

Welcome to Canada!



TIPPET RICHARDSON
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The information in this document is provided for reference purposes only and must be verified before entering into any contracts. It remains your responsibility to determine whether the services and facilities meet your specific needs. Any contracts negotiated with vendors listed in this document are your responsibility.

THE COUNTRY

Canada is the second largest country in the world by landmass and has a population of more than 35 million people. It is divided into ten provinces and three territories, each with an individual capital city.



Canada stretches over 6 time zones and is home to vast mountain ranges, and over two million lakes and rivers. Canada has 39 national parks, over 1000 provincial parks and nearly 50 territorial parks. Three oceans line Canada's frontiers: the Pacific Ocean in the west, the Atlantic Ocean in the east, and the Arctic Ocean to the north. Canada is a proud, independent land that still maintains the flavour (note the spelling of flavour vs. flavor) and style of its long associations with the cultures of England and France.

On July 1, 1867, the British government (under Queen Victoria) approved a plan which allowed Canada to become an independent country with its own government. This new nation, which remained loyal to



Britain, was called the Dominion of Canada. At that time, the new Dominion of Canada had only four provinces (Ontario, Quebec, Nova Scotia and New Brunswick).

Today, there are 10 provinces and 3 territories.

Provinces: Quebec, Ontario, British Columbia, Alberta, Nova Scotia, Saskatchewan, Manitoba, New Brunswick, Newfoundland and Labrador, Prince Edward Island

Territories: Yukon, Northwest Territories, Nunavut

Regions: The Atlantic Provinces, Central Canada, The Prairie Provinces, The West Coast, The Northern Territories

REGION	PROVINCE/TERRITORY	CAPITAL CITY
Atlantic Provinces	Newfoundland and Labrador.....	St. John's
	Prince Edward Island.....	Charlottetown
	Nova Scotia.....	Halifax
	New Brunswick.....	Fredericton
Central Canada	Quebec.....	Quebec City
	Ontario.....	Toronto
Prairie Provinces	Manitoba.....	Winnipeg
	Saskatchewan.....	Regina
	Alberta.....	Edmonton
West Coast	British Columbia.....	Victoria
North	Nunavut.....	Iqaluit
	Northwest Territories.....	Yellowknife
	Yukon Territory.....	Whitehorse
Ottawa: The Capital of Canada		

The National Capital

Ottawa, ON, located on the Ottawa River, was chosen as the capital in 1857 by Queen Victoria, the great-great-grandmother of Queen Elizabeth II. Today it is Canada's fourth largest metropolitan area. The National Capital Region, 4,700 square kilometres surrounding Ottawa, preserves and enhances the area's built heritage and natural environment.



The Atlantic Provinces

Atlantic Canada's coasts and natural resources, including fishing, farming, forestry and mining, have made these provinces an important part of Canada's history and development. The Atlantic Ocean brings cool winters and cool humid summers.

Newfoundland and Labrador

Newfoundland and Labrador is the most easterly point in North America and has its own time zone. In addition to its natural beauty, the province has a unique heritage linked to the sea.

The oldest colony of the British Empire and a strategic prize in Canada's early history, the province has long been known for its fisheries, coastal fishing villages and distinct culture. Today off-shore oil and gas extraction contributes to a substantial part of the economy. Labrador also has immense hydro-electric resources.



Prince Edward Island

Prince Edward Island (P.E.I.) is the smallest province, known for its beaches, red soil and agriculture, especially potatoes. P.E.I. is the birthplace of Confederation, connected to mainland Canada by one of the

longest continuous multi-span bridges in the world, the Confederation Bridge (12.9 kms or 8 miles in length). Anne of Green Gables, set in P.E.I. by Lucy Maud Montgomery, is a much-loved story about the adventures of a little red-headed orphan girl.



Nova Scotia

Nova Scotia is the most populous Atlantic Province, with a rich history as the gateway to Canada. Known for the world's highest tides in the

Bay of Fundy, the province's identity is linked to shipbuilding, fisheries and shipping. As Canada's largest

east coast port, deep-water and ice-free, the capital, Halifax, has played an important role in Atlantic trade and defense and is home to Canada's largest naval base. Nova Scotia has a long history of coal mining, forestry and agriculture. Today there is also off-shore oil and gas exploration. The province's Celtic and Gaelic traditions sustain a vibrant culture.

New Brunswick

Situated in the Appalachian Range, the province was founded by the United Empire Loyalists and has the second largest river system on North America's Atlantic coastline, the St. John River system. Forestry, agriculture, fisheries, mining, food processing and tourism are the principal industries. Saint John is the largest city, port and manufacturing centre; Moncton is the principal Francophone Acadian centre; and Fredericton, the historic capital. New Brunswick is the only officially bilingual province, and about one-third of the population lives and works in French. The province's pioneer Loyalist and French cultural heritage and history come alive in street festivals and traditional music.

Central Canada

More than half the people in Canada live in cities and towns near the Great Lakes and the St. Lawrence River in southern Quebec and Ontario, known as Central Canada and the industrial and manufacturing heartland. Southern Ontario and Quebec have cold winters and warm, humid summers. Together, Ontario and Quebec produce more than three quarters of all Canadian manufactured goods.

Quebec

Over eight million people live in Quebec, the vast majority along or near the St. Lawrence River. More than three-quarters speak French as their first language. The resources of the Canadian Shield have helped Quebec to develop important industries, including forestry, energy and mining. Quebec is Canada's main producer of pulp and paper. The province's huge supply of freshwater has made it Canada's largest producer of hydro-electricity. Quebecers are leaders in cutting edge industries such as pharmaceuticals and aeronautics.



Quebec films, music, literary works and food have international stature, especially in La Francophonie, an association of French-speaking nations. Montreal, Canada's second largest city and the second largest mainly French-speaking city in the world after Paris, is famous for its cultural diversity.



Ontario

At more than 13 million, the people of Ontario make up more than one-third of the Canadian population. The large and culturally diverse population, natural resources and strategic location contribute to a vital economy. Toronto is the largest city in Canada and the country's main financial centre. Many people work in the service or manufacturing industries, which produce a large percentage of Canada's exports. The Niagara region is known for its vineyards, wines and fruit crops. Ontario farmers raise dairy and beef cattle, poultry, and vegetable and grain crops.

Founded by United Empire Loyalists, Ontario has a large French-speaking population, with a proud history of preserving their language and culture. There are five Great Lakes located between Ontario and the United States: Lake Ontario, Lake Erie, Lake Huron, Lake Michigan (in the U.S.A.) and Lake Superior, the largest fresh water lake in the world.

The Prairie Provinces

Manitoba, Saskatchewan and Alberta are the Prairie Provinces, rich in energy resources and some of the most fertile farmland in the world. The region is mostly dry, with cold winters and hot summers.

Manitoba

Manitoba's economy is based on agriculture, mining and hydroelectric power generation. The province's most populous city is Winnipeg, whose Exchange District includes the most famous street intersection in Canada, Portage and Main.

Saskatchewan

Saskatchewan, once known as the “breadbasket of the world” and the “wheat province,” has 40% of the arable land in Canada. It is the country’s largest producer of grains and oilseeds. It also boasts the world’s richest deposits of uranium and potash, used in fertilizer, and produces oil and natural gas. Regina, the capital, is home to the training academy of the Royal Canadian Mounted Police. Saskatoon, the largest city, is the headquarters of the mining industry and an important educational, research and technology centre.



Alberta

Alberta is the most populous Prairie province. The province, and the world- famous Lake Louise in the Rocky Mountains, were both named after Princess Louise Caroline Alberta, fourth daughter of Queen Victoria. Alberta has five national parks, including Banff National Park, established in 1885. The rugged Badlands offer some of the world’s richest deposits of prehistoric fossils and dinosaur finds. Alberta is Canada’s largest producer of oil and gas; the oil sands in the north are being developed as a major energy source. Alberta is also renowned for agriculture, especially for the vast cattle ranches which make Canada one of the world’s major producers of beef.

