport to Business Success.

Contact one of the offices below to learn more about Passport to Business Success.

Citizenship and Immigration Canada

Tel: 416-954-7029
Toll-free: 1-888-242-2100
Fax: 416-954-6579
Website: www.cic.gc.ca

Ontario Ministry of Economic Development and Trade, Business Immigration Section
900 Bay Street
3rd Floor, Hearst Block
Toronto ON M7A 2E1
Tel: 416-325-6777
Fax: 416-325-6653
E-mail: bis@edt.gov.on.ca
Website: www.2ontario.com

Ministry of Small Business and Entrepreneurship

The Ministry of Small Business and Entrepreneurship champions the small business community and enables the development of small- and medium sized firms along a continuum of growth to long-term economic prosperity.

The Ministry produces publications and guides, plus operates 44 Small Business Enterprise Centres across the province. All of these resources provide information on how to establish and manage a business successfully. There are also 12 Business Advisory Offices that provide small- and medium-sized businesses with a variety of services.

For more information contact:

8th Floor, Hearst Block
900 Bay St.
Toronto ON M7A 2E1
Toll-free: 1-866-668-4249 or 1-866-ONT4BIZ
In Toronto: 416-325-6666
Fax: 416-325-6688
E-mail: info@edt.gov.on.ca

Website: www.sbe.gov.on.ca

Ministry of Environment

The ministry is responsible for the development, administration and enforcement of Ontario's environmental legislation. The goal is to protect and enhance the quality of the environment for the present and future well-being of the people of Ontario. The ministry develops programs and policies that protect air, water and land under the regulations set out by the Environmental Protection Act, the Ontario Water Resources Act and the Pesticides Act. In addition, the Environmental Assessment Act ensures that public and designated private sector projects that affect the environment are planned and implemented according to environmentally acceptable principles and procedures.

For additional information, contact:

Ontario Ministry of Environment
135 St. Clair Avenue West, 2nd Floor
Toronto ON M4V 1P5
Tel: 416-325-4000 or 1-800-565-4923
Website: www.ene.gov.on.ca

Ministry of Energy

The Ministry of Energy promotes the development of a cost-effective energy market that provides a safe, sustainable, reliable and secure energy supply. Ontario's electricity market—previously a monopoly—was successfully opened to enhance competition in October 2003.

Ontario Energy Board

A separate, independent tribunal—the **Ontario Energy Board**—regulates the transmission, distribution and retailing of electricity and natural gas and ensures consumer protection. Also, the **Independent Electricity Market Operator (IMO)** oversees the operation of the electricity market and the safety and reliability of the electricity system.

For more information, contact:

Ontario Ministry of Energy
4th Floor, Hearst Block
900 Bay Street
Toronto ON M7A 2E1
Tel: 416-327-6758
Website: www.energy.gov.on.ca

Ministry of Tourism

Investment and Development Office (IDO)

The **Investment and Development Office (IDO)** is dedicated to helping the tourism, culture and recreation industry increase its competitiveness by supporting new product development and investment in Ontario.

IDO works with the industry to develop high-quality, innovative products and destinations; improve service quality; establish dynamic and compelling gateways and friendly and

exciting tourism information centres that will encourage extended stays and return visits; and provide support to improve the investment climate and increase investment in Ontario.

For more information contact:

Investment Development Office
Ministry of Tourism
Hearst Block, 9th Floor
900 Bay Street
Toronto ON M7A 2E1
Tel: 416-325-5306
Fax: 416-327-2506
Website: www.2ontario.com/tourism

Municipal Economic Development Offices

Responsibilities of the **Economic Development** offices of municipalities include providing assistance in the expansion of existing businesses, as well as attracting new investment to the municipality.

For the telephone number of economic development offices in a particular municipality, contact the local municipal government's office found in the blue pages of your telephone book.

Provincial Citizens' Inquiry Bureau

Contact the **Citizens' Inquiry Bureau** to obtain information on services offered by the Ontario government.

Inquiries can be made by telephone, mail or in person.

Citizens' Inquiry Bureau
Room M1-52, MacDonald Block
900 Bay Street
Toronto ON M7A 1N3
Tel: 416-326-1234
Toll-free: 1-800-267-8097
Website: www.cbs.gov.on.ca

Reference Canada

1-800-O-Canada (1-800-622-6232)

Reference Canada operates a **telephone referral service** that provides information and telephone numbers on the programs and services of all departments in the federal government.

For more information call 1-800-622-6232 or visit www.canada.gc.ca.

Section 8: Sources of Financing

Business Development Bank of Canada (BDC)

The **Business Development Bank of Canada (BDC)** offers financial services to small businesses. These services include term loans, subordinate financing and venture capital.

For more information, contact BDC as follows:

Tel: 1-888-463-6232

E-mail: info@bdc.ca

Website: www.bdc.ca

Check the blue pages of your telephone book for the number of your nearest BDC office.

Canada Small Business Financing (CSBF) Program

The **Canada Small Business Financing (CSBF)** program was created to help small businesses reach their potential, by making it easier to get term business loans to finance the purchase or improvement of capital assets for new or expanded operations.

As of April 2002, the CSBF program also helps small firms access financing to lease new or used equipment, through its five-year **Capital Leasing Pilot Project**.

Most small businesses starting up or operating in Canada are eligible for loans and leases, as long as their estimated gross revenues do not exceed \$5 million during the fiscal year in which they apply. Not eligible are farming and charitable or religious enterprises. Small business can access a maximum of \$250,000.

Administered under the Canada Small Business Financing Act, the program is a joint initiative of the Government of Canada, private sector lenders and participating leasing companies. To find out more about how your small business can expand with a CSBF loan or lease, contact your financial institution or a participating leasing company:

Canada-Ontario Business Service Centre (COBSC)

Tel: 416-775-3456 or

Toll-free: 1-800-567-2345

Fax: 416-954-8597

E-mail: ontario@cbsc.ic.gc.ca

Website: www.cbsc.org/ontario

Canada Small Business Financing Program

Industry Canada

235 Queen Street

Ottawa ON K1A 0H5

Tel: 613-954-5540

Toll-free: 1-866-959-1699

Fax: 613-952-0290

E-mail: csbfa-lfpec@ic.gc.ca

Website: <http://strategis.gc.ca/csbfa>

Chartered Banks

Chartered banks provide a full range of personal and business services, including commercial and personal operating lines of credit, term loans, mortgages, letters of credit, as well as the provision of market and credit information.

Additionally, chartered banks offer personal and business deposits, investment banking (including private banking services) and foreign exchange services.

Trust companies and credit unions also provide many of these services.

Federal Economic Development Initiative for Northern Ontario (FedNor)

The **Federal Economic Development Initiative for Northern Ontario (FedNor)** works in partnership with Northern Ontario businesses, entrepreneurs, economic development stakeholders and community organizations, to ensure that northern residents enjoy full access to the information and services they need to be successful. FedNor supports self-sustaining communities through its initiatives in innovation, investment, connectedness, trade and local partnerships.

These include support for:

1. A network of Community Futures Development Corporations (CFDCs) in Northern Ontario, which provide a wide variety of programs and services in support of community economic development and small business growth.
2. Telecommunication infrastructure and networks.
3. Applied research and development.
4. Expansion of exports and domestic markets.
5. Work experience for northern youth.
6. Northern co-operative tourism marketing initiatives.

For more information, contact:

Tel: 1-877-333-6673

Website <http://fednor.ic.gc.ca>

Institutional Sources of Financing

Financial services are provided by a variety of specialized financial institutions. The list includes insurance companies, trust companies, credit unions, commercial credit and acceptance companies and factoring companies. Commercial credit and acceptance companies provide commercial loans. Factoring companies purchase the account receivables of manufacturers and wholesalers.

Northern Ontario Heritage Fund Corporation

The **Northern Ontario Heritage Fund Corporation (NOHFC)** is a Crown corporation with a focus on funding infrastructure improvements in order to develop opportunities in Northern Ontario. Specifically, NOHFC directs its financial resources toward:

- telecommunications, community and transportation infrastructure improvements
- the development and marketing of destination and regional tourism projects; and
- strategic partnerships that are thought to be of benefit to Northern Ontario's economy.

The types of assistance available from the NOHFC include conditional contributions, forgivable performance loans, incentive term loans and loan guarantees. To qualify, projects must be located within the territorial districts of Northern Ontario.

Contact any **Ministry of Northern Development and Mines** office in your area (consult the telephone book) or call the NOHFC at 1-800-461-8329.

Venture Companies

Venture capital is risk capital. Typically, a venture capital investment involves equity or quasi-equity participation in an enterprise and is expected to be a long-term investment

requiring active involvement by the investors in the financed companies until they are sufficiently developed for disposition.

Because a minority position is usually taken, normally the venture capital company prefers firms that have management with proven ability, and where the lack of long-term financing appears to be the major factor inhibiting the establishment or growth of the enterprise.

