



GOVERNMENT OF CANADA

For Information On The Government of Canada **1-800-622-6232**

For The Deaf and Hearing Impaired (TTY Only): **1-800-465-7735**

www.canada.gc.ca

GOVERNMENT Of Canada

Bilingual Toll Free..... **1-800-622-6232**
TTY Only Toll Free..... **1-800-926-9105**
www.canada.gc.ca

AGRICULTURE

CANADIAN Farm Business Advisory Services

Toll Free..... **1-866-452-5558**

CANADIAN Food Inspection Agency

1905 Kent Rd Kel
Kelowna District Office
Agricultural Inspection, Plant Health & Consumer Products
1905 Kent Rd Kel **250-470-4884**

Oliver District Office
Agricultural Inspection & Plant Health
34577 91 St Oliv..... **250-498-5301**

Osoyoos District Office
Animal Health
202 Hwy 97 S Osoy..... **250-495-6574**

Vernon District Office
Plant & Animal Health & Agricultural Inspection
2814-48 Ave Vern **250-260-5030**

www.inspection.gc.ca
FARM Debt Mediation Services
Toll Free..... **1-866-452-5556**

PACIFIC Agri-Food Research Centre
4200 Hwy 97 Summ..... **250-494-7711**

PESTICIDES
1905 Kent Rd Kel
Pest Management
Regulatory Agency..... **250-470-4890**

RESEARCH Station
3015 Ord Rd Kam..... **250-554-5200**

AIR & MARINE EMERGENCY
AIR Or Marine Emergency
Toll Free..... **1-800-567-5111**

ARTS, CULTURE & HERITAGE
CANADIAN Heritage
#320-471 Queensway Kel **250-470-4833**

BANKING & FINANCE
CANADA Deposit Insurance Corp
General Deposit Insurance Inquiries
Toll Free..... **1-800-461-2342**
www.cdic.ca

OFFICE Of The Superintendent Of Financial Institutions Of Canada
Toll Free..... **1-800-385-8647**
www.osfi-bsif.gc.ca

BANKRUPTCY
INDUSTRY Canada
Pacific Regional Office
2000-300 W Georgia St
Van V6B 6E1 **604-666-5007**
www.osb-bsf.ic.gc.ca

BORDER SERVICES
BORDER Information Services (BIS)
24 Hr Automated Service
Toll Free..... **1-800-461-9999**
TTY for the Deaf Toll Free (Bilingual)..... **1-866-335-3237**
www.cbsa-asfc.gc.ca

BUSINESS
CANADA Revenue Agency
Business Enquiries
Toll Free..... **1-800-959-5525**
www.cra-arc.gc.ca

CANADIAN Intellectual Property Office
Copyrights, Industrial Designs, Integrated Circuit Topographics, Patents, Copyrights, Trade-Marks,
Toll Free..... **1-866-997-1936**
TTY for the Deaf **1-866-442-2476**
www.cipo.gc.ca

COMPETITION Bureau Canada
Misleading Representations & Deceptive Marketing Practices, Packaging & Labelling Consumer Products, Textiles, Precious Metals, CA Identification Number Searches, Competition-Mergers
For Information, Complaints & Publications Toll Free **1-800-348-5358**
TTY for the Deaf Toll Free .. **1-800-642-3844**
Fax Line Gatineau QC **819-997-0324**
www.cb-bc.gc.ca
email: compbureau@cb-bc.gc.ca

CORPORATIONS Canada
Federal Incorporation
Toll Free..... **1-866-333-5556**
www.corporationscanada.ic.gc.ca

INDUSTRY Canada
Pacific Regional Office
2000-300 W Georgia St
Van V6B 6E1 **604-666-5007**
www.strategis.gc.ca

MEASUREMENT Canada
#340-277 Winnipeg Pent V2A 5M2
Electricity & Gas Measurement
Weights & Measures
Device Inspection..... **250-770-4550**

SMALL Business BC
Toll Free..... **1-800-667-2272**
www.smallbusinessbc.ca

CHILD & FAMILY BENEFITS / SERVICES
FEDERAL Benefits Program
GST/HST Credit (Cheques)
Toll Free..... **1-800-959-1953**