The West Coast

British Columbia

British Columbia is known for its majestic mountains and as Canada’s Pacific gateway. It is Canada’s westernmost province, with a population of over four and a half million. The Port of Vancouver is Canada’s gateway to the Asia-Pacific. About one-half of all the goods produced in B.C. are forestry products, including lumber, newsprint, and pulp and paper products—the most valuable forestry industry in Canada. B.C. is also known for mining, fishing and the Okanagan Valley’s fruit orchards and wine industry. B.C. has the most extensive park system in Canada, with approximately 600 provincial parks. The province’s large Asian communities have made Chinese and Punjabi the most spoken languages in the cities after English. The capital, Victoria, is a tourist centre and headquarters of the navy’s Pacific fleet.

The Northern Territories

The Northwest Territories, Nunavut and Yukon contain one third of Canada’s land mass but have a population of approximately 113,000. Mining operations are in place for gold, lead, copper, diamond and zinc. Oil and gas deposits are being developed. The North is often referred to as the “Land of the Midnight Sun” because at the height of summer, daylight can last up to 24 hours. In winter, the sun disappears and darkness sets in for three months. The Northern territories have long, cold winters and short, cool

summers. Much of the North is made up of tundra and the vast rocky Arctic plain. Because of the cold Arctic climate, there are no trees on the tundra and the soil is permanently frozen. Some continue to earn a living by hunting, fishing and trapping.

Yukon

Thousands of miners came to the Yukon during the Gold Rush of the 1890s. Mining remains a significant part of the economy. The White Pass and Yukon Railway opened from Skagway in neighbouring Alaska to the territorial capital, Whitehorse in 1900; this route provides a spectacular tourist excursion across precipitous passes and bridges. Yukon holds the record for the coldest temperature ever recorded in Canada (-63°C).

Northwest Territories

The Northwest Territories (N.W.T.) were originally made up in 1870 from Rupert's Land and the North-Western Territory. The capital, Yellowknife (population 20,000), is called the "diamond capital of North America." More than half the population is Aboriginal (Dene, Inuit and Métis). The Mackenzie River, at 4,200 kilometres, is the second-longest river system in North America after the Mississippi and drains an area of 1.8 million square kilometres.



Nunavut

Nunavut, meaning "our land" in Inuktitut, was established in 1999 from the eastern part of the Northwest Territories and includes all of the former District of Keewatin. The capital is Iqaluit, formerly Frobisher Bay, named after the English explorer Martin Frobisher, who penetrated the uncharted Arctic for Queen Elizabeth I in 1576. The 19-member Legislative Assembly chooses a premier and ministers by consensus. The population is approximately 85% Inuit and Inuktitut is an official language and the first language in schools.



CULTURE

The People

In general, Canadians are a friendly and unpretentious people who value honesty, sensitivity, empathy and humility in their relationships with friends and strangers, as well as respect for the privacy and individualism of others. The stereotype of the fundamentally “polite Canadian” is a bit of a cliché, but it does have some basis in reality. Canada is a nation with fairly strong conventions of social etiquette, and properly obeying and understanding these rules is one of the most crucial ways to “fit in” to broader Canadian society.

Multiculturalism

Canadian multiculturalism is fundamental to the belief that all citizens are equal. Multiculturalism ensures that all citizens can keep their identities, can take pride in their ancestry and have a sense of belonging. Acceptance gives Canadians a feeling of security and self-confidence, making them more open to, and accepting of, diverse cultures. The Canadian experience has shown that multiculturalism encourages racial and ethnic harmony and cross-cultural understanding.

Language

Canada has two official languages - English and French. English is the most popular language in all provinces and territories except in Quebec.

- There are substantial French speaking communities in Ontario, New Brunswick, Alberta and Manitoba.
- By law, the Canadian Federal government must provide services in both English and French.
- An Anglophone is someone who speaks English as a first language and a Francophone is someone who speaks French as a first language. Most Francophone's live in the province of Quebec.
- Road signs on major highways and tourist areas are printed in both English and French.
- English is the primary language for business in Canada.



ECONOMY

A Trading Nation

Canada has always been a trading nation and commerce remains the engine of economic growth. As Canadians, we could not maintain our standard of living without engaging in trade with other nations. In 1988, Canada enacted free trade with the United States. Mexico became a partner in 1994 in the broader North American Free Trade Agreement (NAFTA). Today, Canada has one of the ten largest economies in the world and is part of the G7 group of leading industrialized countries with the United States, Germany, the United Kingdom, Italy, France, and Japan.

Canada's economy includes three main types of Industries:

- Service industries provide thousands of different jobs in areas like transportation, education, health care, banking, communications, retail services, tourism and government.
- Manufacturing industries make products to sell in Canada and around the world. Manufactured products include paper, high technology equipment, aerospace technology, automobiles, machinery, food, clothing and many other goods. Our largest international trading partner is the United States.
- Natural resources industries include forestry, fishing, agriculture, mining and energy. These industries have played an important part in the country's history and development. Today, the economy of many areas of the country still depends on developing natural resources, and a large percentage of Canada's exports are natural resources commodities.



GOVERNMENT

Canada is a constitutional monarchy with Elizabeth II, Queen of Canada, as head of state. The country is a parliamentary democracy with a federal system of parliamentary government and strong democratic traditions.

In Canada, there are 3 levels of government. Each level of government has different responsibilities:

Federal government (the Government of Canada)

Highest level of Canadian government and is responsible for issues which affect the whole country, such as citizenship and immigration, national defense and trade with other countries. Also:

- | | |
|------------------------|----------------------|
| * Defense | * Criminal law |
| * Employment Insurance | * Postal service |
| * Census | * Copyrights |
| * Trade regulation | * External relations |
| * Money and banking | * Transportation |
| * Citizenship | |

The Prime Minister of Canada is Justin Trudeau (pictured).





Provincial and territorial governments

(For example, the Province of Ontario) are the governing body of a province or territory and are responsible for such things as:

- * Property and civil rights
- * Natural resources and the environment
- * Health
- * Libraries
- * Ambulance Services
- * Administration of justice
- * Education
- * Social Assistance
- * Roads

Municipal (local) governments

(Cities, towns, and villages in a province) is the governing body of a city, town or community. They oversee firefighting, city streets and other local matters. If there is no local government, the province provides services.

- * Water and sewage
- * Land use planning
- * Animal control
- * Public transit
- * Emergency services

Social Insurance Number

The [Social Insurance Number](#) (SIN) was introduced in Canada as a form of identification and to register people with Employment Insurance, Canada Pension Plan, and Canada Customs and Revenue Agency. The Social Insurance Number is a nine-digit number used in the administration of the above government programs. You will require a SIN to work in Canada or to receive government benefits.

Canadian Law

Newcomers to Canada often bring their idea about the law and legal system (and how it works) from their own countries. Canada's legal and political system come from the rights and freedoms of the British system. In Quebec, parts of the legal system come from France. It is very important that you understand the laws and legal system in Canada.

The courts are separate from the Government. Canadians elect their government who then make the laws.

In Canada, the law applies to everyone, including:

- Police
- Government
- Public officials

Canadian laws recognize and protect basic rights and freedoms, such as liberty and equality.

Public law and private law

Law can be divided into public and private law. Public laws set the rules for the relationship between a person and society and for the roles of different levels of government. This includes:



- Criminal
- Constitutional
- Administrative

Private or Civil Law deals with the relationships between people. Civil laws set the rules for:

- Contracts
- Property ownership
- Rights and duties of family members
- Damage to someone or to their property caused by others, and so on.

Courts

Courts in Canada help people resolve disputes fairly and within the law. Courts:

- Interpret and establish law
- Set standards
- Raise questions that affect all parts of Canadian society.

Most people settle their differences outside of court (i.e. through mediation or arbitration).