The **Canadian Venture Capital Association (CVCA)** issues a list of member firms:

Tel: 416-487-0519

Fax: 416-487-5899

Website: www.cvca.ca

E-mail: cvca@cvca.ca

Section 9: Labour

Standards for employment and for health and safety in the workplace are established and enforced by the Ontario Ministry of Labour.

For general information contact the Ontario Ministry of Labour:

Employment Standards: 416-326-7160 or 1-800-531-5551
Occupational Health and Safety: 416-326-7770 or 1-800-268-8013
Website: www.gov.on.ca/lab

Employment Standards Act, 2000

The **Employment Standards Act** establishes standards on employment issues, including hours of work, minimum wage, public holidays, overtime and vacation pay, parental leave, equal pay for equal work, benefits plans, termination of employment and severance pay.

General information can be found in A Guide to the Employment Standards Act. Further information about the Act can be obtained from the **Employment Practices Branch** of the **Ontario Ministry of Labour**. To receive a copy of the guide in English or Chinese, or for more information on the office located nearest to you, call 416-326-7160 or 1-800-531-5551.

The **Employment Standards Act, 2000 (ESA 2000)**, established minimum employment standards, including hours of work, minimum wage, public holidays, overtime pay, vacation time and vacation pay, emergency, pregnancy and parental leave, termination of employment and severance pay, equal pay for equal work and benefits plans.

For inquiries and general information about the ESA 2000, please call the Ministry of Labour's Employment Standards Information Centre at 416-326-7160 in Toronto or toll-free throughout Ontario at 1-800-531-5551. Contact the Ministry of Labour by e-mail through its Website at www.gov.on.ca/lab/mol/esmaile.htm.

Information and other publications about the ESA 2000 are also available through the following Ministry of Labour contact points:

Website: www.gov.on.ca/lab
Fax-on-Demand: 416-326-6546
Telephone Ministry of Labour Publications: 1-800-809-4731

Publications Ontario
880 Bay Street, 5th Floor
Toronto ON M7A 1N8

Tel: 416-326-5300 or
Toll-free 1-800-668-9938
Hearing Impaired: 1-800-268-7095 (TTY)
Publications Ontario Online: www.gov.on.ca/MBS/english/publications/index.html
Information on employment standards can be found online at
www.gov.on.ca/lab/es/ese.htm.

Occupational Health

With only a few exceptions, the **Occupational Health and Safety Act (OHSA)** is applicable to all workers and workplaces in Ontario. Its purpose is to prevent injuries and illness before they occur. This legislation includes:

1. Who is affected by OHS?
2. Duties and responsibilities of employers, supervisors, owners, suppliers and workers.
3. Joint labour and management health and safety committee requirements.
4. The steps to follow if a worker refuses to do unsafe work.
5. Worker protection against reprisal by the employer.
6. Control of worker exposure to toxic substances.
7. Notification of fatalities, critical injuries and other occurrences.
8. Powers of inspectors.

Information on occupational health and safety can be found on the Ministry of Labour's website www.gov.on.ca/lab/ohs/ohse.htm.

For additional information, contact your local office of the Ministry of Labour. The offices are listed in the blue pages of your phone book and also on the Ministry of Labour's Website at www.gov.on.ca/lab/mol/minoffice.htm.

Employer Health Tax (EHT)

The **employer health tax (EHT)**, which funds the **Ontario Health Insurance Plan (OHIP)**, is paid by the majority of employers providing wages and salaries to employees reporting for work at a permanent establishment in Ontario. Employers with a permanent establishment in Ontario are required to pay employer health tax based on remuneration paid to their employees. For more information, contact the Ontario Ministry of Finance **Employer Health Tax Branch** at 1-800-265-9005.

Ontario Human Rights Code

The **Ontario Human Rights Code** protects people in Ontario against discrimination and harassment in employment, accommodation, goods, services and facilities, as well as membership in vocational associations and trade unions.

There are 16 grounds of discrimination under the Code: race; ancestry; place of origin; colour; ethnic origin; citizenship; creed (religion); sex (including pregnancy); sexual orientation; handicap; age (18 to 65 in employment, and 16 and over in occupancy of accommodation); marital status; family status; same-sex partnership status; receipt of public assistance (in accommodation only); and record of offences (in employment circumstances only).

The **Ontario Human Rights Commission** was established in 1961 to administer the Code. The Commission is an arm's length agency of government accountable to the Provincial Legislature through the Minister of Citizenship and Immigration.

The Commission's mandate under the Code includes: investigating complaints of discrimination and harassment; attempting to settle complaints between parties through mediation and conciliation; preventing discrimination through public education and public policy; and looking into situations where discriminatory behaviour exists.

Where an investigation results in a finding of discrimination and no settlement has been achieved, the Commissioners can refer a case to an independent body separate from the Commission, called the Board of Inquiry (Human Rights), which makes the ultimate decision in a complaint and can order restitution.

Ontario Human Rights Commission
180 Dundas Street, 7th Floor
Toronto ON M7A 2R9
Tel: 416 326-9511 or
Toll-free: 1-800-387-9080

Fax: 416 326-9520
TTY: 416 314-6526 or 1-800-308-5561 (outside of the Toronto area)
E-mail: info@ohrc.on.ca
Website: www.ohrc.on.ca

Pay Equity

The **Pay Equity Act** requires all public sector employers in Ontario and private sector employers with 10 or more employees to establish and maintain pay equity. Pay equity is equal pay for work of equal or comparable value. It involves comparing jobs usually done by women, for example cashier, childcare worker or secretary, with different jobs usually done by men, in the same establishment of an employer. If a female job class is of equal or comparable value to a male job class in an employer's establishment, the female job class must be paid at least as much as the male job class. The Pay Equity Act was made law in Ontario in 1988, to narrow the portion of the difference between women and men's wages that is due to this undervaluing of women's work.

For additional information, please contact:

The Pay Equity Commission
400 University Avenue, 11th Floor
Toronto ON M7A 1T7
Tel: 416-314-1896 or
Toll-free: 1-800-387-8813
Fax: 416-314-8741
E-mail: pecinfo@mol.gov.on.ca
Website: www.gov.on.ca/lab/pec

Workplace Safety and Insurance Board (WSIB)

The **Workplace Safety and Insurance Board (WSIB)** is committed to the prevention of workplace injuries and illnesses. It plays a key role in Ontario's occupational health and safety system; promoting workplace safety and administering no-fault workplace insurance for employers and their workers.

The WSIB provides loss-of-earnings benefits, pays for and monitors the quality of health care, and assists in early and safe return to work and labour market re-entry for workers who are injured on the job or contract an occupational disease. The WSIB also provides benefits to survivors of workers who die due to workplace injuries or illnesses.

The WSIB is funded entirely by premiums paid by Ontario employers. **Most employers in Ontario must register** with the Workplace Safety and Insurance Board **within 10 days** of hiring their first employee.

New employers should contact the Workplace Safety and Insurance Board and request a registration and information kit. This kit includes information on premiums, insurance benefits, reporting of injuries and illnesses, and appeals processes.

For more information, contact the office in your local area:

| | |
|---------------------|--------------------------------|
| Guelph | 519-826-7490 or 1-888-259-4228 |
| Hamilton: | 905-523-1800 or 1-800-263-8488 |
| Kingston: | 613-237-8840 or 1-800-267-9461 |
| Kitchener/Waterloo: | 519-576-4130 or 1-800-265-2570 |
| London: | 519-663-2331 or 1-800-265-4752 |
| North Bay: | 705-472-5200 or 1-800-461-9521 |
| Ottawa: | 613-237-8840 or 1-800-267-9601 |

St. Catharines: 905-687-8622 or 1-800-263-2484
Sault Ste. Marie: 705-942-3002 or 1-800-461-6005
Sudbury: 705-675-9301 or 1-800-461-3350
Thunder Bay: 807-343-1710 or 1-800-465-3934
Timmins: 705-235-6130 or 1-800-461-9856
Toronto: 416-344-1007 or 1-800-387-0080
Windsor: 519-972-4254 or 1-800-265-7380

The Workplace Safety and Insurance Board maintains a website, which provides helpful information for both employees and employers, at www.wsib.on.ca.

Office of the Employer Adviser

The **Office of the Employer Adviser** is an independent agency of the Ontario Ministry of Labour. It helps employers with claims and revenue issues arising under the Workplace Safety and Insurance Act and Workplace Safety and Insurance Board (WSIB) policy. In doing this work it helps employers manage and reduce the cost of injuries in their workplaces and reduce adversity in the Workplace Safety Insurance Board's system. The services are provided at no cost to the employer, and include the following:

- **Advice:** Through a central advice centre, professional advisers give independent advice to employers across Ontario. Employers can reach the central Advice Centre through the Office of the Employer Advisers' toll free number.
- **Education:** Educating employers through the website, fax-on-demand service, publications and through casework.
- **Representation:** Representation services are provided to employers with fewer than 100 employees. This includes representing clients in negotiations, mediations and appeals at the WSIB and Workplace Safety and Insurance Appeals Tribunal (WSIAT).

