

Business Key Contacts



80 Aberdeen Street, Suite 100
Ottawa, Ontario K1S 5R5
613-828-6274 ext. 253

www.entrepreneurship.ocri.ca

1. GENERAL INFORMATION

CANADA BUSINESS SERVICE FOR ENTREPRENEURS Website: http://www.cbo-eco.ca	(888)-576-4444	*Information about federal and provincial services, programs & regulations
CANADIAN TOURISM COMMISSION Suite 1400, Four Bentall Centre 1055 Dunsmuir St. Box 49230 Vancouver, BC V7X 1L2 Website: www.canadatourism.com	(604) 638-8300	*Information about tourism (marketing, statistics, reports, etc.)
INDUSTRY CANADA C.C. Howe Building, 235 Queen Street, Ottawa, ON K1A 0H5 Website: http://strategis.ic.gc.ca	(800)-328-6189 info@ic.gc.ca	*On-line source of business information
CANADIAN INTELLECTUAL PROPERTY OFFICE Place du Portage 1 50 Victoria Street, room C-229, Gatineau, PQ K1A 0C9 Website: http://cipo.gc.ca	(866) 997-1936	*Patents *Trademarks *Copyrights/Industrial Designs
COMPETITION BUREAU 50 Victoria Street, Gatineau, PQ K1A 0C9 Website: http://competitionbureau.gc.ca	(819) 997-4282 (800) 348-5358	*Labelling of consumer goods (you can obtain guides & regulations with respect to consumer packaging and labelling and textile labelling)
CONTRACTS CANADA Office of small and medium enterprises http://contratscanada-contractscanada.gc.ca	416-512-5577 1-800-668-5378	BAC simplifies access to Government procurement information.
OTTAWA PUBLIC LIBRARY (Main Library) 120 Metcalfe Street (@ Laurier), Ottawa, ON K1P 5M2 Website: bibliooottawalibrary.ca	613-580-2940	*Business resource materials (3rd floor) *Business plan writing

SERVICE CANADA 110 Laurier Avenue West Ottawa, Ontario K1P1J1 http://www.servicecanada.gc.ca/	(800) 622-6232	*Information about federal government programs & services
SERVICE ONTARIO Ottawa City Hall 110 Laurier Ave. W., Ground Floor Ottawa, ON K1P 1J1 Website: http://www.serviceontario.ca/	(613) 990-5100 (800) 267-8097	*Business registration. *Answers to FAQ about government services. *Access to Online Government Services.
Invest Ottawa - Entrepreneurship 80 Aberdeen Street, Suite 100, Ottawa ON K1S 5R5 Website: http://entrepreneurship.investottawa.ca/	(613) 828-6274 ext. 253	*Information about business start-up, resource centre, seminars & consultations
THE OTTAWA COMMUNITY LOAN FUND 80 Aberdeen, Suite 100, Ottawa, ON, K1S 5R5 Website: http://www.oclf.org	(613) 594-3535	*Community loans and business financing (CYBF)

2. BUSINESS REGISTRATION & INCORPORATION

INDUSTRY CANADA Corporations Canada 365 Laurier Avenue West Ottawa ON K1A 0C8 Website: http://www.ic.gc.ca http://corporationscanada.ic.gc.ca/epic/site/cd-dgc.nsf/en/Home	(613) 941-9042 (866) 333-5556	*Federal incorporation information and forms, non-profit corporation name searches (\$15) *Corporations Canada Guide to Federal Incorporation
MGS COMPANIES AND PERSONAL PROPERTY SECURITY BRANCH Suite 200, 393 University Ave., Toronto, ON, M5G 2M2 Website: www.serviceontario.ca	(800) 361-3223 (416) 314-8880	* Replacement "Master Business Licence" and new registrations/cancellations *Change of information in your business *Information on provincial incorporation.
SERVICEONTARIO Ottawa City Hall 110 Laurier Ave. W., Ground Floor Ottawa, ON K1P 1J1 http://www.serviceontario.ca/	(613) 238-3630 (800) 268-8758	*Access to a Public Access Workstation (PAW) or Website to register/renew business name, conduct a business name search *Government publications. *Accept filing for Articles of Incorporation. (Provincial)
BUSINESS INFO-LINE	1-888-745-8888	