Police

The police in Canada keep people safe and enforce the law. There are different types of police, including:

- Federal
- Provincial
- Territorial
- Municipal

The number for your local police is in the front pages of the telephone book, or search for police services in your local region online. For example, the York Regional Police website includes the contact information for each of the districts included within the region. If you need to call the police in an emergency, dial 911.

Under Canadian law, you are presumed innocent until proven guilty. If the police arrest someone, they must:

- Identify themselves as police officers
- Tell the person they are under arrest and give the reason for the arrest
- Tell person they have the right to speak to a lawyer and supply a phone book if necessary
- The person arrested has the right not to answer any questions until a lawyer is present

Rights Come with Responsibilities

People who live in Canada are expected to understand and obey Canadian laws, allow other Canadians to enjoy their rights and freedoms and help preserve Canada's multicultural heritage.



It is also important for Canadians to become informed about politics and help to improve their communities and the country. Citizens of Canada have other rights and freedoms, such as the right to vote in elections. To learn about these rights, see the [Canadian Charter of Rights and Freedoms](#).

The Canadian Human Rights Act

The Canadian Charter of Rights and Freedoms is part of Canada's Constitution and protects you from the moment you arrive in Canada. It sets out the values that Canadians live by and describes the kinds of personal human rights and freedoms we can expect in this country. Some of those rights and freedoms include:

- The right to life, liberty and personal security
- Freedom of conscience and religion
- Freedom of thought, belief, opinion and expression, including freedom of the press and other media
- Freedom to hold peaceful meetings
- Freedom to join groups
- Protection from unreasonable search or seizure and unjustified detainment and imprisonment
- The right to be presumed innocent until proven guilty
- The right to retain and instruct counsel (a lawyer) without delay
- The right to a fair trial, through due process of law
- The right to equal protection and benefit under the law, without discrimination

The purpose of this act is to promote equality and prohibit discrimination. In this law, discrimination can include race, nationality or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and conviction for which a pardon has been granted. At work, no one should be held back from a promotion, be refused employment, or have their employment ended because of discrimination.



HEALTH CARE

The health insurance system is designed to ensure that all residents of Canada have access to health care so you do not pay for most health-care services.

Roles and responsibilities for Canada's health care system are shared between the federal and provincial-territorial governments. Under the Canada Health Act (CHA), our federal health insurance legislation, criteria and conditions are specified that must be satisfied by the provincial and territorial health care insurance plans in order for them to qualify for their full share of the federal cash contribution, available under the Canada Health Transfer (CHT). Provincial and territorial governments are responsible for the management, organization and delivery of health services for their residents.

What Is Covered Under “The Canada Health Act”

The health system provides services like:

- * Most physicians' services and supplies
- * Necessary surgery and supplies
- * Most therapies
- * Obstetrical services, including pre-natal and postnatal care, newborn care or any complications of pregnancy such as miscarriage or caesarean section
- * Necessary nursing services
- * Hospital room / food and supplies
- * Most drugs administered in the hospital

What Is Not Covered Under “The Canada Health Act”

The health system will not pay for:

- * Crutches and other such appliances
- * Certain drugs for use outside the hospital
- * Emergency air evacuation user fees
- * Eye glasses or lenses or other appliances such as hearing aids, artificial limbs or other devices
- * Semi-private or private rooms in hospitals
- * Ambulance user fees or travel expenses
- * Dental Services

* Some Immunizations and/or travel vaccines



Emergency Treatment

If you have an emergency, require stitches, have a broken bone or need urgent medical attention, go to the hospital. If it is life or death, call 911.

Note: To use these services you need your health card. Keep your health card with you at all times. It is recommended and strongly encouraged for new and returning residents to purchase private health insurance in case you become ill during the waiting period of your provincial health

insurance.

Health Card

The Health Card is issued by the provincial or territorial government and allows access to insured health care services. You will need to show your health card when in need of medical services.

Additional Health Insurance

You can buy additional health insurance from a private company. This may help pay for the things that the Canada Health Act does not cover. You can buy additional insurance or medical plans that give you a discount on medication. Depending on your level of insurance, you can get help with eye glasses, dental services, medical supplies or medical travel costs. You can find the insurance companies listed in the yellow pages under "Insurance," or search for "health insurance providers" online.



BANKING

The Canadian Banking System

Banking in Canada is widely considered one of the most efficient and safest banking systems in the world. The system includes financial institutions such as banks and credit unions, the financial markets, and clearing and settlement systems. It's through the financial system that most commercial activity (saving; borrowing; investing and buying and selling by means of debit and credit cards, cheques and e-money) is carried out. Banks, credit unions, caisses populaires, and trust companies are all Canadian financial institutes and are regulated by the federal government.

When you move to Canada, one of your first priorities will be dealing with your finances. You will need to have a Canadian bank account to pay for your everyday needs or conduct your business. Each country has its own rules and procedures for opening bank accounts. Knowing what the Canadian rules and cultures are in advance can make it that much easier for you when you get here.

Canadian Banks

The six major banks in Canada include [TD Canada Trust](#), [Scotiabank](#), [Canadian Imperial Bank of Commerce](#) (CIBC), [Bank of Montreal](#), [RBC Royal Bank](#) and [National Bank](#). There is also an International bank, [HSBC](#) with several locations throughout Canada.

Types of Bank Accounts

There are two types of accounts to choose from - chequing accounts and savings accounts. Each account has different features that help you to do different things.

Chequing Account

- Used for everyday banking and usually pays you little or no interest
- Used by most people to pay for frequent expenses such as groceries, gas, and rent

- Employers may require you to have a chequing account in which to deposit your salary
- Some chequing accounts will have monthly charges or charge you for each cheque you write

Savings Account

- All savings accounts pay interest but the amount is not always the same
- Helps you save money for major purchases such as a car, vacation, or a down payment on a new home
- Usually has a higher interest rate than a chequing account, which helps your money grow faster

Opening a Bank Account

It is important to open a bank account as soon as possible to facilitate any financial transactions from your home country and to start establishing yourself in Canada. Most banking institutions require a Social Insurance Number to open up a bank account; however, in your situation, you will likely want to open an account before you have your SIN set up.

When you go to the bank to open an account, you should bring with you the following:

- Passport and work authorization form
- Letter from your employer verifying your income and stating the terms of your contract
- 2 pieces of ID

Financial Consumer Agency of Canada

For detailed information on banking in Canada please consult [FCAC website](#).

Currency

The official currency of Canada is the Canadian Dollar. There are 100 cents (¢) in a dollar.

The common bills, all paper money, are the same size but all are a different colour. Bills are printed in the amounts of \$5, \$10, \$20, \$50, and \$100:



Canadian coins, all minted in difference shapes, sizes and colours:



The Canadian penny was removed from circulation in 2012. Due to the removal of the penny, all cash payments are rounded up, or down, to the nearest five-cent increment. The rounding up happens on cash transactions only. Debit, credit or payment cards are processed to the exact total amount.

Taxes

Canadians pay a variety of taxes:

- **Income Tax:** Income tax is deducted from each pay cheque and is used by governments to provide services such as roads, schools, and healthcare.
- **Goods & Services Tax (GST):** The GST is a country-wide federal tax. The rate is 5% and is charged on most items except certain essentials such as groceries, residential rent, medical services and financial services. The tax is levied on each sale (see HST).
- **Provincial Sales Tax (PST):** The PST varies from province to province.
- **Harmonized Sales Tax (HST):** Many provinces combine the GST and PST to one tax called the HST.
- **Excise Tax:** Both the federal and provincial governments impose excise taxes on inelastic goods such as cigarettes, gasoline, alcohol and vehicle air conditioners.
- **Property Tax:** Each property is assessed based upon the current use and value of the land. This is the major source of revenue for most municipal governments.