For more information, contact:

Office of the Employer Adviser
151 Bloor Street West, Suite 704
Toronto ON M5S 1S4
Tel: 416-327-0020 or
Toll-free: 1-800-387-0774
Fax: 416-327-0726
Website: www.gov.on.ca/lab/oea

Section 10: Human Resources and Skills Development

Service Canada

Service Canada offers a variety of information and links to services of interest to employers and businesses. They include:

1. Labour market information (e.g., information about the supply of labour in various provinces and communities).
2. Assistance with recruitment and selection, including an electronic labour exchange.
3. A foreign worker recruitment program.
4. Employer incentives to hire youth and other workers who are having difficulty obtaining or maintaining employment.
5. Assistance for employers in managing labour force adjustments necessitated by economic factors.

For more information about Service Canada and other Government of Canada programs and services contact:

Tel: 1-800-O-Canada

Website: www.servicecanada.gc.ca

National Research Council of Canada – Industrial Research Assistance Program (IRAP)

The **National Research Council of Canada**, through its **Industrial Research Assistance Program (IRAP)**, helps support small- and medium-sized enterprises (SMEs) in Ontario and Canada with advice, technical and financial assistance and networking services that enables such companies to hire new employees and extend their research and development capacity. IRAP maintains a network of some 260 industrial technology advisers across Canada, with more than 60 of them located in Ontario.

Contact the nearest IRAP adviser for more details:

Tel: 416-973-4484 or

Toll-free: 1-877-994-4727

Website: <http://irap-pari.nrc-cnrc.gc.ca/>

In other areas of the province consult the blue pages of the telephone book, under Research, National Research Council of Canada.

Language Instruction for Newcomers to Canada (LINC)

Language Instruction for Newcomers to Canada (LINC) is a federally funded language training program, designed to teach adult newcomers one of Canada's two official languages.

Students learn to speak English or French at a basic level, through a varied study program. This can include computer work, field trips and guest speakers. Classes are free of charge.

Depending on the program, students may attend day or evening sessions. Child minding and transportation initiatives are ongoing aspects of the program. LINC courses are offered through local community organizations, including school boards, colleges, universities, private businesses and immigrant support agencies.

For more information on the LINC program in your community, contact the local community organizations or the main office in Toronto:

LINC Assessment Centre/Newcomer Centre
YMCA
42 Charles Street East, 3rd Floor
Toronto ON M4Y 1T4
Tel: 416-925-5462
Website: www.ymcatoronto.org

JobGrow and Training Hotlines

The Ministry of Training, Colleges and Universities, **JobGrow** and **Training Hotlines** are assessment, information and referral services, which act as central points of access to Ontario's training and employment initiatives. Information counsellors assess each caller's needs and circumstances to determine the full range of appropriate programs and services. Counsellors provide direction, detailed program information and referrals. Related printed materials can be requested by mail. Services and programs are geared towards youth, students and other individuals seeking work experience. The JobGrow and Training Hotlines programs include:

- youth employment counselling centres
- Job Connect Career and Employment Preparation Program (delivered by colleges, youth employment centres and help centres, this service assists individuals in finding and keeping jobs)
- year-round programs, including Job Connect, Literacy and Basic Skills, apprenticeship, and the Ontario youth apprenticeship programs
- summer employment programs; and
- summer job search guides.

The training programs geared to employers and their employees include apprenticeship. The Ontario government has also designed a web-site to assist employers who want to introduce an apprenticeship program into their workplace. It provides information on the supports and programs available. For more information on apprenticeship opportunities for employers visit:

www.edu.gov.on.ca/eng/general/postsec/openingdoors/employers/tips.html

The Training Hotlines also provide information on worker adjustment training, through:

- apprenticeship
- Job Connect (help centres)
- adult basic literacy/numeracy programs; and
- access to professions and trades.

To obtain more information on these programs contact JobGrow and Training Hotlines as follows:

Tel: 416-326-5656 or
Toll-free: 1-800-387-5656 or
1-888-562-4769
Fax: 416-325-6348
E-mail: info@edu.gov.on.ca
Website: www.edu.gov.on.ca

Section 11: Access to Professions and Trades for Internationally Trained Individuals

Each year Ontario welcomes more than 100,000 immigrants. More than half of these newcomers are highly educated and trained, yet many need to become licensed or certified in order to practise their profession or trade in Ontario.

Regulated Professions

In Ontario, certain professions are regulated by self-governing bodies established under provincial laws to protect the public by setting standards of practice and competence. These professions are called regulated professions.

Each regulated profession has its own regulatory body with the authority to:

- set entry and training requirements
- set standards of practice
- assess qualifications and credentials
- register qualified applicants; and
- discipline members.

To enter a regulated profession, apply to the organization responsible for regulating that profession. The regulatory body will assess your qualifications and if you qualify, will license or certify you to practise in your profession in Ontario.

Registration Process

The registration process is different in each province and for each profession. If documents related to your education and work experience are not in English usually you will need to have them translated. Organizations that can translate your documents include community settlement agencies and private translation agencies.

In some cases your documents must be notarized or authorized by a notary public or a lawyer. You must send your translated documents and an application form to the regulatory body responsible for your profession.

The regulatory body also may ask for your resumé to assess your work experience.

In most cases you will have to write one or more professional examinations. You may also have to take some retraining or upgrading courses. Note that although regulatory bodies try to provide examinations in both English and French, many of them are available in English only, so you must have functional English before you apply.

The assessment process takes time and costs money, so it is important for you to understand the process before you begin.

Regulatory Bodies

Architect
Ontario Association of Architects
111 Moatfield Drive
Toronto ON M3B 3L6
Tel: 416-449-6898
Toll-free: 1-800-565-2724
Fax: 416-449-5756
E-mail: oaamail@oaa.on.ca
Website: www.oaa.on.ca

Audiologist and Speech Pathologist
College of Audiologists and Speech-Language
Pathologists of Ontario
160 Bloor Street East, Suite 1125
Toronto ON M4W 1B9
Tel: 416-975-5347 or
Toll-free: 1-800-993-9459
Fax: 416-975-8394
E-mail: caslpo@caslpo.com
Website: www.caslpo.com

Certified Financial Planner
1600 - 505 University Avenue
Toronto ON M5G 1X3
Tel: 416-593-8587
Toll-free: 1-800-305-9886
Fax: 416-593-6903
E-mail: inform@cfp-ca.org
Website: www.cfp-ca.org

Certified General Accountant
Certified General Accountants of Ontario
240 Eglinton Avenue East
Toronto ON M4P 1K8
Tel: 416-322-6520 or
Toll-free: 1-800-668-1454
Fax: 416-322-6481
E-mail: info@cga-ontario.org
Website: www.cga-ontario.org

Certified Management Accountant
The Society of Management Accountants of Ontario
70 University Avenue, Suite 300
Toronto ON M5J 2M4
Tel: 416-977-7741
Fax: 416-977-6079
E-mail: info@cma-ontario.org
Website: www.cma-ontario.org

Chartered Accountant
The Institute of Chartered Accountants of Ontario
69 Bloor Street East
Toronto ON M4W 1B3
Tel: 416-962-1841
Toll-free: 1-800-387-0735
Fax: 416-962-8900
E-mail: custserv@icao.on.ca
Website: www.icao.on.ca

Chiroprapist
College of Chiroprapists of Ontario
180 Dundas Street West, Suite 2102
Toronto ON M5G 1Z8
Tel: 416-542-1333 or
Toll-free: 1-877-232-7653

Fax: 416-542-1666
E-mail: info@cocoo.on.ca
Website: www.cocoo.on.ca

Chiropractor
College of Chiropractors of Ontario
130 Bloor Street West, Suite 902
Toronto ON M5S 1N5
Tel: 416-922-6355
Fax: 416-925-9610
E-mail: cco.info@cco.on.ca
Website: www.cco.on.ca

Dental Hygienist
College of Dental Hygienists of Ontario
69 Bloor Street East, Suite 300
Toronto ON M4W 1A9
Tel: 416-961-6234
Toll-free: 1-800-268-2346
Fax: 416-961-6028
E-mail: admin@cdho.org
Website: www.cdho.org

Dental Surgeon
Royal College of Dental Surgeons of Ontario
6 Crescent Road
Toronto ON M4W 1T1
Tel: 416-961-6555 or
Toll-free: 1-800-565-4591
Fax: 416-961-5814
E-mail: rlees@rcdso.org
Website: www.rcdso.org

Dental Technologist
College of Dental Technologists of Ontario
2100 Ellesmere Road, Suite 260
Scarborough ON M1H 3B7
Tel: 416-438-5003 or
Toll-free: 1-877-391-2386
Fax: 416-438-5004
E-mail: info@cdto.ca
Website: www.cdto.ca