UNIVERSAL Child Care Benefit
Toll Free..... **1-800-387-1193**
www.wd.gc.ca

CITIZENSHIP & IMMIGRATION
CITIZENSHIP & Immigration
BC/Yukon Territory Bilingual
Toll Free..... **1-888-242-2100**
TTY Toll Free..... **1-888-576-8502**
www.cic.gc.ca

CONSUMER INFORMATION
COMPETITION Bureau Canada
See Business

FINANCIAL Consumer Agency Of Canada
427 Laurier Ave W Ottawa
General Enquiries
Toll Free..... **1-866-461-3222**
TTY Toll Free..... **1-866-914-6097**
www.fcac-arfc.gc.ca
email: info@fcac-acfc.gc.ca

CORRECTIONAL FACILITIES, INSTITUTIONS & PROGRAMS
CORRECTIONAL Service Of Canada
Kamloops Area Parole Office
#200-175 - 2 Ave Kam..... **250-851-4800**
Kelowna Parole Office
#203-1635 Abbott St Kel..... **250-470-5166**

Vernon Parole Office
#205-3101 32 St Vern **250-260-5000**
Regional Headquarters Pacific
32560 Simon Ave Abbotsford
General Enquiries..... **604-870-2500**
Tip Line **1-866-955-5550**
Victim Services **1-866-806-2275**
www.wd.gc.ca

ECONOMIC DEVELOPMENT
WESTERN Economic Diversification Canada
#600-333 Seymour St Van
Toll Free..... **1-888-338-9378**
www.wd.gc.ca

EMPLOYMENT
FEDERAL Labour Program
471 Queensway Ave Kel **250-762-3018**
Fax Line..... **250-861-7783**
Toll Free..... **1-888-336-4933**

PUBLIC Service Commission Of Canada
#210-757 W Hastings Van V6C 3M2
24 Hr Job Information
Toll Free..... **1-800-645-5605**
TTY for the Deaf Toll Free .. **1-800-532-9397**
www.jobs.gc.ca

SERVICE Canada
www.servicecanada.gc.ca
Employment Insurance
Toll Free..... **1-800-206-7218**
TTY for the Deaf Toll Free .. **1-888-446-1433**
Telephone Report Card Only
Toll Free..... **1-800-531-7555**

EMPLOYER SERVICES
To Advise a Job Vacancy
Toll Free..... **1-888-800-9612**
Fax Line Toll Free..... **1-888-246-7716**

Help in the Completion of Record of Employment Form
Toll Free..... **1-888-557-7111**
Record of Employment Orders (BC/YT)
Toll Free..... **1-877-317-0797**
Fax Line Toll Free **1-866-667-8560**

Foreign Worker Confirmations
Toll Free..... **1-888-246-7712**
Fax Line Vancouver..... **604-666-8920**

Live-In Care Giver
Fax Line Vancouver..... **604-666-3414**

Film & Entertainment
Fax Line Vancouver..... **604-666-7731**
Job Vacancy Listing www.jobbank.gc.ca
Record of Employment Orders (ext 251)..... **250-762-3018**
Toll Free (ext 251)..... **1-800-880-8088**
Fax Line..... **250-762-0357**

SERVICE Canada - Kelowna
471 Queensway Ave
Kel V1Y 6S5 **250-762-3018**
Toll Free..... **1-888-336-4933**
Fax Line..... **250-762-0357**

SERVICE Canada Centre - Kamloops
317 Seymour St
Kam V2C 2E8..... **250-372-2515**
Fax Line..... **250-372-0761**
Toll Free..... **1-888-347-5525**

SERVICE Canada Centre - Penticon
386 Ellis St Pent V2A 8C9
Employment Program & Information
Bilingual..... **250-492-3848**
Toll Free..... **1-800-393-6899**
Fax Line..... **250-492-0944**

SERVICE Canada Centre - Salmon Arm
191 Shuswap St NE SArm
Employment Programs & Information **250-832-8083**
Fax Line..... **250-832-2783**

SERVICE Canada Centre - Vernon
3202 31 St Vern
Employment Programs & Information **250-545-2125**
Toll Free..... **1-800-884-9822**
Fax Line..... **250-545-0241**

SERVICE Canada Centre For The Youth
Enquiries Bilingual
Toll Free..... **1-800-935-5555**
www.youth.gc.ca

ENVIRONMENT
ENVIRONMENT Canada
Monitoring & Systems Branch Water
Survey of Canada
1251 - 12 St Kam **250-376-7353**