Sales Tax by Province and Territory

Province /Territory	GST	PST	HST	Provincial Tax Information
Alberta	5%	n/a	n/a	Alberta Tax and Revenue Administration
BC	5%	7%	n/a	BC Consumer Taxes
Manitoba	5%	8%	n/a	Manitoba Retail Sales Tax
New Brunswick	n/a	n/a	15%	New Brunswick Taxes
Newfoundland	n/a	n/a	15%	Taxes in Newfoundland and Labrador
NWT	5%	n/a	n/a	NWT Taxation
Nova Scotia	n/a	n/a	15%	Information for Nova Scotia Taxpayers
Nunavut	5%	n/a	n/a	Nunavut Taxes
Ontario	n/a	n/a	13%	Ontario HST
PEI	n/a	n/a	15%	PEI HST
Quebec	5%	9.975%	n/a	Quebec GST and QST
Saskatchewan	5%	6%	n/a	Saskatchewan Provincial Sales Tax
Yukon	5%	n/a	n/a	Yukon Taxation



EDUCATION IN CANADA

Education is very important to most Canadians. The education system has three levels: elementary school (Kindergarten to Grade 8), secondary school (Grade 9 to 12) and post-secondary school (colleges, technical schools and universities). Publicly funded education is a provincial responsibility and within each province there are district school boards who administer the educational programs following the curriculum set by the province.

Depending on the province/territory, children start school at the age of 5 or 6 and continue until they are between 16 and 18.

Parents can also choose to send their children to private schools that include French language, religious, or culturally specific schools. Private schools do not receive funding from the government and private schools are financed through students' tuition.

Academic Year and Holidays

Most schools (both public and private) start the day after Labour Day (first Monday in September) and finish by the end of June. Children attend school Monday to Friday.

Children usually get two weeks off during the Christmas holidays and 1 week in the middle of March. There are also several PA days (Professional Activity day) during the year where students do not attend school.

Government ministries in charge of elementary and secondary education by province and territory
[Alberta Education](#)



[British Columbia Ministry of Education](#)
[Manitoba Ministry of Education and Advanced Learning](#)
[New Brunswick Ministry of Education and Early Childhood Development](#)
[Newfoundland and Labrador Department of Education](#)
[Northwest Territories Ministry of Education, Culture and Employment](#)
[Nova Scotia Department of Education](#)
[Nunavut Department of Education](#)
[Ontario Ministry of Education](#)
[Prince Edward Island Department of Education and Early Childhood Development](#)
[Quebec– Ministère de l'Éducation, de l'Enseignement supérieur et de la Recherche](#)
[Saskatchewan Ministry of Education](#)
[Yukon Department of Education](#)

Registration

While registration requirements can vary by school, here are some basic requirements you will need to enroll your child:

- Proof of child's age - Birth certificate or passport
- Proof of address - Copy of offer to purchase/lease, utility bill, property tax
- Children's Health Card - If you do not have one yet, you can provide it to the school once it has been received.
- Proof of Citizenship - Birth certificate, passport, Record of Landing, Permanent Residency Card
- Valid Work Permit (if applicable)
- Copies of applicant's school reports, transcripts for the current and previous year
- Immunization Record - proof that your child has been immunized according to the recommended immunization schedule.

English as a Second Language (ESL)

Student who do not speak English as their first language may need some help learning English. Your child will be assessed once you have registered them and the school will set up a program to help them learn. Extra assistance may happen directly in the classroom or in a separate ESL class.

Things to Know

Home School: In most schools boards, schools operate using a boundary system. The school that your children would attend is based on your home address.

Mixed classes: In most schools, boys and girls learn together in the same classroom. There are private schools for boys or girls only.

School curriculum: Every province and territory has official course work that students will be taught in each grade. The curriculum describes what students are expected to know and be able to do in each subject area by the end of each grade.



Religion: Some provinces have separate Catholic public schools. Most communities also have private religious schools.

Textbooks and school supplies: Textbooks are usually provided in public schools. At the beginning of the school year you will be given a list of supplies that your children will need (i.e. pencils, paper, etc).

Report cards: Children receive report cards several times during the school year that tell you how they are progressing in their grade.

Dress code: Children must follow the school dress code. Most public schools do not require their students to wear a uniform.

Extracurricular activities: These are activities that take place before school, after school or during lunch. They include sports, arts, hobby clubs, etc. Each school offers different extracurricular activities.

Field trips: Schools organize field trips outside the school for students to visit places that are relevant to their education. Field trips can be to places such as museums, cultural institutions and neighbourhoods.

Bullying: This is defined as “willful, repeated aggressive behavior with negative intent used by a child to maintain power over another child.” Bullying is not tolerated. If your child is a victim of bullying, talk to their teacher or principal.

School Rankings

Not all provinces have provincial exams or testing:

Alberta - Provincial Achievement Tests are taken by students in grades 6 and 9

Manitoba - Assessments are conducted in Grade 3, Middle years (7 & 8) and Grade 12.

New Brunswick - Assessments are done in Grade 2, 4, 6 and 10.

PEI - Provincial Assessment Program in Grade 3, 6 and 9.

Nova Scotia - No assessments done.

Ontario - Education Quality and Accountability Office tests students in Grade 3, 6, 9 and 10.

BC – Assessments are conducted for grade 12 students only.

Fraser Report

The Fraser Institute is an independent research and educational organization. The Fraser Institute publishes yearly report cards on Elementary and Secondary Schools. The reports rate English and French, private, public and separate schools based on key indicators derived province-wide.

The Fraser Report does a yearly report on:

- Alberta Elementary and Secondary Schools
- BC Elementary and Secondary Schools
- Ontario Elementary and Secondary Schools
- Quebec Secondary Schools



WEATHER

In Canada, the variety of landscapes show the diversity of the climate. In the north, low precipitation and cold temperatures favour permafrost and suppress vegetation growth, resulting in a treeless tundra. South of the tundra, on the Canadian Shield, summers are short and warm and winters are long and cold. Annual precipitation is abundant allowing coniferous forests to establish and grow. On the Pacific coast, the combination of heavy rainfall and mild temperatures year round supports temperate rain forests. On the Prairies, the large number of days of sunshine affects the development of the agricultural landscape. In the Maritimes, the Atlantic Ocean moderates the climate such that winters are generally long and mild and summers are short and cool. These conditions help in the development of forests. Finally, around the Great Lakes and along the St. Lawrence River as far downstream as the city of Québec, the climate is characterized by relatively warm summers and cool winters, moderated by surrounding water bodies. These conditions are suitable to the development of mixed wood and broadleaf forests.

In Canada, there are four seasons: winter, spring, summer and autumn (also known as fall) however the weather can vary depending on where you are in Canada.

[The Weather Network](#) is a great resource that provides accurate weather predictions for the country.



TRANSPORTATION

Air

Due to Canada's large size, people often travel between major cities by airplane. All major cities have airports with regular scheduled flights within Canada and around the world.

Rail

Canada's [VIA Rail](#) railway network runs across the country.





Bus

Travel by bus is an economical way to travel between cities. The largest network of bus routes is operated by Greyhound.

Car

Canada has a large network of highways making long distance travel by car possible between most places in Canada.

Few Important Driving Laws:

- You must have a valid Driver's License and auto insurance to drive in Canada.
- Canadians drive on the right side of the road.
- You must be 16 years of age or older to get a Driver's License.
- Drinking and driving is dangerous and against the law.
- Right turns are allowed at red lights after making a complete stop and only if it is safe to do so (unless otherwise noted).
- The speed limit is posted on the right side of the road and shows the maximum speed in kilometres. The typical speed for city streets is 50 km, 40 km in school zones and 100 km on highways.
- Wearing of seatbelts is mandatory.
- Respect the rights of pedestrians and cyclists.
- Do NOT pass a school bus with flashing lights.
- If you see an ambulance, fire truck or police car approaching with their lights flashing, reduce your speed or completely pull off the road to the right and stop.
- Children under the age of 8 MUST be seated in a properly fit car seat for the child's weight/age.
- The use of all cellular and handheld devices is prohibited while driving unless you are using a hands free device.

