



Business Information Guide



TABLE OF CONTENTS

Updated August 2010

Checklist for Starting a Business	1
Start-Up Resources	1
Develop a Business Plan	2
Forms of Business Organization	3
Register a Business Name	5
Registering a Website Name	6
Intellectual Property, Patents and Trademarks	6
City Services and Regulations	7
Economic Development Office	7
Business License Division	7
Home-Based Business	8
Land Use and Zoning	9
Building Permits	9
• Signage	9
Provincial and Federal Government Requirements	10
Labour Resources	11
Financing	13
Importing and Exporting	14
Other Business Resources and Contacts	17
Accounting & Taxation	17
Community Business Resources	17
BC Business Resources	17
Business Immigration Programs	18
Health Standards & Environmental Regulations	19
Industry Canada	19
Insurance	19
Legal Advice	20
Libraries & Resource Centres	20
Real Estate	20
Statistics	20
Technology	21
Transportation Service Providers	21

* THE INFORMATION PROVIDED IN THIS HANDBOOK IS INTENDED AS GENERAL INFORMATION ONLY AND SHOULD BE USED AS A GUIDE. READERS SHOULD FULLY RESEARCH THEIR PARTICULAR SITUATION AND CONSULT APPROPRIATE LEGAL, TAXATION AND BUSINESS ADVISORS.

Contact: **City of Nanaimo Economic Development Office**
455 Wallace St
Nanaimo BC V9S 5J6
Ph: (250) 755-4465
Toll Free: 1-888-810-3388

CHECKLIST FOR STARTING A BUSINESS

- Develop a business plan to determine if you can make money from your idea.
- Register your business name.
- Register your website name.
- Obtain a business license.
- Ensure appropriate zoning of premises.
- Is a building permit necessary?
- Obtain the proper provincial and/or federal licenses.
- Register for Harmonized Sales Tax (HST).
- Register with WorkSafe BC.
- Register for remitting employees' federal and provincial income tax deductions, employment insurance premiums (EI) and Canada Pension Plan (CPP) contributions.
- If you are hiring employees or subcontracting for labour, ensure that you comply with the pertinent labour regulations by contacting the Employment Standards Branch of the Ministry of Labour and Citizens' Services.
- Hire an accountant and lawyer where necessary.

START UP RESOURCES

Both the provincial and federal governments provide several excellent resources with detailed information on business start-up.

BizPal

www.bizpal.ca

BizPal is an online business permit and license service that simplifies the compliance regulation process for entrepreneurs. BizPal provides businesses with one-stop access to permit and license information for all levels of government. The service's primary goals are to slash document research time and help entrepreneurs start up faster.

This service will ask you a short series of questions about the nature and scope of your current or proposed business. Based on your answers, you will be provided with a customized list of permits and licenses from all levels of government (federal, provincial and municipal) that may be required to operate your business. All of the information that is provided is done so anonymously and you may save or print your results for future reference. BizPal is also accessible from the City of Nanaimo website at www.nanaimo.ca/edo.

Business Start-Up Assistant

This website is organized by topic and province and provides information on market research, business name and structure, preparing a business plan, financing, taxation, hiring employees, doing business on the internet and more.

Canada/BC Business Services Centre (CBSC)

82-601 West Cordova St
Vancouver BC V6B 1G1
Ph: (604) 775-5525
Toll Free: 1-800-667-2272
<http://bsa.cbcs.org>

Small Business BC

Small Business BC is a not-for-profit society that offers start-up advice, business plan reviews, access to research and market information, business seminars and one-on-one business coaching, as well as a host of other services.

Small Business BC

82-601 West Cordova St
Vancouver BC V6B 1G1
Ph: (604) 775-5525
www.smallbusinessbc.ca

DEVELOP A BUSINESS PLAN

A good first step in starting a business is developing a business plan. A business plan assists in assessing business potential, as well as identifying the risks that may be involved. For assistance in developing a business plan, the following resources may be useful:

Business Development Canada

500-6581 Aulds Rd
Nanaimo BC V9T 6J6
Ph: (250) 390-5757
www.bdc.ca

Community Futures of Central Island

104-5070 Uplands Dr
Nanaimo BC V9T 6N1
Ph: (250) 585-5585
www.cfnanaimo.org

Canada/BC Business Services Centre

82-601 West Cordova St
Vancouver BC V6B 1G1
Toll Free: 1-800-667-2272
www.smallbusinessbc.ca

RBC Royal Bank

Downtown Nanaimo Branch
205 Commercial St
Nanaimo BC V9R 5G8
Ph: (250) 741-3500
www.royalbank.ca

Industry Canada
2000-300 West Georgia St
Vancouver BC V6B 6E1
Ph: (604) 666-5000
www.strategis.ic.gc.ca

Women's Enterprise Centre
Suite G-7 Sussex Bldg
1001 Douglas St
Victoria BC V8W 2C5
Toll Free: 1-800-643-7014
www.womensenterprise.ca

FORMS OF BUSINESS ORGANIZATION

One of the first major decisions you will have to make as you start your new business is what form of legal entity it will take. To a large degree, this decision may be dictated by the way you have organized your operations and whether you intend to work on your own in a sole proprietorship, in conjunction with others in a partnership, or whether you are considering incorporation as a limited company.

