

Information Sheet

Contact Information for Small Business

Federal Government

Organization	Address	Telephone	Website
Business Development Bank of Canada <i>More office locations online</i>	Toronto: 121 King St. W., Ste. 1200	1-888-463-6232	www.bdc.ca
Canada Border Services Agency <i>Duties, Tariffs, Quotas, Restrictions, etc.</i>	Customs Office: 2720 Britannia Rd. E.	1-800-461-9999 905-676-3626	www.cbsa.gc.ca
Canada Revenue Agency <i>Harmonized Sales Tax General Inquiry Forms Department – Employer's Kit</i>		1-800-959-5525 1-800-959-2221	www.cra-arc.gc.ca
Canadian Food Inspection Agency	1124 Finch Ave. W., Unit 2	647-790-1100	www.inspection.gc.ca
Citizenship & Immigration Canada		1-888-242-2100	www.cic.gc.ca
Competition Bureau <i>Jewellery & Precious Metals, Packaging & Labelling – non-food products, Textile CA #</i>		1-800-348-5358	http://goo.gl/WE7LS
Employment & Social Development Canada		1-800-622-6232	www.esdc.gc.ca
<i>Foreign Worker Recruitment, Job Opportunities, Project-Based Training, Self-Employment Assistance Program, Workplace-Based Training</i>			
Government of Canada Publications		1-800-635-7943	www.publications.gc.ca
Health Canada		1-866-225-0709	www.hc-sc.gc.ca
Import & Export Information Foreign Affairs, Trade & Development Canada		1-800-267-8376	www.international.gc.ca
Industry Canada Corporations Canada <i>Federal Incorporation</i>		1-866-333-5556	www.corporationscanada.ic.gc.ca
Intellectual Property Office <i>Copyright, Industrial Design, Integrated Circuit Topography, Patent, Trade-mark</i>		1-866-997-1936	www.cipo.gc.ca
Statistics Canada <i>Statistics on Canadian culture, economy, population, resources, and society</i>		1-800-263-1136	www.statcan.gc.ca

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Provincial Government

Organization	Address	Telephone	Website
Alcohol & Gaming Commission of Ontario	90 Sheppard Ave. E., Ste. 200-300	416-326-8700	www.agco.on.ca
Ministry of Economic Development, Trade & Employment		416-325-6666	www.ontario.ca/economy
Ministry of Finance <i>Employer's Health Tax</i> <i>Office locations online</i>		1-866-668-8297	www.fin.gov.on.ca
Ministry of Government Services, Companies & Personal Property Security Branch <i>Business Name Registration</i>	375 University Ave., 2 nd Fl.	416-314-8880	www.mgs.gov.on.ca
Ministry of Labour <i>Labour Regulations</i> <i>Employment Standards Information Centre</i> <i>Health & Safety Contact Centre</i>		416-326-7160 1-877-202-0008	www.labour.gov.on.ca
Ministry of Training, Colleges, Universities		416-325-2929	www.tcu.gov.on.ca
Ontario College of Trades <i>Trade Certification required for certain trades</i>		647-847-3000	www.collegeoftrades.ca
Ontario Government Bookstore <i>Service Ontario Publications</i>		416-326-5300	www.publications.serviceontario.ca
Service Ontario			www.serviceontario.ca/business
Trade & International Policy Branch <i>Export Information</i>	900 Bay St., 6 th Fl. Hearst Block	1-877-468-7233	www.ontarioexports.com

Municipal Government - Toronto

Organization	Address	Telephone	Website
BizPal <i>Online Business Permits & Licenses needed for businesses</i>		1-888-576-4444	http://bizpal.ca/en
311 <i>City of Toronto Information Line</i> <i>- Within City of Toronto</i> <i>- Residents outside of City of Toronto limits</i>		311 416-392-2489	www.toronto.ca
Enterprise Toronto Offices <i>Business Name Registration, Small Business Information & Advisory Services</i>	North York: 5100 Yonge St. Toronto: 100 Queen St. W. Scarborough: 150 Borough Dr.	416-395-7434 416-392-6646 416-396-7169	www.toronto.ca/enterprisetoronto
Fire Prevention	North: 255 Esther Shiner Blvd. East: 3 Dohme Ave. South: 260 Adelaide St. W. West: 2015 Lawrence Ave. W.	416-338-9150 416-338-9250 416-338-9350 416-338-9450	http://goo.gl/R6Qh1