Public Transit

Most major Canadian cities and towns have a public transportation system which may include:

- bus
- train
- subway
- light-rail trains
- streetcars (trams)

The bus is the most common form of urban transportation. To use public transportation, you must purchase a ticket or transit pass.

Taxis

Taxis are readily available in most cities and towns. Taxis can be quite expensive as their rate includes:

- Set rates used by meters to calculate the cost of your trip based on mileage and fees.



-
- These rates are fixed and can't be negotiated.
 - You pay the amount shown on the meter at the end of your trip.
 - Optional tips for the driver, especially if they help you with several bags.

Taxi drivers have an official identification card to show that they are licensed by the city. You can find the card on the dashboard of the taxi.

Walking and cycling

Walking and cycling are healthy and cheap ways of getting around Canadian cities and towns. Most cities/towns will provide bicycle routes and detailed maps.



HOUSING

Housing prices in Canada fluctuate greatly based upon a number of factors - primarily supply and demand. Prices also differ from City to City across Canada with Greater Vancouver Area (BC) and the Greater Toronto Area (Ontario) ranking as the most expensive Cities to live.

Types of Housing

- **Furnished or Unfurnished:** Furnished housing typically includes beds, tables, chairs, lamps, curtains, a stove and a refrigerator. *In some locations, such as some rental properties in Quebec, a “furnished” apartment may refer to the inclusion of common appliances such as a kitchen stove and refrigerator, rather than furniture.
- **Room for Rent:** A room for rent is usually in a house or an apartment that is owned or rented by other people. Everyone shares the kitchen and bathrooms.
- **Bachelor or Studio Apartment:** A bachelor or studio are small apartments designed mainly for one person. They have one large room with a kitchen and a sleeping area, plus a separate bathroom.
- **Other Apartments:** Most other apartments have from one to three bedrooms. All will have a separate kitchen, a living room and a bathroom.
- **Duplex:** A duplex is a house divided into two separate apartments. It may be bought or rented.
- **Semi-detached:** A semi-detached is a dwelling that shares one side wall with another dwelling.
- **Townhouse:** A townhouse is a small house joined to other houses. It may be bought or rented.
- **Condominium:** Condominium ownership means you own the unit you live in and share ownership rights for the common space of the building. Common space includes areas such as corridors, the grounds, and facilities such as a swimming pool and recreation rooms.



- **Fully Detached House:** A free standing, single family dwelling unit that does not share a wall with any other structure.

Canadian Cities Average House Prices

City	Average House Price
Vancouver, BC	\$1,092,000
Toronto, ON	\$766,000
Calgary, AB	\$431,000
Ottawa, ON	\$382,000
Montreal, QC	\$341,000
Halifax, NS	\$316,000
Regina, SK	\$276,000
Fredericton, NB	\$173,000
Winnipeg, MB	\$379,000
Charlottetown, PEI	\$369,000
St. John's, NFLD	\$179,000
Iqaluit, NT	n/a
Yellowknife, NWT	\$210,000
Whitehorse, YK	\$349,000

Average Rental Prices in Canada

RENTALS (UNFURNISHED)		Apartments/Condos			Houses		
Mid-Range Properties		1 bedroom	2 bedroom	3 bedroom	2 bedroom	3 bedroom	4 bedroom
BC	Vancouver	\$1400 - \$2000	\$1500 - \$2300	\$1900 - \$2800	\$2000 - \$3000	\$2500 - \$3500	\$3000 - \$6000
AB	Edmonton	\$500 - \$2000	\$600 - \$3000	\$900 - \$3200	\$800 - \$2050	\$1000 - \$4000	\$1100 - \$3600
	Calgary	\$700 - \$1450	\$700 - \$3000	\$800 - \$3000	\$700 - \$1750	\$1200 - \$2000	\$1500 - \$3200
SK	Regina	\$650 - \$2100	\$795 - \$1500	\$850 - \$1800	\$800 - \$1200	\$1300 - \$2000	\$1500 - \$2400
	Saskatoon	\$620 - \$1050	\$650 - \$1750	\$750 - \$1695	N/A	\$1100 - \$1400	\$1950 - \$2100
MB	Winnipeg	\$560 - \$1650	\$680 - \$1950	\$900 - \$2000	\$900 - \$3000	\$1000 - \$2200	\$1200 - \$4000
ON	Toronto	\$1400 - \$3500	\$1500 - \$4200	\$1700 - \$6000	\$1500 - \$5000	\$1800 - \$6500	\$2000 - \$7000
	Ottawa	\$1000 -	\$1300 -	\$1600 -	\$1300 -	\$1700 -	\$2000 -

		\$1900	\$2100	\$2400	\$2500	\$3000	\$3200
QC	Montreal	\$850 - \$1800	\$1000 - \$2000	\$1400 - \$2500	\$1600 - \$2400	\$2000 - \$3000	\$2300 - \$4000
	Quebec City	\$850 - \$1400	\$900 - \$1600	\$1100 - \$1800	\$1000 - \$1800	\$1300 - \$2100	\$1600 - \$2500
NB	Saint John	\$650 - \$1000	\$900 - \$1495	\$1000 - \$2400	\$1400 - \$1700	\$1400 - \$1800	\$1600 - \$3000
PEI	Charlottetown	n/a	\$900	n/a	n/a	n/a	n/a
NS	Halifax	\$700 - \$1100	\$1200 - \$1800	\$1200 - \$2000	n/a	n/a	n/a
NFD	St John's	\$700 - \$900	\$790 - \$945	\$885 - \$950	n/a	n/a	n/a
NT	Iqaluit	\$1500 - \$2400	\$1500 - \$2700	\$2300 - \$2795	\$2000 - \$3300	\$2200 - \$2795	\$2995
NWT	Yellowknife	\$1400 - 1500	\$1600	\$1800 - \$2200	\$2200	\$2300	\$2500
YK	Whitehorse	n/a	n/a	n/a	n/a	n/a	n/a

Understanding the Rental Agreement

What is a Rental Agreement?

A rental agreement (sometimes called a lease or a tenancy agreement) is a contract between a landlord and a tenant. The landlord grants the right to occupy a rental unit, and in return the tenant commits to pay rent. The contract may also include details of the negotiated terms or rules agreed to by the parties.

***A lease is a legal binding document, so make sure you read and understand every word before you sign.**

How are Rental Agreements Governed?

Rental agreements are governed by landlord and tenant law specific to the province or territory where a tenant is renting an accommodation. While many similarities exist from jurisdiction to jurisdiction, each province and territory has its own legislation.

Why do you need a Written Agreement?

Make sure you get your rental agreement in writing. It's possible to have an oral agreement but a written agreement is much better because it officially records what you and the landlord have agreed to. If there is a dispute later, the written record may help to settle it.

What's included in a rental agreement?

In general, most leases include:

- The names and contact information for you and your landlord.
- The address of the house or apartment you are renting.
- The date the tenant can move into the rental unit.



- The monthly rent you have agreed to pay, with or without utilities, parking, cable television or other services.
- The date the rent is to be paid.
- The services that are included in the rent (such as electricity or parking) and any separate charges.
- The term of the rental period (for example, one year or month-to-month).
- The conditions under which the rental agreement can be terminated, and the length and type of notice required.
- The allowed frequency and amount by which the landlord can increase the rent.
- Any deposits required, whether they earn interest and how they are to be repaid.
- The rules that the landlord requires all tenants to follow.
- Details on when and how the landlord can enter your house or apartment.
- Procedures for making changes to the lease and resolving any disagreements.

Terms & Conditions

In Canada, landlords can ask you for letters of reference (letters from past landlords that recommend you as a good tenant). They can also ask you where you work and what your income is, and conduct a credit check to make sure you can pay the rent. Landlords are not allowed to ask personal questions such as how long you have been in Canada, what your ethnic background or religion is, whether any relatives will be visiting you, or whether you plan to have children (or have more children). Every province has different laws, so you are encouraged to contact your provincial/territorial rental authority to find out the rules.