Denturist
College of Denturists of Ontario
180 Bloor Street West, Suite 903
Toronto ON M5S 2V6
Tel: 416-925-6331 or
Toll-free: 1-888-236-4326
Fax: 416-925-6332
E-mail: info@denturists-cdo.com
Website: www.denturists-cdo.com

Dietician
College of Dieticians of Ontario
438 University Avenue, Suite 1810 (BOX 40)

Toronto ON M5G 2K8
Tel: 416-598-1725 or
Toll-free: 1-800-668-4990
Fax: 416-598-0274
E-mail: mihum@cdo.on.ca
Website: www.cdo.on.ca

Engineer
Professional Engineers Ontario
25 Sheppard Avenue West, Suite 1000
Toronto ON M2N 6S9
Tel: 416-224-1100 or
Toll-free: 1-800-339-3716
Fax: 416-224-8168 or 1-800-268-0496 (toll-free)
E-mail: webmaster@peo.on.ca
Website: www.peo.on.ca

Engineering Technician or Technologist:
Ontario Association of Certified Engineering
Technicians and Technologists
10 Four Seasons Place, Suite 404
Etobicoke ON M9B 6H7
Tel: 416-621-9621
Fax: 416-621-8694
E-mail: admin@oacett.org
Website: www.oacett.org

Funeral Director
Board of Funeral Services
777 Bay Street, Suite 2810, Box 117
Toronto ON M5G 2C8
Tel: 416-979-5450 or
Toll-free: 1-800-387-4458
Fax: 416-979-0384
E-mail: info@funeralboard.com
Website: www.funeralboard.com

Geoscientist
Association of Professional Geoscientists of Ontario
Suite 1500, 67 Yonge Street
Toronto ON M5E 1J8
Tel: 416-203-2746
Fax: 416-203-6181
E-mail: info@apgo.net
Website: www.apgo.net

Insurance Broker
Registered Insurance Brokers of Ontario
401 Bay Street, Suite 1200
P.O. Box 45
Toronto ON M5H 2Y4
Tel: 416-365-1900 or
Toll-free: 1-800-265-3097
Fax: 416-365-7664
E-mail: lilian@ribo.com
Website: www.ribo.com

Land Surveyor
Association of Ontario Land Surveyors
1043 McNicoll Avenue
Toronto ON M1W 3W6
Tel: 416-491-9020
Toll-free: 1-800-268-0718
Fax: 416- 491-2576
E-mail: admin@aols.org
Website: www.aols.org

Lawyer
Law Society of Upper Canada
Osgoode Hall, 130 Queen Street West
Toronto ON M5H 2N6
Tel: 416-947-3300 or
Toll-free: 1-800-668-7380
Fax: 416-947-5263
E-mail: lawsociety@lsuc.on.ca
Website: www.lsuc.on.ca

Massage Therapist
College of Massage Therapists of Ontario
1867 Yonge Street, Suite 810
Toronto ON M4S 1Y5
Tel: 416-489-2626 or
Toll-free: 1-800-465-1933
Fax: 416- 489-2625
E-mail: cmtto@cmtto.com
Website: www.cmtto.com

Medical Laboratory Technologist
College of Medical Laboratory Technologists of Ontario
36 Toronto Street, Suite 950
Toronto, ON M5C 2C5
Tel: 416-861-9605
Toll-free: 1-800-323-9672
Fax: 416-861-0934
E-mail: mail@cmlto.com
Website: www.cmlto.com

Medical Radiation Technologist
College of Medical Radiation Technologists of Ontario
170 Bloor Street West, Suite 1001
Toronto ON M5S 1T9
Tel: 416-975-4353 or
Toll-free: 1-800-563-5847
Fax: 416- 975-4355
E-mail: mtompkins@cmrto.org
Overseas Applicants: achang@cmrto.org
Website: www.cmrto.org

Midwife
College of Midwives of Ontario
55 St. Clair Avenue West, Suite 812
Toronto ON M4V 2Y7

Tel: 416-327-0874
Fax: 416-327-8219
E-mail: admin@cmo.on.ca
Website: www.cmo.on.ca

Naturopath
Board of Directors of Drugless Therapy – Naturopathy
112 Adelaide Street East
Toronto ON M5C 1K9
Tel: 416-866-8383
Toll-free: 1-877-361-1925
Fax: 416-866-2175
E-mail: office@BDDTN.on.ca
Website: www.boardofnaturopathicmedicine.on.ca/index.html

Nurse
College of Nurses of Ontario
101 Davenport Road
Toronto ON M5R 3P1
Tel: 416-928-0900
Toll-free: 1-800-387-5526
Fax: 416-928-6507
E-mail: cno@cnomail.org
Website: www.cno.org

Occupational Therapist
College of Occupational Therapists of Ontario
20 Bay Street, Suite 900
Toronto ON M5J 2N8
Tel: 416-214-1177 or
Toll-free: 1-800-890-6570
Fax: 416-214-1173
E-mail: registration@coto.org
Website: www.coto.org

Optician
College of Opticians of Ontario
85 Richmond Street West, Suite 902
Toronto ON M5H 2C9
Tel: 416-368-3616 or
Toll-free: 1-800-990-9793
Fax: 416-368-2713
Fax toll-free: 1-800-990-9698
E-mail: mail@coptont.org
Website: www.coptont.org

Optometrist
College of Optometrists of Ontario
6 Crescent Road, 2nd Floor
Toronto ON M4W 1T1
Tel: 416-962-4071 or
Toll-free: 1-888-825-2554
Fax: 416-962-4073
E-mail: registration@collegeoptom.on.ca
Website: www.collegeoptom.on.ca

Physiotherapist
College of Physiotherapists of Ontario
230 Richmond Street West, 10th Floor
Toronto ON M5V 1V6
Tel: 416-591-3828 or
Toll-free: 1-800-583-5885 (Canada and U.S.)
Fax: 416-591-3834
E-mail: info@collegept.org
Website: www.collegept.org

Pharmacist
Ontario College of Pharmacists
483 Huron Street
Toronto ON M5R 2R4
Tel: 416-962-4861
Toll-free: 1-800-220-1921
Fax: 416-847-8200
E-mail: jmckee@ocpinfo.com
Website: www.ocpinfo.com

Physician or Surgeon
College of Physicians and Surgeons of Ontario
80 College Street
Toronto ON M5G 2E2
Tel: 416-967-2603
Toll-free: 1-800-268-7096
Fax: 416-961-3330
Website: www.cpso.on.ca

Psychologist
College of Psychologists of Ontario
110 Eglinton Avenue West, Suite 500
Toronto ON M4R 1A3
Tel: 416-961-8817
Toll-free: 1-800-489-8388
Fax: 416-961-2635
E-mail: cpo@cpo.on.ca
Website: www.cpo.on.ca

Real Estate Agent
Real Estate Council of Ontario
3250 Bloor Street West, Suite 600, East Tower
Toronto ON M8X 2X9
Tel: 416-207-4800 or
Toll-free: 1-800-245-6910
Fax: 416-207-4820
E-mail: registration@reco.on.ca
Website: www.reco.on.ca

Respiratory Therapist
College of Respiratory Therapists of Ontario
180 Dundas Street West, Suite 2103
Toronto ON M5G 1Z8
Tel: 416-591-7800 or
Toll-free: 1-800-261-0528
Fax: 416-591-7890

E-mail: crto@crto.on.ca
Website: www.crto.on.ca

Social Worker
Ontario College of Social Workers and Social Service Workers
250 Bloor Street East, Suite 1000
Toronto, Ontario M4W 1E6
Tel: 416-972-9882 or
Toll-free: 1-877-828-9380
Fax: 416-972-1512
E-mail: registration@ocswssw.org
Website: www.ocswssw.org

Teacher
Ontario College of Teachers
121 Bloor Street East, 6th Floor
Toronto ON M4W 3M5
Tel: 416-961-8800 or
Toll-free: 1-888-534-2222
Fax: 416-961-8822
E-mail: info@oct.on.ca
Website: www.oct.ca

Veterinarian
College of Veterinarians of Ontario
2106 Gordon Street
Guelph ON N1L 1G6
Tel: 519-824-5600 or
Toll-free: 1-800-424-2856
Fax: 519-824-6497
E-mail: inquiries@cvo.org
Website: www.cvo.org

Trade Certification

Many skilled occupations in Ontario require that employees hold a **certificate of qualification**. Other skilled trades have only voluntary certification. For more information, see Section 12: Certification.

Academic Credential Assessment

Newcomers to Ontario who have a diploma or degree from another country may need to have their academic credentials recognized in order to join the labour market, enter a training or educational program or obtain recognition of prior professional training.

A number of assessment services are available; all charge fees for an assessment. These assessments are mainly for employment purposes and not necessarily for obtaining professional certification, licensure or admission to a post-secondary institution. Educational institutions and regulatory bodies generally do their own assessments.