3. TAXES

<p>CANADA REVENUE AGENCY (CRA) Tax Services Office 875 Heron Road, Ottawa, ON K1A 1A2 Website: http://www.cra-arc.gc.ca</p> <p>Business information: http://www.cra-arc.gc.ca/tx/bsnss/menu-eng.html</p> <p>Payroll information: http://www.cra-arc.gc.ca/tx/bsnss/tpcs/pyrll/menu-eng.html</p> <p>Forms and Publications ordering: http://www.cra-arc.gc.ca/formspubs/rqst-eng.html</p>	<p>(800) 959-5525</p> <p>General and business enquiries by appointment only.</p> <p>1-800-959-2221</p>	<p>*Business and GST/HST registration, payroll, GST/HST, excise taxes and other levies, excise duties, corporations, sole proprietorships and partnerships</p> <p>*Tax forms & publications(business & personal)</p> <p>*Employer's Guide Payroll Deductions and Remittances</p>
<p>CANADA BORDER SERVICES AGENCY 2270 RR-26 Ottawa. ON K1G 6C4 web site: www.cbsa.gc.ca</p>	<p>(800) 461-9999</p>	<p>*Duty or taxes imposed for import/export</p> <p>*Facts and figures on major trade and travel related programs and services.</p>
<p>ONTARIO MINISTRY OF REVENUE Website: http://www.rev.gov.on.ca/english/index.html</p>	<p>(866) 668-8297</p>	<p>*Vendor permit and PST registration by telephone.</p> <p>*Advice on Retail Sale Tax</p> <p>*Deliver tax programs, including retail sales tax, employer health tax, mining tax and tobacco tax. The tax offices provide audit, collection, and other services to tax clients</p> <p>* Information about Ontario Tax Programs</p> <p>*GST/PST Seminars</p>
<p>SERVICEONTARIO Ottawa City Hall 110 Laurier Ave. W., Ground Floor Ottawa, ON K1P 1J1</p> <p>http://www.serviceontario.ca/</p>	<p>(613) 238-3630 (800) 268-8758</p>	<p>* Submission of returns and payments for Retail Sales Tax, Employer Health Tax, Provincial Land Tax, Land Transfer Tax and Motor Fuels and Tobacco Taxes, etc.</p> <p>*Make applications for Retail Sales Tax permit (RST), and Employer Health Tax number (EHT)</p>

4. MUNICIPAL LICENSES

NOTE: All Satellite Offices are served by the main City of Ottawa numbers and website.

CITY HALL CLIENT SERVICE CENTRE 110 Laurier Ave, West Ottawa K1P 1J1 Website: http://www.city.ottawa.on.ca	(613) 3-1-1	*Zoning *Bylaws *Hours of operation: Monday to Friday, 8:30 to 5:00
BEN FRANKLIN PLACE CLIENT SERVICE CENTRE 101 Centrepointhe Dr., Nepean, ON K2G 5K7 735 Industrial Ave., 2nd Floor Ottawa, ON K1G 5J1 http://ottawa.ca/en/licence_permit/business/business_licensing/index.html http://ottawa.ca/en/licence_permit/bylaw/a_z/business/fees/	(613) 3-1-1	Business licensing at all client service centres Businesses requiring licensing Fees for harmonized licensing
ORLEANS CLIENT SERVICE CENTRE 255 Centrum Blvd. Orleans, ON K1E 3V8	(613) 3-1-1	*Hours of operation: Monday to Friday, 8:30 to 4:30
KANATA CLIENT SERVICE CENTRE 580 Terry Fox Drive, Kanata, ON K2L 4C2	(613) 3-1-1	*Hours of operation: Monday to Friday, 8:30 to 5:00
BEN FRANKLIN PLACE CLIENT SERVICE CENTRE 101 Centrepointhe Drive, Nepean, ON K2G 5K7	(613) 3-1-1	*Hours of operation: Monday to Friday, 8:30 to 4:30
METCALFE CLIENT SERVICE CENTRE 8243 Victoria Street, P.O. Box 130, Metcalfe, ON K0A 2P0	(613) 3-1-1	*Hours of operation: Tuesday, 8:30 to 4:30
NORTH GOWER CLIENT SERVICE CENTRE 2155 Roger Stevens Drive, Box 310, North Gower, ON K0A 2T0	(613) 3-1-1	*Hours of operation, Thursday, 8:30 to 4:30
WEST CARLETON CLIENT SERVICE CENTRE 5670 Carp Road, Kinburn, ON K0A 2H0 Website: http://www.city.ottawa.on.ca	(613) 3-1-1	*Hours of operation, Wednesday, 8:30 to 4:30

5. EMPLOYER/EMPLOYEE INFORMATION

HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA Main Office 300 Laurier Ave. W., Ottawa, ON, K1A 0J6 Website: http://www.hrsdc.gc.ca/eng/home.shtml	(613) 990-5100	*General Information *Employment programs
EMPLOYMENT INSURANCE http://www.servicecanada.gc.ca/eng/common/contactus/ei.shtml	1 800 206-7218	*Employment Insurance programs for Employers.
For information on Wage Subsidy Programs through HRDC:		*A one stop source of information for your human