In some places, your rent may include some or all of your utilities, such as the electricity, heat, water, cable TV or telephone. If they are not included in your rent, you are responsible for paying these utility bills yourself. If you pay for your utilities, always pay your bills by the due date or you will be charged interest. If you miss several payments, the utility company may suspend your service.

Depending on where you live, most landlords will ask for a rental or security deposit to cover any damage that might happen to the property while you are living in it. The security deposit is usually equal to the amount of one month's rent. The rules regarding these deposits are different in each province, so be sure to check with your provincial/territorial rental authority to find out more. On the day you move in, check the house or apartment thoroughly and make note or take photographs of any damage you find, such as water stains or holes in the carpets or doors. Make sure your landlord signs the list of damages, and keep a copy of it for your records. Ask your landlord or the superintendent to go over the rules and instructions for getting your mail, using the intercom (in an apartment or condo building), garbage and recycling, laundry, tenant and visitor parking, and how the appliances work.

Know your Rights and Responsibilities

Both tenants and landlords have rights and responsibilities. These can vary depending on the province or territory. For more information, please contact the body that oversees housing where you live:

- British Columbia — [Residential Tenancy Branch, Ministry of Social Development](#)
- Alberta — [Service Alberta, Landlords/Tenants](#)



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- Saskatchewan — [Office of Residential Tenancies](#)
 - Manitoba — [Residential Tenancies Branch, Family Services and Consumer Affairs](#)
 - Ontario — [Landlord and Tenant Board](#)
 - Quebec — [Régie du logement](#)
 - New Brunswick — [Office of the Rentalsman](#)
 - Nova Scotia — [Service Nova Scotia and Municipal Relations](#)
 - Prince Edward Island — [Office of the Director of Residential Rental Property](#)
 - Newfoundland and Labrador — [Residential Tenancies Section, Consumer Affairs Division](#)
 - Yukon — [Residential Landlord and Tenant Act](#)
 - Nunavut — [Department of Justice, Residential Tenancies Act](#)
 - Northwest Territories — [Department of Justice, Residential Tenancies Act, and Northwest Territories Rental Office](#)



FOOD

Canadian cuisine has been shaped and impacted by the continual wave of immigration. The earliest cuisines of Canada have First Nations, English, Scottish and French roots. Canada has a variety of restaurant chains along with ethnic restaurants.

The most common contenders for the national food of Canada include:

- Poutine
- Butter Tarts
- Kraft Dinner
- Maple Syrup
- Smoked Salmon
- Nanaimo Bars

Foods to Try Across Canada

British Columbia

Wild Pacific Salmon

British Columbia has a whole ocean full of seafood at its fingertips. One of the specialties of the province is wild Pacific salmon, which is harvested from the Pacific Ocean in the summer when schools of salmon migrate to the West Coast.



Nanaimo Bars

Unsurprisingly, Nanaimo bars come from Nanaimo, BC. These chocolate, custardy squares are a delicious Canadian dessert that everyone should try. The city of Nanaimo has made it easy for tourists to track down these bars—the **Nanaimo Bar Trail** was created to map out all of the locations where you can buy nanaimo bars.



Alberta

Beef

Alberta produces 41% of the national cow herd, and exports primarily to the rest of Canada. Naturally, Alberta is the best place to try the beef that it raises.



Caesar

The ultimate Sunday brunch beverage was created in 1969 to celebrate the opening of Marco's Italian restaurant at the Calgary Inn (now the Westin Calgary) by Walter Chell. Americans may have their Bloody Mary's but all hail the mighty Caesar as the king of breakfast beverages in Canada.

Saskatchewan

Saskatoon Berries

Saskatoon was named after the Saskatoon Berry. They have been a vital staple of the region since before European settlers came to Canada. Not only are they historically significant, but they're also super tasty.



Manitoba

Pickarel

Pickarel is one of many fish found across Manitoba. It is typically farmed in the province, but it can also be fished in the wild. It is considered by residents to be the "most important local fish."

Ontario

Wine

Southern Ontario's Niagara Peninsula is one of two primary wine-growing regions in Canada.



Butter Tart

The butter tart is a small pastry tart which generally consists of butter, sugar, syrup and egg, filled into a flaky pastry and baked until the filling is semi-solid with a crunchy top. The tart is so popular that there is a 52-stop [Butter Tart Tour](#) in the Kawarthas Northumberland region of southern Ontario.





BeaverTails

Canada's "doughnut" is named after Canada's national animal, the beaver. Bannock bread stretched out, then fried and topped with a multitude of options, it is a carnival and summer festival staple. The original BeaverTails location can still be visited in the [ByWard Market](#) in Ottawa.

Quebec and Ontario

Maple Syrup

No list of iconic Canadian foods would be complete without including the sweet sap produced by sugar maple trees throughout Quebec and southern and eastern Ontario. Quite possibly our most well-known culinary export, [maple syrup](#) is quite simply the best. Canada is responsible for over 70% of the world's supply, officially making us the sweetest country in the world.



Quebec Poutine

Poutine is made of crispy French fries, squeaky cheese curds all smothered in rich gravy. It first appeared in rural Quebec back in the late 1950s and has grown into a culinary phenomenon, appearing on menus around the world. Presentation doesn't matter. Often the worst looking poutine tastes the best!

Tourtière

The idea of a plain meat pie—crust with a filling of only ground beef—may seem unappealing at first, but it's truly delicious. It's similar to Shepherd's pie, without the potatoes and vegetables.



Newfoundland and Labrador

Screech Rum

Screech Rum is a signature local drink. It gets its name from the screeching noise made by the unsuspecting who take a shot of this extremely strong provincial drink (40% alcohol content). It's a key part of Newfoundland's Screech-In ceremony, where non-Newfies take a shot of the rum, recite a speech, and kiss a cod fish. Yes, it's as weird and wonderful as it sounds.

Cod Tongues

Cod tongues are actually cut from a muscle in the cod's neck, not their actual tongues. These bites of fried fish used to be sold by the bucket, but now they're more of a local delicacy.

Nova Scotia

Lobster

This classic seafood dish is the lifeblood of Nova Scotia, and many of the province's inhabitants still make their living catching these critters in the North Atlantic Ocean.



PEI

Potatoes

PEI potatoes account for over a billion dollars of the island's yearly economy and have been grown there for two hundred years. The crop is both delicious and a really important part of the province's identity.

Mussels

While mussels can be found all along the East Coast, PEI does them best.

New Brunswick

Oysters

Oysters are rich in protein and vitamins and are famous worldwide for their health benefits and unique texture. Atlantic Oysters are harvested along the Atlantic coast. New Brunswick oysters, specifically, are called Caraquets. These oysters are small and have a very subtle, briny flavour that make them the perfect dish for first-time oyster eaters.



Yukon

Reindeer

Reindeer meat is reported to be as healthy as some fish.

Northwest Territories

Arctic Char

Arctic char is one of few freshwater fish in the world that live this far north, spending their lives in crisp lakes and coasts. Arctic char is also incredibly sustainable to farm, because they require less resources and thrive in cold, controlled waters.





HELPFUL TIPS

Important Phone Numbers

- “911” for all emergencies: Fire, Police, Poison Control, Ambulance.
Do not call 911 for general inquiries.
 - Call 911 if:
 - There is a serious car accident
 - Someone is hurt or being hurt.
 - If a serious crime has been committed.
 - If there is a house on fire.
- “0” for Telephone Information.

Format of Canadian Telephone Numbers

1	000	000	0000	ext. 103
Long Distance	Area Code	Local Distance		Extension Number

Dialing within Canada

All Canadian phone numbers have 10 digits. The first 3 are the area code and the last 7 are the phone number. Each region in Canada has a different 3-digit area code.