Verify requirements with the organization in which you want to obtain recognition before beginning the assessment process.

Assessment Services in Ontario

World Education Services (WES)
45 Charles Street East, Suite 700
Toronto ON M4Y 1S2

Tel: 416-972-0070 or
Toll-free: 1-866-343-0070
Fax: 416-972-9004
E-mail: canada@wes.org
Website: www.wes.org/ca

WES is the authorized credential evaluation service of the Ontario Government.

Ontario Comparative Education Service
University of Toronto
Admissions and Awards
315 Bloor Street West
Toronto ON M5S 1A3
Tel: 416-978-2190
416-978-2185
Fax: 416-978-7022
Website: www.adm.utoronto.ca/ces/

International Credential Assessment Service of Canada (ICAS)
147 Wyndham Street North, Suite 409
Guelph ON N1G 4E9
Tel: 519-763-7282 or
Toll-free: 1-800-321-6021
Fax: 519-763-6964
E-mail: info@icascanada.ca
Website: <http://icascanada.ca>

Ontario Ministry of Citizenship and Immigration

Through its **Access to Professions and Trades Unit**, the ministry works with partners to assist skilled immigrants to enter and practise their occupations in Ontario. Partners include occupational regulatory bodies, employers, community groups and educational institutions.

For more information about the ministry, contact:

Ministry of Citizenship and Immigration
900 Bay Street, Mowat Block, 12th Floor
Toronto ON M7A 1L2
Tel: 416-326-2929 or
Toll-free: 1-800-387-5514
Fax: 416-325-6348
E-mail: info@edu.gov.on.ca
Website: www.edu.gov.on.ca

For information on access to professions and trades, send a request by e-mail to aptinfo@edu.gov.on.ca

Section 12: Certification

Trade Certification

In a number of skilled occupations in Ontario there is a requirement that employees hold a **certificate of qualification**. Other skilled trades only have voluntary certification.

For more information on trade certification, contact the **Ministry of Training, Colleges and Universities** at 416-326-5800. Or look in the blue pages of your local telephone directory under Training and Apprenticeship, Ministry of Training, Colleges and Universities, Apprenticeship and Client Services. Information on the Ministry of Training, Colleges and Universities can also be found on the government website www.edu.gov.on.ca.

Product Certification

Certification and/or approval are required for building installations, especially those involving electricity, gas or plumbing.

The **Electrical Safety Authority** is responsible for maintaining and increasing compliance with the **Ontario Electrical Safety Code**. This involves working to increase the number of electrical installations and electrical product, which meet the safety requirements as defined in the Ontario Electrical Safety Code. Electrical products that are promoted, sold, installed or disposed of in Ontario must bear the marking of a recognized certification agency. These agencies are defined by the Electrical Safety Authority, and can be accessed by visiting the website at www.esa-safe.com.

All electrical installations completed in Ontario must be inspected by an electrical safety authority inspector. To arrange an application for inspection call 1-877-372-7233.

For specific information regarding product certification requirements for Ontario and Canada, contact:

Electrical Safety Authority

Tel: 1-877-372-7233

Website: www.esa-safe.com

CSA International

Tel: 416-747-4000 or

Toll-free: 1-866-797-4272

Fax: 416-747-4149

E-mail: certinfo@csa-international.org

Website: www.csa-international.org

Underwriter Laboratories of Canada

Tel: 416-757-3611 or

Toll-free: 1-866-937-3852

Fax: 416-757-8727

E-mail: customerservice@ulc.ca

Website: www.ulc.ca

Canadian Gas Association

Tel: 613-748-0057

Fax: 613-748-9078

E-mail: info@cga.ca

Website: www.cga.ca

Standards Council of Canada

Tel: 613-238-3222

Fax: 613-569-7808

E-mail: info@scc.ca

Website: www.scc.ca

Section 13: Packaging and Labelling

Packaging and Labelling

The federal government is responsible for the packaging and labelling of drugs and medical devices, through its **Health Canada, Health Protection Branch**. For more information on the Food and Drug Act telephone 416-973-1600 in Toronto or contact the nearest Health Protection Branch office of the Ontario Ministry of Health and Long-Term Care.

The **Competition Bureau of Industry Canada** regulates the **labelling** of other products through its **Fair Business Practices Branch**. The directorate can assist in meeting the following labelling requirements:

- packaged consumer goods (except food products)
- clothing and other consumer textile articles; and
- gold and silver jewelry or other items made of precious metals.

Additionally, information can be obtained on:

- CA numbers (numbers representing dealer identification) and their application on textile articles
- Canadian care labelling
- environmental labelling for consumer goods; and
- guidelines for the marketing of diamonds, coloured gemstones and pearls.

Two offices provide on-site assistance:

151 Yonge Street, 4th Floor
Toronto ON M5C 2W7
Tel: 416-954-5324 or
Toll-free: 1-800-348-5358
Fax: 416-954-1470
Website: <http://competition.ic.gc.ca>

and

55 Bay Street North, 9th Floor
Hamilton ON L8R 3P7
Toll-free: 1-800-348-5358
Fax: 1-819-997-0324

The **Fair Business Practices Branch** can be contacted as follows:

Tel: 1-800-328-6189
E-mail: compbureau@ic.gc.ca
Website: www.competition.ic.gc.ca

Other general packaging and labelling inquiries should be directed to the **Canada-Ontario Business Service Centre** at 416-775-3456 or 1-800-567-2345.

The **Canadian Food Inspection Agency (CFIA)** is responsible for the administration of **food labelling policies** related to misrepresentation and fraud in respect to food labelling, packaging and advertising, and the general agri-food and fish labelling provisions respecting grade, quality and composition.

The CFIA's "**Single Access**" **Food Labelling Service** consolidates and co-ordinates federal food label reviews and is particularly directed to facilitating market entry for new businesses for label reviews. In Ontario, you can access this service by calling:

CFIA Single Access Food Labelling Service: 1-800-667-2657

Labelling Information on CFIA's website: www.inspection.gc.ca/english/toc/labetie.shtml

Section 14: Inventions

Canadian Innovation Centre

The **Canadian Innovation Centre** is an independent, not-for-profit organization aimed at assisting inventors, entrepreneurs and innovative companies. Based in Waterloo (Ontario), the Innovation Centre provides people with product or service ideas, with a wide range of services, at a low cost. Among its many helpful services to innovators, the Centre can:

- conduct market research assessments
- evaluate a new product or service's commercial potential; and
- provide help with product and process engineering.

Contact the Canadian Innovation Centre for a full listing of its services:

Tel: 519-885-5870 or
Toll-free: 1-800-265-4559
Fax: 519-885-5729
E-mail: info@innovationcentre.ca
Website: www.innovationcentre.ca

Inventors' Alliance of Canada

The **Inventors' Alliance of Canada** is a not-for-profit organization dedicated to helping inventors develop their businesses through recognition, friendship and support. Monthly meetings for members and guests feature professional educators and successful inventors. The Alliance also runs a program showcasing Canadian innovation and presents awards to achievers on an annual basis.

For more information contact the Inventors' Alliance of Canada at 416-410-7792.
Website: www.inventorsalliance.com

Section 15: Intellectual Property

Copyright

Copyright can be acquired for creation of an original work. However, one important provision is that at the time of registration the author must have met specific citizenship criteria (i.e., the author is from a country that has a reciprocal agreement with Canada).

Canadian copyrights are valid in all countries that are members of either the Berne Copyright Convention or the Universal Copyright Convention. This includes most countries in the world, with the notable exception of China.

There is no requirement to register the copyright, but registration can be used later to establish ownership. A fee is charged for the examination and registration of a copyright.

Generally, the duration of the copyright is the author's lifetime, plus an additional 50 years. Exceptions are made for unknown authors, Crown copyrights, a device of a mechanical or electronic nature, photographs, posthumous works and works of joint authorship.

For more information contact:

Industry Canada
Copyright and Industrial Design Office
Canadian Intellectual Property Office
Place du Portage I
50 Victoria Street, Room C-229
Gatineau Quebec K1A 0C9
Tel: 819-997-1936
Fax: 819-953-7620 (enquiries only)
E-mail: cipo.contact@ic.gc.ca
Website: <http://cipo.gc.ca>

Industrial Design

An industrial design is any original shape, pattern or ornamentation applied to an article manufactured and created by an industrial process. Without registration there is no protection of an industrial design.

Registration of an industrial design must be completed within 12 months after the design is made public in Canada. The protection offered by registration covers a five-year period and it is only valid in Canada. The registration may subsequently be renewed for an additional five years. A small fee is charged for both the initial registration of an industrial design—\$160—and the registration renewal. It costs \$215 if renewed before a five-year period elapses and \$250 if renewed after a five-year period (that is, the registration has expired).

It is suggested that a **registered patent agent** or **attorney** be hired to handle the registration process.

