



## 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

#### CANADIAN Farm Business

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

FARM Debt Mediation Services  
Toll Free..... **1-866-452-5556**

#### PESTICIDES

Pest Management  
Regulatory Agency  
1905 Kent Rd Kelowna ..... **250-470-4884**

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

### AIR & MARINE EMERGENCY

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

### ARTS, CULTURE & HERITAGE

CANADIAN Heritage  
#320-471 Queensway  
Kelowna ..... **250-470-4833**

### BANKING & FINANCE

CANADA Deposit Insurance Corp  
General Deposit Insurance  
Inquiries  
Toll Free..... **1-800-461-2342**

### BANKRUPTCY

INDUSTRY Canada  
#1900-300 W Georgia  
Vancouver V6B 6E2 ..... **1-604-666-5007**

### BORDER SERVICES

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

### BUSINESS

Aboriginal Business Canada  
#2100-300 W Georgia  
Van V6B 6E2 ..... **604-666-3871**  
<http://abc-eac.ic.gc.ca>

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)

CANADIAN Intellectual Property OFFICE  
Copyrights-Industrial Designs  
-Integrated Circuit Topographies  
-Patents-Copyrights-Trade Marks  
-Integrated Circuit Topographies  
Toll Free..... **1-866-997-1936**  
TTY For The Deaf ..... **1-866-442-2476**

### 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 ..... **1-819-997-0324**  
website: [www.cb-bc.gc.ca](http://www.cb-bc.gc.ca)  
email: [compbureau@cb-bc.gc.ca](mailto:compbureau@cb-bc.gc.ca)

Corporations Canada  
Federal Incorporation  
General Enquiries ..... **604-666-9875**  
Toll Free (Bil) ..... **1-866-333-5556**  
[www.corporationscanada.ic.gc.ca](http://www.corporationscanada.ic.gc.ca)

INDUSTRY CANADA  
Pacific Regional Office  
2000-300 W Georgia St  
Vancouver V6B 6E1 ..... **604-666-5000**  
[www.strategis.gc.ca](http://www.strategis.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 AND FAMILY BENEFITS/SERVICES  
FEDERAL Benefits Programs  
Canada Child Tax Benefit  
Toll Free..... **1-800-387-1193**

GST Credit (Cheques)  
Toll Free..... **1-800-959-1953**

UNIVERSAL Child Care Benefit  
Toll Free..... **1-800-387-1193**

CITIZENSHIP & IMMIGRATION  
BC/Yukon Territory  
Bilingual Toll Free..... **1-888-242-2100**  
TTY Toll Free..... **1-888-576-8502**  
[www.cic.gc.ca](http://www.cic.gc.ca)

CONSUMER INFORMATION  
FINANCIAL Consumer Agency Of Canada  
427 Laurier Ave W Ottawa  
General Enquiries  
Toll Free Bilingual ..... **1-866-461-3222**  
[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  
Kamloops Area Parole Office  
#200-175 2 Ave Kamloops ..... **250-851-4800**

ECONOMIC DEVELOPMENT  
WESTERN Economic Diversification Canada  
General Information  
#600 333 Seymour St Vancouver  
Toll Free..... **1-888-338-9378**  
[www.wd.gc.ca](http://www.wd.gc.ca)

EMERGENCY MEASURES  
OFFICE Of Critical Infrastructure Protection & Emergency Preparedness  
Box 10000 Victoria V8W 3A5... **250-363-3621**

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 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 Forms  
Toll Free (Bil) ..... **1-888-557-7111**

Record Of Employment Orders (BC/YT) Toll Free (Bil) ..... **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](http://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 Centre  
Kamloops  
317 Seymour St  
Kam V2C 2E8 ..... **250-372-2515**  
Fax Line ..... **250-372-0761**  
Toll Free..... **1-888-347-5525**

ENVIRONMENT  
ENVIRONMENT Canada  
Monitoring & Systems Branch  
Water Survey Of Canada  
1251 12 St Kamloops ..... **250-376-7353**

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

FISH  
FISHERIES & Oceans Canada  
Clearwater  
1121 Yellowhead Hwy E  
Conservation & Protection ..... **250-674-2633**  
Habitat & Enhancement..... **250-674-2578**  
Kamloops  
985 McGill Pl ..... **250-851-4950**  
Conservation & Protection ..... **250-851-7704**  
Habitat & Enhancement..... **250-851-4923**  
Resource Management ..... **250-851-4863**  
Spui Creek Hatchery  
4369 Sunshine Valley Rd  
Merr ..... **250-378-2992**  
Reporting Of Fisheries & Fish Habitat Violations  
Vancouver Toll Free..... **1-800-465-4336**

FOREIGN AFFAIRS  
FOREIGN Affairs & International Trade  
Consular Emergency Services & Travel Information  
Bilingual Toll Free..... **1-800-267-6788**  
General Enquiries & Publications  
Bilingual Toll Free..... **1-800-267-8376**  
TTY Only Ottawa On..... **613-944-9136**  
[www.dfait-maeci.gc.ca](http://www.dfait-maeci.gc.ca)

HEALTH  
HEALTH Canada  
General Information  
Vancouver ..... **604-666-2083**  
TTY Only Toll Free..... **1-800-267-1245**  
First Nations & Inuit  
Environmental Health Services  
#202-1215 Summit Dr Kam ..... **250-851-4836**

HEALTH SAFETY  
CANADIAN Centre For Occupational Health & Safety  
Toll Free..... **1-800-668-4284**