HUMAN RESSOURCES MANAGEMENT Website: http://www.hrmanagement.gc.ca/gol/hrmanagement/site.nsf/en/index.html	(613) 991-5785	management resource needs
MINISTRY OF LABOUR 347 Preston Street, Tower III, 4th Floor Ottawa ON K1S 3J4 Website: http://www.labour.gov.on.ca/english/index.html	1-800-531-5551 1-800-268-8013	*Provincial/labour codes, employment standards *Occupational Health & Safety
WORK PLACE SAFETY & INSURANCE BOARD 99 Metcalfe Street, Suite 700, Ottawa, ON K1P 1E8 Website: http://www.wsib.on.ca	(613) 237-8840 1-800-387-0750	*Workplace Safety & Insurance information and application
SERVICEONTARIO Ottawa City Hall 110 Laurier Ave. W., Ground Floor Ottawa, ON K1P 1J1 http://www.serviceontario.ca/	(613) 238-3630 (800) 268-8758	*Registration with the Workplace Safety and Insurance Board (WSIB)

6. PUBLICATIONS

RENOUF PUBLISHERS 1-5369 Canotek Road Ottawa, ON K1J 9J3 Website: http://www.renoufbooks.com	613-745-7660 1-866-767-6766	*Sale of government (federal and provincial as well as international) publications
STATISTICS CANADA R.H. Coates Building 100 Tunney's Pasture Driveway (corner of Holland Avenue & Scott Street), Ottawa, ON K1A 0T6 Website: http://www.statcan.gc.ca/	613-951-8116 1-800-263-1136	*Canadian statistics
ST JOSEPH COMMUNICATIONS 45 Sacre Coeur Blvd., Hull, PQ Website: http://retailforms.sjpg.com	(613) 746-4005 (888) 562-5561	*Sale of governmental forms.

7. EXPORTING/IMPORTING INFORMATION

EXPORT DEVELOPMENT CANADA (EDC) 151 O'Connor Street, Ottawa ON K1A 1K3 Website: http://www.edc.ca	(866) 283-2957 613-598-2500	*Export financing and insurance advice
FOREIGN AFFAIRS AND INTERNATIONAL TRADE CANADA (ENQUIRIES SERVICE) 125 Sussex Drive, Ottawa, ON K1A 0G2 Website: http://www.international.gc.ca/menu-en.asp	(800) 267-8376 (613) 944-4000	*General Enquiries *Doing business abroad *Export & Import Controls Division *Miscellaneous Exports
CANADA BUSINESS Exporting/Importing Website: www.canadabusiness.ca	(888) 576-4444	*Exporting Info/Market Research. *Export planning

		*Laws, regulations and permits
THE CANADIAN TRADE COMMISSIONER SERVICE Website: www.tradecommissioner.gc.ca	1-888-306-9991 613-944-9991	*Exporting information *Find qualified contacts. *Assess Market Potential.
EXPORT IMPORT CONTROL BUREAU 125 Sussex Drive Ottawa ON K1A 0G2 Web site: www.dfait-maeci.gc.ca/eicb/menu-en.asp	1-800-267-8376 613-944-4000	*Import/ Export permits for goods restricted by quotas and/or tariffs.
CANADA BORDER SERVICES AGENCY 2270 St. Laurent Blvd. Ottawa, Ontario K1G 6C4 http://www.cbsa-asfc.gc.ca/menu-eng.html Information sessions and seminars http://www.cbsa-asfc.gc.ca/events-evenements/on/ott-50-eng.html	1-800-461-9999 (online is easiest method to register)	*Programs, services and requirements for importers and exporters. *Step by Step Guides for Importing and Exporting *Seminar registration

8. OTHER

RBC ROYAL BANK 90 Sparks Street, Ottawa ON K1P 5T6 Website: http://www.royalbank.ca	1-800-769-2520	* Banking and Financial services
NELLIGAN O'BRIEN PAYNE LLP 50 O'Connor, Suite 1500 Ottawa, ON K1P 6L2 Canada Website: http://www.nelligan.ca	(613) 238-8080	* Comprehensive services in a wide range of legal and consulting areas
WELCH & COMPANY LLP 151 Slater, 12 th Floor. Ottawa ON K1P 5H3 Website: http://www.welchllp.com/en/?s1=w	(613) 236-9191	* Accounting, Tax, Financial reporting, advisory and other related services
BDC – BUSINESS DEVELOPMENT BANK OF CANADA Manulife Place . 55 Metcalfe Street Ground Floor. Ottawa, Ontario K1P 6L5 Website: http://www.bdc.ca	1 877 BDC-BANX (613) 995-0234	* Provides small and medium-sized businesses with flexible financing, affordable consulting services and venture capital.
OFFICE OF SMALL & MEDIUM ENTERPRISES (Public Works and Government Services Canada) 11 Laurier Street, PDP III. Gatineau, Quebec K1A 0S5 Website: http://www.tpsgc-pwgsc.gc.ca/app-acq/pme-sme/osme-eng.html	(800) 811-1148	*Information for Small and Medium Sized businesses to do business with the Government of Canada