EXPORT
EXPORT Information Service Team Canada Inc
Bilingual Toll Free..... **1-888-811-1119**
www.exportsource.ca

FILM & TELEVISION
NATIONAL Film Board Of Canada
Sales & Information Bilingual
Toll Free..... **1-800-267-7710**
www.nfb.ca

FISH
FISHERIES & Oceans Canada
CLEARWATER
1121 Yellowhead Hwy E Clearwater
Conservation & Protection **250-674-2633**
Habitat & Enhancement..... **250-374-2578**

KAMLOOPS
985 McGill Pl Kam **250-851-4950**
Conservation & Protection **250-851-7704**
Habitat & Enhancement..... **250-851-4923**
Resource Management **250-851-4863**

LUMBY
Shuswap River Fish Hatchery
115 Shuswap Falls Lumb **250-547-6673**

MERRITT
Spui Creek Hatchery
4369 Sunshine Valley Rd
Merr **250-378-2992**

SALMON ARM
General Inquiries, Violations Reporting, Habitat Enhancement
1751 10 Ave SW SArm..... **250-804-7000**
Reporting of Fisheries & Fish Habitat Violations
Vancouver Toll Free..... **1-800-465-4336**
www.pac.dfo-mpo.gc.ca

FOREIGN AFFAIRS
FOREIGN Affairs & International Trade
Consular Emergency Services & Travel Information
Bilingual Toll Free..... **1-800-267-6788**
General Enquiries & Publications
Toll Free..... **1-800-267-8376**
TTY Only - Ontario **613-944-9136**
www.itcan-cican.gc.ca



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www.canada.gc.ca

FORESTRY

CANADIAN Forest Service
506 Burnside W Vic V8Z 1M5.. **250-363-0600**
Toll Free..... **1-888-255-7041**
www.pfc.cfs.nrcan.gc.ca

FEDERAL Mountain Pine Beetle Program
Kam..... **250-371-3949**
Toll Free..... **1-888-255-7041**

HEALTH

CANADIAN Centre Of Occupational Health & Safety
Toll Free..... **1-800-668-4284**

HEALTH Canada
General Information
Vancouver..... **604-666-2083**
TTY Only Toll Free..... **1-800-267-1245**

HOUSING

CANADA Mortgage & Housing Corporation
Van..... **604-731-5733**
Toll Free..... **1-800-639-3938**
TTY Only Toll Free..... **1-800-309-3388**
www.cmhc.ca

HUMAN RIGHTS

CANADIAN Human Rights Commission
Vancouver..... **604-666-2251**
TTY Only..... **1-888-643-3304**
www.chrc-ccdp.ca

INTERNATIONAL RELATIONS, ASSISTANCE & DEVELOPMENT

CANADIAN International Development Agency (CIDA)
Public Inquiries Toll Free... **1-800-230-6349**

INTERNATIONAL TRADE

FOREIGN Affairs & International Trade
Consular Emergency Services & Travel Information
Bilingual Toll Free..... **1-800-267-6788**
General Enquiries & Publications
Toll Free..... **1-800-267-8376**
TTY Only Ontario..... **613-944-9136**
www.itcan-cican.gc.ca

LABOUR

FEDERAL Labour Program
For Industries Under Federal Jurisdiction - Labour Standards
Occupational Health & Safety & After Hours Safety Emergencies
Toll Free..... **1-800-641-4049**
Fax Line..... **250-861-7783**

LICENSES & PERMITS

CANADIAN Firearms Centre
Bilingual Toll Free..... **1-800-731-4000**

MEMBERS OF PARLIAMENT

CONSTITUENCY Offices
For More Information Call
Toll Free..... **1-800-622-6232**
TTY Toll Free..... **1-800-465-7735**
Chilliwack Fraser Canyon
Chuck Strahl
102-7388 Vedder Rd
Chilliwack..... **604-847-9711**
Fax Line..... **604-847-9744**
Toll Free..... **1-800-667-2808**

Kamloops Thompson Cariboo
Cathy McLeod
979 Victoria St Kam..... **250-851-4991**
Fax Line..... **250-851-4994**
Toll Free..... **1-877-619-3332**

Kelowna
Ron Canan
#114-1835 Gordon Dr Kel..... **250-470-5075**
Fax Line..... **250-470-5077**

