



## GOVERNMENT OF CANADA

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

For The Deaf & Hearing  
Impaired (TTY Only)  
**1-800-465-7735**  
[www.canada.gc.ca](http://www.canada.gc.ca)

### AGRICULTURE

**Agriculture & Agri-Food Canada**  
Pacific Agri-Food Research Centre  
PO Box 5000  
4200 Hwy 97 Summ V0H 1Z0 . **250-494-7711**

**Canadian Farm Business Advisory Services**  
Toll Free (Bil) ..... **1-866-452-5558**

**Canadian Food Inspection Agency**  
See Inspection

**Farm Debt Mediation Service**  
Toll Free (Bil) ..... **1-866-452-5556**

**Pest Management Regulatory Agency**  
2814 48 Ave Vern ..... **250-260-5030**

### AIR & MARINE EMERGENCIES

**Air & Marine Emergencies**  
Toll Free ..... **1-800-567-5111**

### ARTS, CULTURE & HERITAGE

**Canadian Heritage**  
#320-471 Queensway Ave Kel V1Y 6S5  
General Enquiries ..... **250-470-4833**

### BANKING & FINANCE

**Canada Deposit Insurance Corporation**  
Toll Free (Bil) ..... **1-800-461-2342**  
website: [www.cdic.ca](http://www.cdic.ca)

**Financial Consumer Agency Of Canada**  
- See Consumer Information

### BANKRUPTCY

**Industry Canada**  
2000-300 W Georgia  
Van V6B 6B1 ..... **604-666-5007**  
[www.osb-bsf.ic.gc.ca](http://www.osb-bsf.ic.gc.ca)

### BORDER SERVICES

**BORDER INFORMATION SERVICE (BIS)**  
24 Hour Automated Service  
Toll Free ..... **1-800-461-9999**  
TTY For The Deaf ..... **1-866-335-3237**  
[www.cbsa-asfc.gc.ca](http://www.cbsa-asfc.gc.ca)

### BUSINESS

**Canada Revenue Agency (CRA)**  
Business Enquiries  
Toll Free (Bil) ..... **1-800-959-5525**  
website: [www.cra-arc.gc.ca](http://www.cra-arc.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 ..... **819-997-0324**  
[www.competitionbureau.gc.ca](http://www.competitionbureau.gc.ca)  
email: [compbureau@cb-bc.gc.ca](mailto:compbureau@cb-bc.gc.ca)

**Industry Canada**  
Pacific Regional Office  
2000-300 W Georgia St  
Vancouver V6B 6E1 ..... **604-666-5000**  
[www.ic.gc.ca](http://www.ic.gc.ca)

**INTELLECTUAL PROPERTY**  
Information & Registration  
Copyrights-Industrial Designs  
-Integrated Circuit Topographies  
-Patents-Trade Marks  
General Enquiries ..... **1-866-997-1936**

International  
Gatineau (Bil) ..... **819-934-0544**

TTY For The Deaf  
Toll Free (Bil) ..... **1-866-442-2476**  
Fax Gatineau ..... **1-819-953-2476**

website: [www.cipo.gc.ca](http://www.cipo.gc.ca)  
**CORPORATIONS CANADA**  
Federal Incorporation  
General Enquiries ..... **1-866-333-5556**

[www.corporationscanada.ic.gc.ca](http://www.corporationscanada.ic.gc.ca)  
**MEASUREMENT CANADA**  
Electricity & Gas Measurement  
Weights & Measures Device Inspection  
#340-277 Winnipeg  
Pent V2A 5M2 ..... **250-770-4550**

**SMALL BUSINESS BC**  
Toll Free ..... **1-800-667-2272**  
[www.smallbusinessbc.ca](http://www.smallbusinessbc.ca)

**CHILD & FAMILY BENEFITS/SERVICES**  
Federal Benefits Programs  
Universal Child Tax Benefit  
Canada Child Tax Benefit  
Toll Free ..... **1-800-387-1193**  
GST Credit (Cheques) ..... **1-800-959-1953**

**CITIZENSHIP & IMMIGRATION**  
Citizenship & Immigration Canada  
Call Centre Main Number  
Toll Free (Bil) ..... **1-888-242-2100**

TTY For The Deaf  
Toll Free (Bil) ..... **1-888-576-8502**  
[www.cic.gc.ca](http://www.cic.gc.ca)

**COMPLAINTS**  
**Commission For Public Complaints Against The RCMP**  
General Enquiries  
Toll Free (Bil) ..... **1-800-665-6878**  
TTY For The Deaf ..... **1-866-432-5837**