For more information, contact:

Industry Canada
Copyright and Industrial Design Branch
Industrial Design Office
Place du Portage I
50 Victoria Street, Room C-229
Gatineau Quebec K1A 0C9

Tel: 819-997-1936
Fax: 819-953-7620
Website: <http://cipo.gc.ca>

Patents

Canadian law provides a patent holder with the exclusive rights to the manufacture, use and sale of a patented invention. Under the Patent Act a patent comes into force when the Commissioner of Patents grants it. The patent expires 20 years after the first filing of the application in Canada. No extensions are allowed to the patent period.

Foreign patents do not provide protection for inventions in Canada, unless also registered as a patent in this country. Likewise, Canadian patents do not provide protection for inventions in other countries, unless the patent also is registered in those countries.

Patent applications should be made as early as possible, as patents in Canada will not be granted if they have either been made public or described before filing. The average time to receive a patent from the date of application is three years. A fee is charged for a patent application.

Protection of the patent is the responsibility of the patent holder. The Patent Office does not defend a patent holder charged with infringement, nor will it prosecute others who infringe the patent holder's rights.

Persons interested in obtaining a patent are advised to consult a qualified registered patent agent, as it is a complex process. For more information contact:

Patent Office
Industry Canada
Place du Portage I
50 Victoria Street
Gatineau Quebec K1A 0C9
Tel: 819-997-1936
Fax: 819-953-7620
E-mail: cipo.contact@ic.gc.ca
Website: <http://cipo.gc.ca>

Trademarks

A trademark is a word, symbol or design (or any combination thereof) used to distinguish the goods and services of a person, organization or corporation in the marketplace.

Trademarks are valid only in the country in which they have been registered, and are valid for 15 years after the date of registration. Trademarks can be renewed at the end of the initial 15-year period, as well as every 15 years following, without limitation.

Although it is not mandatory to register a trademark, it is advised since it provides proof of ownership. Application for registration may be prepared by the individual or by a registered trademark agent.

For more information, contact:

Registrar of Trademarks
Industry Canada
Place du Portage I
50 Victoria Street

Gatineau Quebec K1A 0C9
Tel: 819-997-1936
Fax: 819-953-7620
Website: <http://cipo.gc.ca>

Section 16: Taxation

Federal Taxes

Federal Corporations Income Tax

Corporations based in Canada are taxed on their worldwide income. The foreign tax credit, however, protects companies against double taxation, by reducing the amount of Canadian tax owed by the lower of the Canadian tax payable on foreign-source income and foreign tax paid on such income.

Corporate tax rates are determined by the source of income. For example, property income (including interest, rent and dividends) attracts a higher rate of tax than general business income.

When calculating income any reasonable expenses incurred to earn that income are generally deductible. There are restrictions on capital expenditures, in that the amounts must be capitalized and only a portion deducted each year in the form of capital cost allowance (depreciation).

Several tax credits are available to reduce taxes payable, including the investment tax credit and the scientific research and development tax credit.

For more information, consult a professionally designated accountant (see Section 4: Professional/Consultancy Services, Professional Accounting Associations).

Although an income tax return is due six months after a corporation's year-end, any taxes payable are due within two months (three months for most Canadian-controlled private corporations with active business income) of the corporate year-end period. A corporation may initially choose its fiscal year, but once chosen, the year-end cannot be changed without the Canada Revenue Agency's permission.

There are procedures for assessments, audits and reassessments of federal tax returns, as well as the right to object or appeal. If you need more information on federal taxes contact an office of the Canada Revenue Agency. To obtain the telephone number of the local office, consult the blue pages of the telephone book, under Customs, Canada Revenue Agency – Taxation.

The Canada Revenue Agency's website can be accessed at www.cra-arc.gc.ca.

Federal Goods and Services Tax (GST)

The majority of goods and services, sold or provided in Canada, are subject to the federal government's goods and services tax (GST). Effective July 1, 2006, the GST tax rate is six per cent.

The GST is not charged on goods and services, which are categorized as either zero-rated (e.g., groceries or exports) or tax-exempt (e.g., certain health care or financial services).

A business or organization must be registered for the GST if it is engaged in a commercial activity, with annual sales and revenues of GST taxable goods and services of **more than \$30,000 per year**. A registered business can claim a credit for the GST paid or payable on business purchases that is applied against the GST charged on sales.

For additional information, call 1-800-959-5525 (for all locations) or contact a regional GST office (see your telephone book for the closest office).

The Canada Revenue Agency devotes a section of its website to small businesses and the goods and services tax. Access the information at www.cra-arc.gc.ca/tax/business/topics/gst/menu-e.html

The Apprenticeship Job Creation Tax Credit

The Apprenticeship Job Creation Tax Credit was introduced in the last Federal budget. It is effective for salaries and wages that are paid to qualifying apprentices on or after May 2, 2006. Eligible employers will receive a non-refundable tax credit equal to 10 per cent of the salaries and wages paid to qualifying apprentices, to a maximum credit of \$2,000 per year, per apprentice. This tax credit is available for the first two years of employment of each new person hired in prescribed trades.

Partnership Income Tax

For tax purposes income is calculated at the partnership level, but the individual partners report it as income in their personal tax returns.

Partners are each taxed on his or her share of the partnership's sources of income, whether or not there has been any distribution of profit. Losses of the partnership flow through to the partners, in proportion to an agreed-upon allocation of profits.

A partnership may initially choose any date for its fiscal year-end; however, once chosen the year-end cannot be changed without Canada Revenue Agency's permission.

An interest in a partnership generally is considered to be capital property. Therefore, any gain or loss associated with the disposition of an interest in a partnership is considered to be a capital gain or loss.

Federal and Provincial Personal Income Tax

Residents of Canada are subject to Canadian income tax on their worldwide income. As of December 1996, the federal government enacted changes to the Income Tax Act that require residents of Canada to declare certain worldwide assets in excess of \$100,000 (Canadian). There are special rules for part-year residents and non-residents of Canada who earn income in Canada.

"Worldwide income" includes employment income, income from self-employment, income from investments (including rental income), taxable capital gains and a number of additional miscellaneous sources of income.

With the exception of residents in the province of Quebec, everyone submits his or her federal and provincial taxes together, on the same income tax return, which is due April 30 (June 15 if self-employed or the spouse of a self-employed person) following each calendar year. Quarterly instalments of income tax are required in some circumstances. The Canada Revenue Agency will advise on these circumstances on an individual basis.

For additional information on personal income taxes contact the nearest Canada Revenue Agency office. Consult the blue pages of the telephone book, under Canada Revenue Agency. Alternatively, dial an automated telephone service at 1-800-959-8281.

For more information or assistance on preparing income tax returns contact a designated accountant. (Refer to Section 4: Professional/Consultancy Services, Professional Accounting Associations.)

Source Deductions

Businesses that employ workers normally are required to remit Canada Pension Plan contributions, Employment Insurance contributions and income tax once a month, although it can be as often as each pay period. The government allows organizations with a small employee base, with an average monthly remittance of less than \$1,000, to remit quarterly.

The frequency of the remittance depends upon the size of the average remittance. The **Forms Department** at the **Canada Revenue Agency** supplies an **Employers' Kit**, which contains information and the applicable forms, to new business people.

For more information about source deduction requirements, contact a local Canada Revenue Agency's district taxation office. Look in the blue pages of the telephone book under Customs, Canada Revenue Agency, Deductions and Customs Registration or telephone 1-800-959-5525. (This telephone number automatically transfers the call to the closest office.)

The Canada Revenue Agency also maintains an information website at www.cra-arc.gc.ca.

Provincial Taxes

Corporations Tax

Corporations tax is levied and collected by the Province of Ontario under the authority of the Ontario Corporations Tax Act. Corporations tax comprises two elements: income tax that is levied on taxable income; and capital tax, that is levied on taxable paid-up capital. There are special Ontario incentives, ones that may affect a corporation's tax rate. Every corporation that is liable to pay the tax should file an **Ontario Corporations – Tax Return** within six months of its taxation year-end; however, any taxes payable are due, depending on the type of corporation within two or three months of the corporate year-end. Numerous tax incentives and credits are available to qualifying corporations. If the corporation's Ontario tax liability for either the preceding or current year is less than \$2,000, no instalments are required. If the corporation's Ontario tax liabilities for both the preceding and current year are each between \$2,000 and \$10,000, quarterly instalments are required. If the corporation's Ontario tax liabilities for both the preceding and current year are each more than \$10,000, monthly instalments are required. Interest and penalties are charged for late or deficient payments.