Kootenay-Boundary-Okanagan
Alex Atamanenko
337 Columbia Ave Castlegar... **250-365-2792**
Toll Free..... **1-800-667-2393**

Okanagan Coquihalla
Stockwell Day
202-301 Main St Pent..... **250-770-4480**
Fax Line..... **250-770-4484**
Toll Free..... **1-800-665-8711**

Okanagan Shuswap
Colin Mayes
206-3202-30 St Vern..... **250-260-5020**
Fax Line..... **250-260-5025**
Toll Free..... **1-800-665-5040**

NATIONAL DEFENSE

AIR Or Marine Emergency
Toll Free..... **1-800-567-5111**

CANADIAN Forces Recruiting
Bilingual Toll Free..... **1-800-856-8488**

JOINT Task Force (Pacific) Public Affairs
Victoria..... **250-363-5789**

NATURAL RESOURCES

CANADIAN Forest Service
506 Burnside W Vic V8Z 1M5.. **250-363-0600**
Toll Free..... **1-888-255-7041**
www.pfc.cfs.nrcan.gc.ca

EARTH Sciences Sector
9860 W Saanich Rd Sidney
Pacific Geoscience Centre
Earthquake Location & Magnitude
Enquiries..... **250-363-6500**

FEDERAL Mountain Pine Beetle Program
Kam..... **250-371-3949**
Toll Free..... **1-888-255-7041**

NATURAL Resources Canada
General Inquiries Bilingual
Ottawa..... **613-995-0947**
TTY..... **613-996-4397**

OFFICIAL LANGUAGES

COMMISSIONER Of Official Languages
Bilingual Toll Free..... **1-800-661-3642**
www.ocol-clo.gc.ca

PARKS & RECREATION

PARKS Canada
General Inquiries
Toll Free..... **1-800-748-7275**

Mt Revelstoke & Glacier National Parks
301B W 3 St Rev..... **250-837-7500**
Fax Line..... **250-837-7536**

Park Winter
Information Line..... **250-837-6867**
Warden Services
(Rogers Pass)..... **250-814-5202**
National Park Emergencies 24 Hr
Toll Free..... **1-877-852-3100**
www.pc.gc.ca

PARLIAMENT OF CANADA

PARLIAMENT Of Canada
Information (Library of Parliament)
Bilingual Toll Free..... **1-866-599-4999**
Ottawa ON Bilingual..... **613-992-4793**

TTY for the Deaf Bilingual
Ottawa ON..... **613-995-2266**
Tours of Parliament Bilingual
Ottawa ON..... **613-996-0896**

SENATE Of Canada
Bilingual Toll Free..... **1-800-267-7362**

PASSPORTS

PASSPORT Office
An Agency of the Department of Foreign Affairs & International Trade
Application Forms Available at Passport Offices and All Canada Post Outlets & on the Internet www.ppt.gc.ca
Telephone Enquiries Bilingual
Toll Free..... **1-800-567-6868**
TTY Bilingual Toll Free..... **1-866-255-7655**

PENSIONS

CANADA Pension Plan, Disability & Old Age Security
Toll Free..... **1-800-277-9914**
TTY Toll Free..... **1-800-255-4786**
www.hrdc-drhc.gc.ca

POLICE

COMPLAINTS AGAINST RCMP MEMBERS ONLY
#102-7337 137 St Surrey
Western Region Bilingual
Toll Free..... **1-800-665-6878**
Fax Line..... **604-501-4095**

PRIVACY

PRIVACY Commissioner Of Canada
Protection of Personal Information
Toll Free..... **1-800-282-1376**
TTY for the Deaf
Ottawa ON Call Collect..... **613-992-9190**

PUBLIC WORKS

PUBLIC Works & Government Services Canada
Kelowna Service Centre
#205-478 Bernard Kel
Toll Free..... **1-866-666-3991**

Building Operator - Maintenance Federal Buildings
471 Queensway Kel
Toll Free..... **1-866-666-3991**
www.pwgsc.gc.ca

RADIO LICENSING

INDUSTRY Canada
Radio Licensing, Inspections & Investigations
603-1726 Dolphin Kel..... **250-470-5026**
Toll Free..... **1-800-667-3780**

RESEARCH

CANADA Revenue Agency Scientific Research & Experimental Development Tax Incentive Program
Toll Free..... **1-800-959-5525**
www.cra.gc.ca/sred