**CONSUMER INFORMATION**  
**Competition Bureau Canada**  
- See Business

**Financial Consumer Agency Of Canada**  
427 Laurier Ave W Ottawa ON K1R 1B9  
General Enquiries  
Toll Free (Bil) ..... **1-866-461-3222**  
TTY For The Deaf ..... **1-866-914-6097**  
[www.fcac-acfc.gc.ca](http://www.fcac-acfc.gc.ca)  
email: [info@fcac-acfc.gc.ca](mailto:info@fcac-acfc.gc.ca)

**CORRECTIONAL FACILITIES, INSTITUTIONS & PROGRAMS**  
**Correctional Service Of Canada**  
Vernon Parole Office  
3103 32 Ave Vern ..... **250-260-5000**

### CUSTOMS

**Canada Border Services Agency**  
- See Border Services

### ECONOMIC DEVELOPMENT

**Western Economic Diversification Canada**  
#600-333 Seymour St Van  
General Enquiries ..... **604-666-6256**  
Toll Free ..... **1-888-338-9378**  
[www.wd.gc.ca](http://www.wd.gc.ca)

### EMPLOYMENT

**Public Service Commission Of Canada**  
[www.jobs.gc.ca](http://www.jobs.gc.ca)  
#210-757 W Hastings Van V6C 3M2  
24 Hr Job Information  
Toll Free (Bil) ..... **1-800-645-5605**  
TTY For The Deaf  
Toll Free (Bil) ..... **1-800-532-9397**

**SERVICE CANADA**  
[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)  
Employment Insurance  
Toll Free ..... **1-800-206-7218**  
TTY For The Deaf  
Toll Free ..... **1-888-446-1433**

Telephone Report Cards Only  
Toll Free ..... **1-800-531-7555**

**Employer Services**  
To Advertise A Job Vacancy  
Toll Free ..... **1-888-800-9612**  
Fax Line Toll Free ..... **1-888-246-7716**

Record Of Employment Orders  
Toll Free (Bil) Ext 251 ..... **1-877-317-0797**  
Fax Line Toll Free ..... **1-866-667-8560**

Help In The Completion Of Record Of Employment Forms  
Toll Free (Bil) ..... **1-888-557-7111**

Foreign Worker Confirmations  
Toll Free ..... **1-888-246-7712**

Job Vacancy Listing  
[www.jobbank.gc.ca](http://www.jobbank.gc.ca)

**Service Canada Centres**  
Salmon Arm  
191 Shuswap St NW V1E 4P6  
Employment Programs  
& Information ..... **250-832-8083**  
Fax Line ..... **250-832-2783**

Vernon  
3202 31 St V1T 5J1  
Employment Programs  
& Information ..... **250-545-2125**  
Toll Free ..... **1-800-884-9822**  
Fax Line ..... **250-545-0241**

Service Canada  
Centre For Youth Enquiries  
Toll Free (Bil) ..... **1-800-935-5555**  
[www.youth.gc.ca](http://www.youth.gc.ca)

**FILM & TELEVISION**  
**National Film Board Of Canada**  
Sales & Information  
Toll Free (Bil) ..... **1-800-267-7710**  
[www.nfb.ca](http://www.nfb.ca)

**FINANCIAL SERVICES**  
**Financial Consumer Agency Of Canada**  
- See Consumer Information

**FISH/FISHERIES**  
**Fisheries & Oceans Canada**  
[www.pac.dfo-mpo.gc.ca](http://www.pac.dfo-mpo.gc.ca)  
General Inquiries  
1751 10 Ave SW SArm ..... **250-804-7000**  
Reporting Of Fisheries & Fish Habitat Violations  
Van Toll Free ..... **1-800-465-4336**

**FOREIGN AFFAIRS**  
**Foreign Affairs & International Trade Canada**  
[www.international.gc.ca](http://www.international.gc.ca)  
Consular Emergency Services  
& Travel Information  
Toll Free (Bil) ..... **1-800-267-6788**  
General Enquiries & Publications  
Toll Free (Bil) ..... **1-800-267-8376**  
TTY For The Deaf ..... **613-944-9136**

### FORESTRY

**Canadian Forest Service**  
- See Natural Resources

### HEALTH

**Health Canada**  
Public Health Agency of Canada  
General Enquiries Van ..... **604-666-2083**  
TTY For The Deaf  
Toll Free ..... **1-800-267-1245**

### HOUSING

**Canada Mortgage & Housing Corporation**  
#200-1111 W Georgia V6E 4S4  
Toll Free (Bil) ..... **1-800-639-3938**  
TTY For The Deaf ..... **1-800-309-3388**  
[www.cmhc.ca](http://www.cmhc.ca)

### HUMAN RIGHTS

**Canadian Human Rights Commission**  
Vancouver ..... **1-604-666-2251**  
TTY For The Deaf (Bil) ..... **1-888-643-3304**  
[www.chrc.ccdp.ca](http://www.chrc.ccdp.ca)