There are procedures for assessments, audits and reassessments for Ontario tax returns, as well as the right to object or appeal. For more information on tax rates and payment schedules, contact:

Ontario Ministry of Finance
Corporations Tax Branch
33 King Street West, 4th Floor
P.O. Box 622
Oshawa ON L1H 8H6
Tel: 1-800-263-7965
Website: www.gov.on.ca

For more information or assistance in preparing income tax returns, contact a professionally designated accountant. (Refer to Section 4: Professional/Consultancy Services, Professional Accounting Associations)

Employer Health Tax (EHT)

The Employer Health Tax (EHT) is a payroll tax paid by employers on remuneration paid to employees who report for work at a permanent establishment (PE) in Ontario, and to employees who do not report for work at a PE of the employer but are paid from the employer's Ontario PE.

For 1999 and subsequent years, eligible employers are exempt from EHT on the first \$400,000 of their annual payroll. With the introduction of this annual exemption, about 88 per cent of the private-sector employers in Ontario no longer pay EHT. Associated employers are required to share the \$400,000 exemption.

In general, eligible employers for the tax exemption include:

- private sector employers, and
- organizations that were considered part of the Ontario public sector for the purposes of the Social Contract Act, 1993 and are funded by the Ontario Government but are not controlled by it.

Eligible employers are not required to pay tax until their cumulative payroll exceeds the exemption for the year. Eligible employers who are associated are required to share the exemption among members of the associated group.

An eligible employer whose payroll for the year does not exceed the exemption amount is not required to file an Annual Return. However, associated employers must file an Annual Return regardless of their annual Gross Total Ontario Remuneration amounts.

If annual payroll exceeds \$400,000, the employer pays EHT at the top rate of 1.95 per cent.

Effective January 1, 2000, employers with annual Ontario payroll of \$600,000 or less were no longer required to make instalment payments and would remit tax owing once a year, with their EHT annual returns. Employers with annual payroll in excess of \$600,000 continue to remit monthly instalment payments.

For more information or to register for EHT, contact the Ministry of Finance office closest to you. Copies of any EHT information bulletins are also available from the Ministry of Finance website at: www.rev.gov.on.ca/tare/html/trieitrp.htm.

Fuel Tax

Ontario imposes fuel tax of 14.3 cents per litre on all clear middle distillate fuel sold or delivered in Ontario. The tax is collected by retailers and remitted through their suppliers. Middle distillate fuel includes diesel fuel, stove oil, furnace oil and kerosene.

Untaxed middle distillate fuel is dyed red for non-taxable uses. Use of coloured fuel in a licenced motor vehicle is prohibited.

For more information contact:

Ontario Ministry of Finance
Motor Fuels and Tobacco Tax Branch
33 King Street West
P.O. Box 625
Oshawa ON L1H 8H9
Tel: 905-433-6393

Toll-free: 1-800-263-7965

Gasoline Tax

Ontario imposes gasoline tax of 14.7 cents per litre on the sale or delivery in Ontario of all gasoline and propane used to generate power by means of internal combustion. Aircraft fuel is taxed at 2.7 cents per litre. The tax is collected by retailers and remitted through their suppliers.

For more information contact:

Ontario Ministry of Finance
Motor Fuels and Tobacco Tax Branch
33 King Street West
P.O. Box 625
Oshawa ON L1H 8H9
Tel: 905-433-6393 Toll-free: 1-800-263-7965

Land Transfer Tax

Every individual or corporation obtaining an interest in land located in Ontario is liable for land transfer tax. An interest in land includes full or partial ownership in land, an option to purchase land, and a long-term lease in land. The definition of land includes the land itself and all buildings, structures, fixtures and other improvements (sewers, landscaping, paved parking lots) which exist or are to be built on the land. The rates vary depending upon the value of the property.

An exemption may be available where the transfer of land is from an individual to his or her family business corporation. Conditions exist and refunds or credits may also be available under some circumstances.

For more information contact:

Ontario Ministry of Finance
Motor Fuels and Tobacco Tax Branch
Land Transfer Tax Section
33 King Street West
P.O. Box 625
Oshawa ON L1H 8H9
Tel: 905-433-6361 Toll-Free: 1-800-263-7965

Provincial Sales Tax (PST)

The provincial sales tax (PST) is a consumption tax which is imposed on the consumer or user of most goods, certain services, prices of admission over \$4 and certain insurance premiums. The current PST rate is eight per cent.

Most goods and equipment used in a business—other than certain categories of production machinery and materials used in manufacturing—are taxable. Purchases such as food products and children's clothing are exempt from retail sales tax; however, prepared foods over \$4 are taxable.

A business that sells taxable goods, provides a taxable service, sells insurance or charges admission for more than \$4 must obtain a Vendor Permit. Non-resident contractors doing business in Ontario and manufacturing contractors are also required to obtain a Vendor Permit. The business is responsible for charging, collecting and remitting PST on a regular basis. A Vendor Permit can be obtained from any Ontario Ministry of Finance Tax Office or from an Ontario Business Connects computer workstation. (To find out more on the

Ontario Business Connects workstations, please refer to Section 5: Forms of Business Organizations and How to Register, Ontario Business Connects).

For more information, contact the nearest Ontario Ministry of Finance Tax Office listed below:

Hamilton: 905-521-7504 or 1-800-263-9229
Kitchener: 519-576-8400 or 1-800-265-2303
London: 519-433-3901 or 1-800-265-1540
Mississauga: 905-273-9490 or 1-800-265-9969
North Bay: 705-474-4900 or 1-800-461-1564
North York: 416-222-3226 or 1-888-565-6433
Oshawa: 905-433-6000 or 1-800-263-7965
Ottawa: 613-746-9200 or 1-800-461-4909
Sudbury: 705-564-6118
Thunder Bay: 807-625-5840 or 1-800-465-6699
Whitby: 905-432-3332 or 1-800-668-5810
Windsor: 519-250-0066 or 1-800-465-4021

TAX FAX: 1-877-482-9329 or 1-877-4-TAX-FAX

Tobacco Tax

A business engaged in retail sales of cigarettes and other tobacco products must hold a valid Vendor Permit, which is issued under the Retail Sales Tax Act (see above).

The tobacco tax is remitted through wholesale suppliers. In addition, retailers will collect and remit the retail sales tax on all tobacco products sold by the business.

Wholesalers of tobacco products must hold a Wholesale Dealer's Permit. It is illegal to stock or sell cigarettes that do not bear Ontario tax markings, or to buy tobacco products for resale from anyone other than a holder of a Wholesale Dealer's Permit.

For more information contact:

Ontario Ministry of Finance
Motor Fuels and Tobacco Tax Branch
33 King Street West
P.O. Box 625
Oshawa ON L1H 8H9
Tel: 905-433-6393
Toll-free: 1-800-263-7965

Municipal Taxes

Local municipalities levy property taxes and flat-rate business taxes. The monies collected from these taxes help to fund municipal services and schools.

The telephone numbers of the local municipal offices can be located in the blue pages of the telephone book. For information about municipal tax offices in Toronto, contact 416-338-4829.

Section 17: Export Assistance

Federal Government

Enquiries Service

The **Department of International Trade, Enquiries Service** provides counselling, publications and referral services to Canadian exporters. Trade-related information can be obtained by contacting the Enquiries Centre:

Tel: 1-800-267-8376 or
613-944-4000 (Ottawa region)
Fax: 613-996-9709
E-mail: enqserv@dfait-maeci.gc.ca
Website: www.dfait-maeci.gc.ca

Companies interested in export opportunities can showcase their company's capabilities to foreign buyers by registering in the client database of the Trade Commissioner Service (WIN Exports). To register, visit this website: www.infoexport.gc.ca/registration/RegistrationMain.jsp?lang=en or call 1-800-551-4946.

The communications services division produces a bimonthly trade newsletter, **CanadExport**, available to interested exporters and business-oriented people. CanadExport is published in print format, electronically as a regularly updated online publication and as an e-mail edition to those who subscribe by accessing the Website. To be placed on its distribution list, contact:

CanadExport
Department of International Trade
Communications Services Division
125 Sussex drive
Ottawa ON K1A 0G2

Tel: 613-992-7114
Fax: 613-992-5791
E-mail: canad.export@dfait-maeci.gc.ca
Website: www.infoexport.gc.ca/canadexport

Program for Export Market Development (PEMD)

The **Program for Export Market Development (PEMD)** is the federal government's primary international business development program. This program is designed to increase export sales of Canadian goods and services, as PEMD encourages Canadian companies to become exporters. PEMD also helps existing Canadian exporters develop new markets.

PEMD supports companies by sharing the costs of export market development activities (ones that such companies normally would not attempt on their own). By sharing the costs, PEMD reduces a firm's risk when entering a foreign market.

For more information contact the International Trade Centre (see below for address and contact numbers).

International Trade Centres (ITC)

International Trade Centres (ITC) are operated by **Industry Canada** and deliver the Department of International Trade's international business development activities in the provinces. Trade Commissioners at your local ITC are skilled in providing a full range of

trade development services and assistance to Canadian small- and medium-sized enterprises (SMEs), including:

- export counselling and market entry support
- information on international markets
- “pathfinding” for export programs and services
- recruitment of participants for trade fairs and missions abroad
- recommendations for trade-related conferences and seminars; and
- trade publications produced by Team Canada Inc. and others.