NATIONAL Research Council Canada

Herzberg Institute of Astrophysics (Penticton)
Dominion Radio Astrophysical Observatory
717 White Lk Rd OkFalls
Recorded Info Line..... **250-490-4355**
Switchboardq..... **250-493-2277**
IRAP - Industrial Research Assistance Program
Toll Free..... **1-877-994-4727**
www.hia.nrc.ca

SOCIAL INSURANCE NUMBERS

SOCIAL Insurance Numbers
General Enquiries
Toll Free..... **1-800-206-7218**
TTY Toll Free..... **1-888-446-1433**
www.hrdc-drhc.gc.ca

STATISTICS & CENSUS

STATISTICS Canada
Statistical Information Bilingual
Toll Free..... **1-800-263-1136**
Assistance for Survey Respondents
Toll Free..... **1-800-263-1136**
TTY Bilingual Toll Free..... **1-800-363-7629**
email: stcvan@statcan.ca
www.statcan.ca

TAXES

CANADA Revenue Agency (CRA)
www.cra-arc.gc.ca
Tax Services
TIPS - Automated Tax Info
Bilingual Toll Free..... **1-800-267-6999**
Canada Child Tax Benefit
Toll Free..... **1-800-387-1193**
GST Credit (Cheques)
Penticton..... **250-492-9450**
Or Toll Free..... **1-800-959-1953**
Refund Enquiries - Income Tax Year..... **250-492-9450**
Or Toll Free..... **1-800-959-1956**
Individual Income Tax Enquiries
Toll Free..... **1-800-959-8281**
Forms & Publications
Toll Free..... **1-800-959-2221**
Forms for the Visually Impaired Bilingual
Toll Free..... **1-800-267-1267**
Business Enquiries & Registration
Toll Free..... **1-800-959-5525**
Payment Arrangements
Toll Free..... **1-888-863-8657**
TTY Bilingual Toll Free..... **1-800-665-0354**
Problem Resolution Program
Toll Free..... **1-800-663-9334**
Appeals Division Toll Free.. **1-877-453-1616**
KELOWNA OFFICE
100-1620 Dickson Ave Kel
Business Information & Registraion
Toll Free..... **1-800-959-5525**
Collection of Accounts
Toll Free..... **1-800-565-5330**
SOUTHERN INTERIOR TAX SERVICES
PENTICTON OFFICE
277 Winnipeg St Pent V2A 1N6
Collection of Accounts
Toll Free..... **1-800-565-5330**
Problem Resolution Program
Toll Free..... **1-800-565-9333**
Appeals Division Toll Free.. **1-877-453-1616**
Surrey Tax Centre
9755 King George Hwy Surrey V3T 5E1



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www.canada.gc.ca

TOURISM & TRAVEL

FOREIGN Affairs & International Trade

Consular Emergency Services
& Travel Information

Bilingual Toll Free..... **1-800-267-6788**

General Enquiries & Publications
Toll Free..... **1-800-267-8376**

TTY Only Ontario..... **613-944-9136**

www.itcan-cican.gc.ca

TRANSPORTATION

KAMLOOPS Airport Authority

Kam Administration **250-376-3613**

KELOWNA Airport

- Transport Canada Centre

General Manager..... **250-765-5125**

Fax Line..... **250-765-0213**

Airport Operations..... **250-765-8678**

Civil Aviation **250-491-3700**

Fax Line..... **250-491-3710**

Maintenance

& Manufacturing..... **250-491-3701**

Commercial Business **250-491-3702**

Or **250-491-3704**

Personal Licensing **250-491-3720**

General Aviation..... **250-491-3718**

Surface Transport

- Dangerous Goods..... **250-491-3712**

PENTICTON Airport

Airport Administration..... **250-492-6042**

Fax Line..... **250-492-6334**

VETERANS

VETERANS Affairs Canada

Enquiries Toll Free..... **1-866-522-2122**

Bureau of Pensions Advocates

Toll Free..... **1-877-228-2250**

www.vac-acc.gc.ca

WEATHER

WEATHER Information

Kelowna - Recording **250-470-5155**

Penticton - Recording..... **250-492-6991**

Revelstoke - Recording..... **250-837-4164**

Vernon - Recording..... **250-542-8000**

Weather One-On-One

(Charges Apply to Caller) ... **1-900-565-5555**

www.weatheroffice.ec.gc.ca



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www.canada.gc.ca