### INFORMATION - GOVERNMENT OF CANADA

Information On The Government Of Canada Toll Free (Bil) ... **1-800-622-6232**  
TTY For The Deaf (Bil) ..... **1-800-926-9105**  
[www.canada.gc.ca](http://www.canada.gc.ca)

### INSPECTIONS

**Canadian Food Inspection Agency**  
[www.inspection.gc.ca](http://www.inspection.gc.ca)  
Vernon District Office  
2814 48 Ave Vern  
Plant Health-Animal Health  
& Agricultural Inspection ..... **250-260-5030**

### INSURANCE

**Canada Deposit Insurance Corporation**  
- See Banking & Finance

**Financial Consumer Agency Of Canada**  
- See Consumer Information

### INTERNATIONAL - RELATIONS, ASSISTANCE & DEVELOPMENT

**Canadian International Development Agency-CIDA**  
General Enquiries  
Toll Free ..... **1-800-230-6349**

### LABOUR

**Federal Labour Program**  
For Industries Under Federal Jurisdiction-Labour Standards, Occupational Health & Safety & After Hours Emergencies  
471 Queensway Ave Kel V1Y 6S5  
Toll Free (Bil) ..... **1-800-641-4049**

### LANDS & BUILDINGS

**Public Works & Government Services Canada**  
- See Public Works & Government Services Canada

### LICENCES & PERMITS

**Canada Firearms Centre**  
Toll Free (Bil) ..... **1-800-731-4000**

### MEMBERS OF PARLIAMENT

**Okanagan-Shuswap**  
Colin Mayes MP  
#206-3203 30 St  
Vern V1T 9G9 ..... **250-260-5020**  
Fax Line ..... **250-260-5025**  
Toll Free ..... **1-800-665-5040**  
[www.colinmayes.ca](http://www.colinmayes.ca)

**Kelowna-Lake Country**  
Ron Cannan MP  
#114-1835 Gordon Dr Kel ..... **250-470-5075**  
Fax Line ..... **250-470-5077**  
Ottawa Office ..... **613-992-7006**

**Okanagan-Coquihalla**  
Hon Stockwell Day PC MP  
#202-301 Main  
Pent V2A 5B7 ..... **250-770-4480**  
Toll Free ..... **1-800-665-8711**

**Kootenay-Boundary -Okanagan**

## Kootenay-Boundary -Okanagan

Alex Atamanenko MP  
337 Columbia Ave  
Castlegar ..... 250-365-2792  
Fax Line ..... 250-365-2793  
Toll Free ..... 1-800-667-2393

## NATIONAL DEFENCE

**Air & Marine Emergencies**  
Toll Free (Bil) ..... 1-800-567-5111

**Canadian Forces Recruiting**  
800-1040 W Georgia St Van V6E 4H1  
Toll Free (Bil) ..... 1-800-856-8488  
www.recruiting.forces.gc.ca

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

## NATURAL RESOURCES

**Canadian Forest Service**  
506 Burnside Rd W Vic V8Z 1M5  
General Enquiries  
Toll Free (Bil) ..... 1-888-255-7041  
www.pfc.cfs.nrcan.gc.ca

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

**Natural Resources Canada**  
General Enquiries  
Ottawa ON (Bil) ..... 613-995-0947  
TTY For The Deaf  
Ottawa ON (Bil) ..... 613-996-4397

## OFFICIAL LANGUAGES

**Commissioner Of  
Official Languages**  
General Enquiries  
Toll Free (Bil) ..... 1-800-661-3642  
www.ocol-clo.gc.ca

## PARKS

**Parks Canada**  
General Enquiries  
Toll Free (Bil) ..... 1-888-773-8888  
www.pc.gc.ca  
Mount Revelstoke  
& Glacier National Parks  
301B W 3 St Rev  
General Enquiries ..... 250-837-7500  
Park Winter Information ..... 250-837-6867  
Warden Services ..... 250-814-5202  
Park Emergencies  
Toll Free (24 Hr) ..... 1-877-852-3100

## PARLIAMENT OF CANADA

**Parliament Of Canada  
Information**  
(Library Of Parliament)  
Toll Free (Bil) ..... 1-866-599-4999  
TTY For The Deaf  
Ottawa ON (Bil) ..... 613-995-2266  
Tours Of Parliament  
Ottawa ON (Bil) ..... 613-996-0896

**Senate Of Canada**  
General Enquiries  
Toll Free (Bil) ..... 1-800-267-7362

## PASSPORTS

**Passport CANADA**  
An Agency Of Foreign Affairs  
& International Trade Canada  
Application Forms Available  
At Passport Offices, At All Canada Post  
Outlets & On The Internet  
www.pptc.gc.ca  
General Enquiries  
Toll Free (Bil) ..... 1-800-567-6868  
TTY For The Deaf  
Toll Free (Bil) ..... 1-866-255-7655