HOUSING  
CANADA Mortgage & Housing Corp  
Vancouver ..... **604-731-5733**  
Toll Free..... **1-800-639-3938**  
TTY Only Toll Free..... **1-800-309-3388**  
[www.cmhc.ca](http://www.cmhc.ca)

HUMAN RIGHTS  
CANADIAN Human Rights Commission  
Toll Free..... **1-800-999-6899**  
TTY Toll Free..... **1-888-643-3304**  
[www.chrc.ccdp.ca](http://www.chrc.ccdp.ca)

INFORMATION-GOVERNMENT OF CANADA  
Bilingual Toll Free..... **1-800-622-6232**  
TTY Only Toll Free..... **1-800-926-9105**  
[www.canada.gc.ca](http://www.canada.gc.ca)

INSURANCE  
See Banking & Finance-Canada  
Deposit Insurance Corp

INTERNATIONAL RELATIONS ASSISTANCE & DEVELOPMENT  
CANADIAN International  
Development Agency - CIDA  
Public Inquiries  
Toll Free..... **1-800-230-6349**

LABOUR  
FEDERAL Labour Program  
For Industries Under Federal Jurisdiction - Labour Standards - Occupational Health & Safety & After Hours Safety Emergencies  
471 Queensway Ave Kel V1Y 6S5  
Toll Free..... **1-800-641-4049**  
Fax Line..... **250-861-7783**

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

MEMBERS OF PARLIAMENT  
CONSTITUENCY Offices  
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 Kamloops ..... **250-851-4991**  
Fax Line..... **250-851-4994**  
Toll Free..... **1-877-619-3332**  
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  
Room 206 3202 30 St Vern ..... **250-260-5020**  
Fax Line..... **250-260-5025**  
Toll Free..... **1-800-665-5040**

NATIONAL DEFENCE  
NATIONAL Defence  
Canadian Forces Recruiting  
Bilingual Toll Free..... **1-800-856-8488**  
Air Or Marine Emergency  
Bilingual Toll Free..... **1-800-567-5111**  
JOINT Task Force (Pacific) Public Affairs  
Victoria..... **250-363-5789**

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

CANADIAN Forest Service  
506 Burnside W Vic V8Z 1M5 .. **250-363-0600**  
Toll Free..... **1-888-255-7041**  
[www.pfc.cfs.nrcan.gc.ca](http://www.pfc.cfs.nrcan.gc.ca)

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

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

## 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 Revelstoke..... **250-837-7500**  
Fax Line..... **250-837-7536**  
Park Winter  
Information Line..... **250-837-6867**

## PARLIAMENT OF CANADA

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

**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 ..... **613-996-0896**

## PASSPORTS

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

## PENSIONS

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

## POLICE

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

## PRIVACY

**PRIVACY Commissioner  
Of Canada**  
Protection Of Personal Info  
Toll Free..... **1-800-282-1376**  
TTY For The Deaf  
Ottawa ON Call Collect ..... **613-992-9190**

## PUBLIC WORKS

**PUBLIC Works & Government  
Services Canada**  
Toll Free..... **1-866-666-3991**  
www.pwgsc.gc.ca

## RADIO LICENSING

**INDUSTRY Canada**  
Radio Licensing  
-Inspections & Investigations  
#603-1726 Dolphin Kelowna  
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**  
IRAP - Industrial Research  
Assistance Program  
Toll Free..... **1-877-994-4727**  
www.hia.nrc.ca

## SOCIAL INSURANCE NUMBERS

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

## STATISTICS AND CENSUS

**STATISTICS Canada**  
Statistical Information  
Bilingual Toll Free..... **1-800-263-1136**  
Assistance For Survey Respondents  
Toll Free..... **1-800-263-1136**  
TTY Only  
Bilingual Toll Free.....

**1-800-363-7629**

email: stcvan@statcan.ca  
www.statcan.ca

## TAXES

**CANADA Customs  
& Revenue Agency (CCRA)**  
(Revenue Canada)  
www.ccrca-adrc.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) ..... **250-492-9450**  
Or Toll Free..... **1-800-959-1953**

Refund Enquiries  
- Income Tax..... **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 For The Hearing Impaired  
Bilingual Toll Free..... **1-800-665-0354**

Kelowna Office  
100-1620 Dickson Ave  
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  
Service Canada**  
Toll Free..... **1-866-666-3991**  
www.pwgsc.gc.ca

## TOURISM AND TRAVEL

Foreign Affairs  
& International Trade  
Consular Emergency Services  
& Travel Information  
Bilingual Toll Free..... **1-800-267-6788**

## TRANSPORTATION

**KAMLOOPS Airport  
Authority Society**  
Kamloops Administration ..... **250-376-3613**

**TRANSPORT Canada**  
For Flight Information  
See Individual Airlines

Transport Canada Centre  
- Kelowna  
Kelowna Airport Kelowna  
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**

## VETERANS

**VETERANS Affairs Canada**  
Enquiries Toll Free..... **1-866-522-2122**  
www.vac-acc.gc.ca

## WEATHER

Recorded Weather Information  
Kamloops ..... **250-374-3661**

**Meteorological Service  
of Kamloops**  
Kam ..... **250-376-4867**

**ENQUIRY BC1-800-663-7867**

**For The Deaf & Hearing Impaired (TTY Only): 1-800-661-8773**

Email: enquirybc@gems3.gov.bc.ca