- **Local calls:** For local calls, simply dial the 10 digit number directly.
- **Long Distance calls** (within Canada and the USA): For all long distance calls you will be required to dial a 1 before the 10 digit number. We suggest that you contact your phone provider to set up a long distance plan before you call as rates outside of your local calling area can be expensive without a plan.



- **International Dialing:** When making an international call, you need to first dial 011 (this is the exit code) + the country code + the area code + the number. You can find country codes and area codes in the first pages of the telephone book or by searching online. Before you call, contact your phone provider to set up a long distance plan. Rates for overseas calls can be expensive without a long-distance plan and providers will often have special rates for certain companies.
- **Toll Free Calls:** Any number that begins with a 1-800, 1-866, 1-877 or 1-888 are free calls. Simply dial the full number including the 1.
- **Phone Cards:** If you do not have a long distance plan or are calling from a pay phone, you can use a calling card. Calling cards give you a set amount of talking time for a certain price. These cards are available in convenience stores, pharmacies and supermarkets and grocery stores.

Important Web Site Addresses

- Service Canada: www.servicecanada.gc.ca
- Citizenship and Immigration Canada: www.cic.gc.ca
- Health Canada: www.hc-sc.gc.ca

Stay Safe - Avoiding Scams

Protecting your Personal Identification Number (PIN). When using your credit or debit card, use caution and follow these safety tips:

- ✓ Never give your Personal Identification Number (PIN) to anyone.
- ✓ Keep your PIN in a safe place.
- ✓ Memorize your PIN and if you write it down, make sure it is not obvious what it is for. Do not keep your PIN near or write it on your card.
- ✓ Do not use an obvious number - i.e. birthday, phone number, 1234 or your name.
- ✓ Check your balances and account frequently to verify the transactions made on your account were made by you. If you notice an error, report it to your financial institution right away.
- ✓ If you lose your card or it is stolen, contact your financial institution immediately.
- ✓ When using your card, make sure you cover the PIN pad so no one can see what you input.

Tipping

As a rule, tipping is expected when dining at any "sit-down" type of restaurant. The suggested tip is 15% of the bill but over-tipping for exceptional service is normal. Many restaurants will automatically add the tip to the bill when serving a large group. Read your bill before you tip to ensure you are not double tipping. Not leaving a tip is considered extremely rude.

Other service employees that you would be expected to tip would be:

- Bartenders, delivery drivers (i.e. pizza), taxi drivers, and hairdressers
- Hotel staff including housekeepers, room service and porters

Canadian Workplace Lingo

Below are a few of the more popular terms and phrases in Canada:



Crash course: A quick run-down, explanation, or introduction to something, providing just the basic information. If your colleagues give you a 'crash course' on how to use the company printer/copier, they're probably just going to show you the on/off switch and start buttons, not how to change the toner or format pages.

Actions speak louder than words: In other words, what a person actually does is more important than what they say they will do.

Action items: In management, an action item is a documented event, task, activity or action that needs to take place, usually by a single person.

All hands on deck: Every-one is expected to pitch in or participate (or at least be ready to do so if called upon) – usually in response to an important project, event, or client the company is involved with.

Ballpark: A range (as of prices or views) within which comparison or compromise is possible.

Hard copy: A physical print-out of a document rather than an electronic copy.

Benchmarking/Benchmark: Something that can be used as a way to judge the quality or level of similar things.

Moving forward: Workplace jargon meaning getting things accomplished or making progress.

Best practice: Tried and tested methodology or practice.

Competitive advantage: When an organization acquires or develops an attribute or combination of attributes that allows it to outperform its competitors.

Face time: The time spent with a customer or client in person as opposed to on the phone or online.

Kept in the loop: This is a common phrase used to mean a person who is informed about what's going on with a project or plan.

Pushing the envelope: This basically means to go outside of what is seen as normal corporate boundaries in order to attain a goal or secure a target.

Follow up: To check back in (usually via phone or e-mail) with something or someone. For example, it is always a good idea to 'follow up' (i.e., send a quick e-mail) thanking someone for their time after you've gone in for a job interview. You might also be asked to 'follow up' with someone you are waiting for an important response from.



Hit the ground running: If your boss wants you to 'hit the ground running', they want you to start the project right away and work at full speed to get it done.

Think outside the box: To think creatively, find new ideas, and go beyond traditional solutions. Companies are constantly wanting their employees to 'think outside the box'.

Touch base: To get in contact with.

Reach out to so-and-so: If you're 'reaching out' to someone in the business world, you're contacting them with some purpose, usually making them an offer, looking for information, or trying to ensure a collaboration.

Ramp up: To get ready for something and/or increase efforts.

Start off on the right foot: Begin positively.

Put your nose to the grind-stone: Concentrate 100 per cent and work hard.

Gear up: Get ready and be prepared.

Keep on your toes: Be constantly aware of what is going on around you, and be ready to make changes at any time. If someone says they're going to 'keep you on your toes', get ready for a challenge.

Team effort: Everyone works together, and (ideally) every-one shares credit for the work.

Get on the same page: If people are not on the same page, it usually means they have different understandings, opinions, or goals involving the same issue. Therefore, to get on the same page, they would have to come to a mutual understanding on the issue.

Someone dropped the ball: Also, "someone messed up." If a colleague or boss singles out an individual as having 'dropped the ball', they are typically blaming a project's failure or mistakes on that one person.

Work/life balance: Someone who has good work/life balance gets all their work done within the prescribed amount of work time (their normal hours of work) and can therefore relax and concentrate on other things (personal life) in their off- time. Companies may encourage this balance in order to keep their employees from 'burning out' (see next term).

Burning out: When someone is overworked or overstressed and no longer able to function to their full potential, they are often referred to as 'burnt out'.

Casual Fridays: Some offices offer employees the opportunity to dress casually on Fridays, often as a form of fundraiser – pay a dollar toward a charity and wear jeans to work.



The pilot or pilot phase: The first attempt or test run of a project – usually a smaller version of it – which takes place in the development phase in order to identify any final adjustments that need to be made before the final project begins.

Iron out the kinks: To identify and fix any problems.

We're in the same boat: A phrase used to compare situations. In other words, if someone says they are in the same boat as you, it means that they feel the two of you are in a similar situation, or are facing similar challenges.

If the shoe fits: If something belongs or pertains to you, you should accept it.

I've got a lot on my plate: In other words, "I've got a lot of things to do".

I'm totally swamped/slammed: Similar to saying "I've got a lot on my plate," if your co-worker describes themselves as "totally swamped" it usually means they feel like they have more work to do than time in which to complete it.

Add value: Make a project more productive or positive, usually without involving additional expenses.

No-show: Someone who doesn't turn up for a meeting and/or work, without previously communicating it.

Time-stealer or time-suck: Someone who wastes other colleagues' time with unproductive, long conversations and/or pointless meetings.

Mat-leave or pat-leave: Referring to maternity or paternity leave (i.e., the employee or their partner have had a baby). In Canada, this leave can legally last up to one year.

Value added: Refers to "extra" feature(s) of an item of interest (product, service, person etc.) that goes beyond the standard expectations and provides something "more" while adding little or nothing to its cost.

Win-win situation: A solution where all parties are satisfied with the results.

With all due respect: Expression used to diffuse the impact of an insult and to be polite in doing so.

Get all our ducks in a row: Organize or 'line up' everything.

It's like herding cats: Some-times used to describe a difficult, chaotic task, such as trying to organize a group of people who don't want to listen to instructions.



ALL THINGS CANADIAN

Canadian Fun Facts

- Everything is labeled in English and French.
- Hockey and Lacrosse are Canada's national sports.
- Canadians consume more macaroni and cheese than any other nation on earth.
- Canada has more donut shops per-capita than any other country in the world.
- The Maple Leaf on the Canadian Flag has thirteen points each representing one of the ten provinces and 3 territories.
- Everything is measured in metric.
- The Maple Leaf and Beaver are Canada's national symbols.
- Milk comes in plastic bags as well as in cartons and jugs.
- Restaurants serve vinegar with French fries.
- Canada's main natural resources are natural gas, oil, gold, coal, copper, iron ore, nickel, potash, uranium and zinc, wood and water.
- There are \$1 and \$2 coins. The paper currency is in different colors.
- The Trans-Canada Highway -- Canada's analogue to the US Interstates -- is two lanes wide for





most of its length. (There *are* much wider highways around most major cities. The 401 north of Toronto is sixteen lanes wide in places.)