Contact the International Trade Centre in Toronto at:

Tel: 416-973-5053

Fax: 416-973-8161

E-mail: itc-toronto@ic.gc.ca

Website www.infoexport.gc.ca/regions/menu-en.html (English) or
www.infoexport.gc.ca/regions/menu-fr.html (French)

Export Development Canada (EDC)

The **Export Development Canada (EDC)** helps Canadian exporters compete and succeed in foreign markets by providing a wide range of financial and risk management services, including:

- accounts receivable insurance, which protects against 90 per cent of losses if foreign buyers fail to pay their bills
- export financing, whereby EDC sets up loans with foreign buyers of Canadian capital goods and related services
- bonding and guarantee services
- foreign market expertise; and
- foreign investment insurance.

EDC has established a telephone hotline for small exporters. Specialists can identify, quickly, how EDC can deliver its financial services over the phone, assist or refer companies to other sources of export assistance. Small businesses should contact 1-866-283-2957. Larger exporters can contact the Ontario offices of EDC in Toronto at 416-640-7600 or London at 519-963-5400.

Access EDC’s website at www.edc.ca/index_e.htm.

Canadian Commercial Corporation (CCC)

The **Canadian Commercial Corporation (CCC)** acts as the prime contractor when foreign governments and international agencies wish to purchase goods and services from Canadian sources, on a government-to-government basis.

For more information, contact the Canadian Commercial Corporation at:

1100-50 O’Connor Street

Ottawa ON K1A 0S6

Tel: 613-996-0034 or

Toll-free: 1-800-748-8191

Fax: 613-995-2121

Website: www.ccc.ca

Canada Border Services Agency

The Canada Border Services Agency should be contacted for up-to-date information on Canadian duties and rules of origin applying to your products. For more information, contact:

Tel: 1-800-461-9999

Website: www.cbsa-asfc.gc.ca

Provincial Government

Ministry of Economic Development and Trade – Ontario Exports Inc. (OEI)

As the province's lead trade agency, **Ontario Exports Inc. (OEI)** works with Ontario companies to develop new exporting opportunities and assists foreign buyers in finding Ontario suppliers for their purchasing requirements. OEI accomplishes this through a series of initiatives, including international trade missions and exhibitions, seminars and by providing market information and export consulting services.

OEI's clients are Ontario-based firms that manufacture products or provide value added services, are currently exporting and wish to expand into new markets (or have the capacity to export but do not know how to get started). For more information contact:

Tel: 416-314-8200 or

Toll-free: 1-877-468-7233

Fax: 416-314-8222

E-mail: trade.officer@eoi.gov.on.ca

Website: www.ontarioexportsinc.com/oei/

Ontario Ministry of Agriculture, Food and Rural Affairs

The **Innovation and Competitiveness Division** of the **Ontario Ministry of Agriculture, Food and Rural Affairs** offers a wide range of export services geared towards assisting Ontario's agriculture and food producers and processors in their export marketing efforts. These services are designed to help industry in developing and responding to international marketing opportunities. Services include organizing export missions, incoming trade delegations, trade shows, seminars, providing market intelligence and other pertinent market information.

For more information call 519-826-3100 or 1-888-466-2372 or by e-mail at aboutomafra@omaf.gov.on.ca. Information also can be found on the Ministry of Agriculture, Food and Rural Affairs website at www.omafra.gov.on.ca

Non-Governmental Agencies and Organizations

Ontario exporters may find the following organizations helpful in obtaining more information:

Canadian Manufacturers and Exporters

Tel: 905-568-8300

Fax: 905-568-8330

Website: www.cme-mec.ca

Canadian Bankers Association

Tel: 416-362-6092

Fax: 416-362-7705

Website: www.cba.ca

Canadian Chamber of Commerce:

Tel: 416-868-6415
Fax: 416-868-0189
E-mail: info@chamber.ca
Website: www.chamber.ca

Ontario Chamber of Commerce

Tel: 416-482-5222
Fax: 416-482-5879
E-mail: info@occ.on.ca
Website: www.occ.on.ca

For information on your local board of trade contact the Ontario Chamber of Commerce (see above).

Toronto Board of Trade

Tel: 416-366-6811
Fax: 416-366-8406
E-mail: info@bot.com
Website: www.bot.com

Section 18: Import Assistance

Federal Government

Canada Border Services Agency

To obtain information on duties, tariffs, and procedures, contact the Border **Information Service** of the Canada Border Services Agency:

Tel: 1-800-461-9999
Website: www.cbsa-asfc.gc.ca

Foreign Affairs and International Trade Canada has been split into two separate departments. Foreign Affairs Canada promotes peace, prosperity and Canadian values around the world. International Trade Canada (ITCan) helps large and small Canadian companies expand and succeed internationally, promotes Canada as a dynamic place to do business and negotiates and administers trade agreements. ITCan supports the development of trade by providing services to exporters, developing policy, and by attracting investment in the Canadian Economy.

Tel: 613-944-4000 (in the National Capital Region and outside Canada)
Toll-free: 1-800-267-8376 (toll-free in Canada. Ask for Export and Import Controls Bureau)
Website: www.dfait-maeci.gc.ca/eicb/eicbintro-en.asp

Industry Canada

Information on areas such as labelling and packaging or weights and measures, can be obtained from **Industry Canada**. The **Canada-Ontario Business Service Centre** answers questions on these topics and others.

Tel: 416-775-3456 or
Toll-free: 1-800-567-2345
Website: www.ic.gc.ca

Canadian Food Inspection Agency (CFIA)

Questions on the importation of animals and animal products, and plants and plant products, should be directed to the **Canadian Food Inspection Agency (CFIA)** at:

CFIA Central Import Service Centre

7 a.m. to 11:30 p.m. (local time)

Tel: 416-661-3039
1-800-835-4486 (inside Canada or the U.S.) or
1-416-661-3039 (all other countries)

Fax: 416-661-5767

Import Information on CFIA's website www.inspection.gc.ca/english/toc/importe.shtml.

Health Canada

The **Health Protection Branch of Health Canada** can answer questions relating to the importation of goods, regulated by Canada's Food and Drug Act

Tel: 416-973-4389 (Toronto) or 1-866-999-7612
613-957-2991 (Ottawa) or 1-866-225-0709

Fax: 416-973-1423 or 613-941-5366 (Ottawa)

Website: www.hc-sc.gc.ca

Non-Governmental Agencies and Organizations

The following agencies and organizations can provide assistance to importers.

Toronto Board of Trade

This organization services importers based in the Toronto area.

Tel: 416-366-6811

Fax: 416-366-8406

E-mail: info@bot.com

Website: www.bot.com

Canadian Chamber of Commerce

The largest and most representative business organization, it speaks on behalf of 170,000 members through more than 360 community chambers of commerce and boards of trade across Canada.

Ottawa Toronto

Tel: 613-238-4000 416-868-6415

Fax: 613-238-7643 416-868-0189

E-mail: info@chamber.ca

Website: www.chamber.ca

Canadian Association of Importers and Exporters

This association sells publications such as Import Canada.

Tel: 416-595-5333

Fax: 416-595-8226

E-mail: info@iecanada.com

Website: www.iecanada.com

Canadian Standards Association International

This Association sets the quality standards for products sold in Canada.

Tel: 416-747-4000 or

416-747-4058 or

Toll-free: 1-866-797-4272

Fax: 416-747-4149
Website: www.csa-international.org

International Banking Divisions of Chartered Banks

These divisions should be able to provide information on trade financing. Contact the local branch of your chartered bank for more information.

Ontario Chamber of Commerce

The Ontario Chamber of Commerce has a listing of all the boards of trade across Ontario.

Tel: 416-482-5222
Fax: 416-482-5879
E-mail: info@occ.on.ca
Website: www.occ.on.ca

Trade Representatives of Foreign Governments in Canada

Most are located in Toronto or Ottawa. Check the telephone directory assistance for the Toronto or Ottawa area.

Suggestions for the Next Booklet

The **Ministry of Economic Development and Trade** and the **Certified General Accountants of Ontario** anticipate publishing future editions of this booklet. Readers are encouraged to offer suggestions for the next version.

Please fill in the form below and send it by mail or fax to:

Ministry of Economic Development and Trade
Business Immigration Section
Hearst Block, 3rd Floor
900 Bay Street
Toronto ON M7A 2E1
Tel: 416-325-6777
Fax: 416-325-6653
E-mail: bis@edt.gov.on.ca

Resource Guide for Business Immigrants to Ontario

What topics/areas did you find the most useful in this booklet?

What topics/areas in this booklet would you like to see more information on?

What topics/areas would you recommend be added to the next version of this booklet?

Errors or omissions?

Thank you for your suggestions!

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