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Organization	Address	Telephone	Website
Municipal Licensing & Standards Division <i>(Licensing Inquiries 8:30 am – 4:30 pm)</i> <i>Business & Trade Licensing, Right-of-entry Permits, Road Allowance Permits, Temporary Sign Licensing</i>	East York Civic Centre 850 Coxwell Ave., 3 rd Fl.	416-392-6700	www.toronto.ca/licensing
Toronto Reference Library	789 Yonge St. (at Bloor)	416-395-5577	www.torontopubliclibrary.ca
Parks, Forestry & Recreation <i>Park Permits (Information Line)</i>		416-392-2489	www.toronto.ca/parks
Purchasing & Materials Management Division <i>Tender Office</i>		419-392-7319	www.toronto.ca/purchasing
Special Events		416-395-0490	www.toronto.ca/special_events
Toronto Building <i>(Alteration, Construction, Zoning)</i> <i>In person inquiries: 8:30 am – 3:30 pm</i> <i>Sign Inquiries</i>	North: 5100 Yonge St., 1 st Fl. East: 150 Borough Dr., 3 rd Fl. South: 100 Queen St. W., Main Fl. West: 2 Civic Centre Cr. Main Fl. 100 Queen St. W., Main Fl.		http://goo.gl/YJe4gj
Toronto Public Health <i>Food Handler Certification Training, Food Premises Inspection</i>		416-338-7600	www.toronto.ca/health

Associations

Organization	Telephone	Website
Canadian Association of Importers & Exporters	416-595-5333	www.iecanada.com
Canadian Franchise Association	416-695-2896	www.cfa.ca
Canadian Manufacturers & Exporters	905-672-3466	www.cme-mec.ca
Canadian Standards Association	416-747-4000	www.csa.ca
Chartered Professional Accountants Ontario	416- 962-1841	www.cpaontario.ca

Incubators

Organization	Telephone	Website
Toronto Food Business Incubator	416-345-8621	www.tfbi.ca
Toronto Fashion Incubators	416-971-7117	www.fashionincubator.com
Toronto Business Incubator	416-345-9437	www.tbdc.com

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Other Contacts

Organization	Address	Telephone	Website
Affordable Consulting Services IMPACT Consulting Group Ryerson Consulting Group York Consulting Group		416-978-4343 416-979-5059 416-736-5069	http://inside.rotman.utoronto.ca/impact http://rcginsight.com http://ycg.schulich.yorku.ca
Canada Business Ontario		1-888-576-4444	www.canadabusiness.ca
Canadian Council of BBB		1-877-621-9184	www.bbb.org
Canadian Innovation Centre Innovators' Assistance Program		519-885-5870	www.innovationcentre.ca
Food & Consumer Products of Canada	100 Sheppard Ave. E., Ste. 600	416-510-8024	www.fcpc.ca
Insurance Bureau of Canada	777 Bay St., Ste. 2400	416-362-9528	www.ibc.ca
The Law Society of Upper Canada <i>Lawyer Referral Service</i>		416-947-5255	https://www.lsuc.on.ca/lrs/
Legal Aid Ontario		416-979-1446	www.legalaid.on.ca
Office of Superintendent of Bankruptcy Canada <i>(an Office of Industry Canada)</i>	25 St. Clair Ave. E., Ste. 600	1-877-376-9902	www.osb.ic.gc.ca
Retail Council of Canada		1-888-373-8245	www.retailcouncil.org
Small Business Enterprise Centres <i>Other Locations</i>	Brampton Mississauga Richmond Hill Vaughan Markham All other locations	905-874-2650 905-896-5151 905-771-2546 905-832-8526 905-477-7000 ext. 6722	www.brampton-business.com www.mississauga.ca/mbec www.richmondhillonline.com www.vaughan.ca/vbec www.markham.ca/MSBC https://www.ontario.ca/page/small-business-enterprise-centre-and-community-based-provider-locations
Toronto Business Development Centre	1 Yonge St., Ste. 900	416-345-9437	www.tbdc.com
Toronto Region Board of Trade		416-366-6811	www.bot.com
Workplace Safety & Insurance Board <i>(Request Kit for Employees)</i>	200 Front St. W.	1-800-387-0750	www.wsib.on.ca
YMCA Canada		416-967-9622	www.ymca.ca

Toronto City Hall
100 Queen St. West, Main Floor
416-392-6646

North York Civic Centre
5100 Yonge St., Main Floor
416-395-7434

Scarborough Civic Centre
150 Borough Drive, Main Floor
416-396-7169

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