- Ottawa, Ontario's Rideau Canal is the world's largest skating rink. It's a 202-km-long waterway that links Lake Ontario at Kingston with the Ottawa River. Today, the canal is a playground — for skaters in the winter and for boaters in the summer.
- These are the most well-known Canadian restaurant chains:
 - Harvey's -- fast food burger joint.
 - Mr. Sub -- similar to Subway.
 - The Keg (Le Keg en français) -- a big, high-end yet still generic steakhouse.
 - Pizza Pizza -- similar to Domino's.
 - Tim Horton's -- Coffee, doughnuts and some food.
 - Swiss Chalet -- sit-down chicken and ribs place.
- The big mass-market beers are Molson and Labatt and they're stronger than US beers.
- There are billboards advertising vacations in Cuba, and Cuban cigars are freely available.
- Any conversation will inevitably include a brief discussion of the weather.
- People give distances in times, not miles.
- Canadians use British spelling ("colour," "cheques," "theatres," and so forth).
- People drive with their headlights on during the day. Since 1989, all new cars have had to be fitted with daytime running lights.
- There is no mail delivered on Saturdays/Sundays.
- The Canadian coastline (243,792 kms in total) is the longest in the world.
- Canada has the longest covered bridge in the world. It's located in Hartland, New Brunswick and is 1,282 feet long.
- The longest street in the world is Yonge Street (in Toronto) at 1,900.5 kms long.
- People tend to end sentences with "eh," eh?
- Canada's official motto is "A Mari usque ad Mare," which translates as "From Sea to Sea."

Speaking Canadian, Eh?

Canuck.....A nickname for a Canadian

Loonie.....One dollar coin

Twoonie.....Two dollar coin

Double-double.....Coffee with two creams and two sugars

Touque.....A hat people wear during the winter months

Pop.....Another word for a soda

Washroom.....Another word for a bathroom, restroom or washing closet.

Mountie.....Nickname for a member of the Royal Canadian Mounted Police (RCMP).

Zed.....Last letter of the alphabet

Hydro.....Electricity

Chesterfield.....Couch or sofa

Serviette.....Paper napkin

ATM.....A common term for an ATM (Automated teller machine)

EH?.....Used at the end of your sentence as a friendly short-cut for "don't you agree."





Special Days in Canada

Event	Day Observed	Observance
New Year's Day	January 1	Nationwide
Valentine's Day	February 14th	Nationwide
Islander Day	Third Monday in February	PE
Family Day	Third Monday in February (2nd in BC)	BC, AB, SK, ON, NB
Louis Riel Day	Third Monday in February	MB
St. Patrick's Day	March 17	Nationwide
Good Friday	Friday before Easter Sunday	Nationwide except QC
Easter Monday	Monday after Easter Sunday	QC
St. George's Day	April 23	NL
Mother's Day	Second Sunday in May	Nationwide
Victoria Day	Monday preceding May 25th	Nationwide except NB, NS, PE, NL
Father's Day	Third Sunday in June	Nationwide
National Aboriginal Day	June 21	NT
Fête Nationale St. Jean Baptiste Day	June 24	QC
Discovery Day	June 24	NL
Canada Day Memorial Day in NFL	July 1	Nationwide
Nunavut Day	July 9	NT
Civic Holiday	First Monday in August	AB, BC, SK, ON, NB, NU
Labour Day	First Monday of September	Nationwide
Thanksgiving	Second Monday in October	Nationwide except NB, NS, PE, NL
Remembrance Day	November 11	Nationwide except ON, QC, NS, NL
Christmas Day	December 25	Nationwide
Boxing Day	December 26	ON



EX PAT ORGANIZATIONS

Listed below are a few of the many Expat groups in Canada:

Meetup – [Meetup.com](https://www.meetup.com/) has a number of social groups across Canada.

Expat Arrivals

The [Expat Arrivals website](#) has a forum where you can connect with Expats in Toronto, Montreal, Calgary, Ottawa, Vancouver and Waterloo.

Expat Focus – [Expat Focus](#) has a Canada forum where you can connect with other Expats.

List of groups in Canada

<https://www.currencyfair.com/blog/expat-community-groups-canada/>

Expat Woman

A [forum](#) to connect with other female Expats.

InterNations

Expat groups in [Toronto](#)

Expat groups in [Vancouver](#)

Expat groups in [London, Ontario](#)

Expat groups in [Ottawa](#)

Expat groups in [Calgary](#)

Expat Groups in [Victoria, BC](#)

Expat groups in [Montreal](#)

Expat groups in [Edmonton](#)

Expat Groups in [Quebec City](#)



Tippet Richardson Canadian Destination Services

Tippet Richardson is an established Relocation Management Company in Canada offering a full suite of relocation services, available to individuals being relocated by their company. We have a solid foundation and reputation for offering our services through international relocation management and household goods moving companies, providing them with a global presence, which includes Canada.

A sampling of relocation management services follows:

- Relocation Policy Design for corporations wanting to know best practices in Canada.
- Central contact for the company and transferee from start to finish with a professional relocation consultant, with thorough knowledge of Canada and relocation practises.
- Immigration Legal Services in both Canada and the origin country, including business travel.
- Household moving and storage services Canada-wide.
- Area orientations to get to know the city and area. The first step is determining the transferee's needs. This service is available with a tour guide or through a virtual tour from the country of origin.
- Rental assistance with a tour guide. This service is frequently combined with the same tour guide used for orientations, for efficiency reasons.
- Temporary Housing while waiting for the new residence to be available. This includes corporate housing with full kitchen facilities for that home-away-from-home.
- Travel arrangements through our own in-house travel department. This saves time and energy for everyone when having to coordinate activities, such as area orientations. We maintain our one point of contact, even when booking travel.
- Home finding assistance through our own in-house real estate department.
- Language training, cultural training and education assistance, all coordinated through our one point of contact. Training can be arranged for all family members in group settings.
- Spousal job hunting assistance.
- Income tax consulting through a professional tax accountant with consultation available at both origin and Canada.

This is just a sampling of services we can offer. Our mission is to make the transition to Canada as simple as possible for our international relocation partners, their corporate clients and the transferee.



Tippet Richardson Relocation Division Thanks Welcomehome Relocations

Tippet Richardson wishes to thank Welcomehome Relocations for assisting our company in preparing Welcome to Canada for usage by our International Relocation Management Companies and Household Moving business partners. Welcome to Canada provides a wealth of information for individuals either making a decision to move to Canada or to assist in planning their move.

Welcomehome has been one of Tippet Richardson's preferred destination service providers since our inception. Without their contribution, our Welcome to Canada booklet would not be possible. One of Welcomehome's major strengths is the strategic location of their destination service Relocation Specialists, located in all provinces across Canada. Welcome to Canada has been based on input from Welcomehome staff from all regions in Canada, specifically people who have a working knowledge and expertise in all regions of Canada. They have been diligent in serving our client needs no matter how unusual the request.

Tippet Richardson is the first point of contact for our corporate clients and relocation partners when relocating an employee to Canada. We determine the needs of the transferee and put a relocation plan into motion. We are able to share our findings with Welcomehome so they can select the Relocation Specialist to work with the employee, with the objective of best matching the Specialist's lifestyle with that of the transferee; sometimes this can be language or even country of origin. From there, Welcomehome interviews the transferee based on services required and their wish list, recognizing there may be budget considerations for either the company or the transferee.

Our customer service rating with Welcomehome has a 100% customer satisfaction score. We need say no more!