## PENSIONS

**SERVICE Canada**  
www.servicecanada.gc.ca  
Canada Pension Plan, Disability  
Plan & Old Age Security  
Toll Free ..... 1-800-277-9914  
TTY For The Deaf  
Toll Free (Bil) ..... 1-800-255-4786

## PUBLIC WORKS

**Public Works & Government  
Services Canada**  
General Enquiries  
Toll Free (Bil) ..... 1-866-666-3991  
www.pwgsc.gc.ca

## RADIO LICENSING

**Industry Canada**  
Radio Licensing, Inspections  
& Investigations  
#603-1726 Dolphin Ave  
Kel V1Y 9R9 Toll Free ..... 1-800-667-3780

## RESEARCH

**CANADA REVENUE AGENCY (CRA)**  
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 Lake Rd OkFalls  
Recorded Information ..... 250-490-4355  
Switchboard ..... 250-493-2277  
www.hia.nrc.gc.ca

**National Research Council  
- Industrial Research  
Assistance Program**  
Toll Free ..... 1-877-994-4727

## SAFETY & STANDARDS

**PUBLIC SAFETY & EMERGENCY  
PREPAREDNESS CANADA**  
Toll Free (Bil) ..... 1-800-830-3118

**NATIONAL CRIME  
PREVENTION CENTRE**  
Toll Free (Bil) ..... 1-877-302-6272

## SOCIAL INSURANCE NUMBERS

**SERVICE Canada**  
www.servicecanada.gc.ca  
Enquiries Toll Free ..... 1-800-206-7218  
TTY For The Deaf  
Toll Free (Bil) ..... 1-888-446-1433

**STATISTICS & CENSUS**  
**Statistics Canada**  
Customer Service & Products  
Assistance For Survey Respondents  
Toll Free (Bil) ..... 1-800-263-1136  
TTY For The Deaf  
Toll Free (Bil) ..... 1-800-363-7629  
www.statcan.ca

## TAXES

**Canada Revenue Agency (CRA)**  
www.cra-arc.gc.ca  
TIPS-Tax Information Phone Service  
Toll Free (Bil) ..... 1-800-267-6999  
Canada Child Tax Benefit  
Universal Child Care Benefit  
Toll Free ..... 1-800-387-1193  
GST/HST Credit (Cheques)  
Toll Free ..... 1-800-959-1953

Refund Enquiries-Income Tax  
Toll Free ..... 1-800-959-1956  
Individual Income Tax Enquiries  
Toll Free ..... 1-800-959-8281  
Forms & Publications  
Toll Free ..... 1-800-959-2221  
Business Enquiries  
Toll Free ..... 1-800-959-5525  
Payment Arrangements  
Toll Free ..... 1-888-863-8657  
TTY For The Deaf  
Toll Free (Bil) ..... 1-800-665-0354

Penticton Office  
277 Winnipeg St Pent V2A 1N6  
Kelowna Office  
100-1620 Dickson Ave  
Kel V1Y 9Y2  
Problem Resolution Program  
Toll Free ..... 1-800-663-9334  
Surrey Tax Centre  
9755 King George Hwy Surrey V3T 5E1  
Fax Line ..... 604-585-5769

## TENDERS & GOVERNMENT CONTRACTS

**Public Works & Government  
Services Canada**  
-See Public Works

## TRANSPORTATION

**Transport Canada**  
For Flight Information  
- See Individual Airlines  
Kelowna International Airport  
General Manager ..... 250-765-5125  
Airport Operations ..... 250-765-8678  
Transport Canada Centre  
Kelowna Airport  
Civil Aviation ..... 250-491-3700  
Fax Line ..... 250-491-3710  
Maintenance  
& Manufacturing ..... 250-491-3701  
Commercial & Business ..... 250-491-3702  
Personnel Licensing ..... 250-491-3720  
General Aviation ..... 250-491-3718  
Surface Transport  
Dangerous Goods ..... 250-491-3712  
Marine Safety ..... 250-491-3704  
Fax Line ..... 250-491-3710

## VETERANS

**Veterans Affairs Canada**  
Toll Free ..... 1-866-522-2122

**Bureau Of Pensions  
Advocates**  
Toll Free ..... 1-877-228-2250  
www.vac-acc.gc.ca

## WEATHER

**Recorded Weather  
Information**  
Revelstoke ..... 250-837-4164  
Vernon ..... 250-542-8000

**Weather One-On-One**  
Charges To Caller Apply As  
Explained On Call ..... 1-900-565-5555  
www.weatheroffice.ec.gc.ca

## WOMEN'S ISSUES

**Status Of Women Canada**  
Toll Free (Bil) ..... 1-800-811-1511



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