From a legal point of view, there are several common types of business:

- Sole proprietorship
- Partnership
- Corporation

The form of business entity you choose can have a significant impact on how you are affected by income tax rules and regulations. A lawyer and/or an accountant can provide advice on which entity is suited to your needs and assist you with things such as partnership agreements or filing for incorporation.

Sole Proprietorship

This is the simplest way to set up a business. In a proprietorship, one person performs all the functions required for the successful operation of the business. The proprietor (owner) secures the capital, establishes and operates the business, assumes all risks, accepts all profits and losses, and pays all taxes. The owner is personally and totally responsible for any debts and contractual obligations. Business loans are usually available if the sole owner is willing to mortgage his or her assets.

Partnership

A partnership is formed when two or more people combine their resources in a business.

General Partnership

In a general partnership, two or more owners share the management of a business, and each is personally liable for the debts and obligations of the business. This means that each

partner is responsible for and must assume the consequences of the actions of the other partner(s).

Limited Partnership

A limited partnership involves limited partners, who combine only capital. They are not involved in managing the business and cannot be liable for more than the amount of capital they have contributed. This is known as limited liability. A limited partnership also involves general partners, who are involved in management. They are fully liable for the debts and obligations of the business, but may be entitled to a greater share of the profits.

Both general and limited partnerships come under provincial jurisdiction. All partnerships are required to be registered with BC Registry Services within three months of formation.

The name of a new business must be registered if it is not incorporated. Proprietorships, partnerships, limited partner agreements and trade names must also be registered with BC Registry Services (www.fin.gov.bc.ca/registries). This site is also an excellent source of business start-up information.

Corporation

A corporation is a legal entity that is separate from its owners, who are the shareholders of the company. Each shareholder has limited liability. The directors and officers, however, carry additional liability. A creditor with a claim against the assets of the company would normally have no rights against its shareholders; however, in certain circumstances shareholders may be held liable. This type of business may be incorporated at either the federal or provincial level.

Provincial

When a company intends to carry on its activities solely in one province, provincial incorporation may be preferable. If a company wants to expand its activities outside of its provincial jurisdiction at a later date, it must register as an extraprovincial corporation in other provinces in which it wishes to carry on business. For more information, contact:

BC Registry Services
2nd Floor, 940 Blanshard St
Victoria BC V8W 3E6
Ph: (250) 356-8626
www.fin.gov.bc.ca/registries

Federal

A company can also choose to incorporate federally which allows a business to operate using its corporate name across Canada. This is important if you anticipate expanding your business to other provinces or territories. For more information on the benefits of federal incorporation, contact Industry Canada:

The Corporations Directorate Industry Canada
2000-300 West Georgia St
Vancouver BC V6B 6E1
Ph: (604) 666-9875
<http://strategis.ic.gc.ca/corporations>

REGISTER A BUSINESS NAME

The first step in incorporation or formation of a business is the registration of the business name. The approval of any name is at the discretion of BC Registry Services. It is recommended that you submit three business name choices in order of preference. Your first choice may be approved, and if available, will be held for a period of 56 calendar days. This process cannot be completed online at the present time; however, the name approval request form can be printed, filled in and mailed to BC Registry Services. It can also be completed at any of the OneStop Business Registry locations.

OneStop Business Registry

At a OneStop Business Registry location, you can:

- Register your proprietorship or partnership name with BC Registry Services. (This registration requires pre-approval of your business name). A small fee is required at the time of filing and is payable online using your Visa or MasterCard or may be paid by another method (cash, debit) at other OneStop locations.
- Register as an employer with WorkSafe BC.
- Apply for a business number account with Canada Revenue Agency for HST, payroll deductions, corporate income tax, and import/export accounts.
- Apply for one or more municipal business licenses with participating municipalities.
- Incorporate your company.

Service BC

460 Selby St
Nanaimo BC V9R 2R7
Ph: (250) 741-3636
www.bcbusinessregistry.ca

BC Registry Services

2nd Floor, 940 Blanshard St
Victoria BC V8W 3E6
Toll Free: 1-800-663-7867
www.fin.gov.bc.ca/registries/corppg

Registering a Website name

You may want to use the internet to sell or market your goods and services. If so, you will need a domain name that will identify your website. You can research or buy a domain name through the OneStop Business Registry in partnership with DomainPeople.

OneStop Business Registry

www.bcbusinessregistry.ca

Intellectual Property, Patents & Trademarks

Small-business owners are often faced with the need to register intellectual properties – patents, trademarks, industrial designs, confidential information, and copyright. Canadian intellectual property laws protect the intangible or intellectual nature of an object, as opposed to the object's physical self. The Canadian Intellectual Property Office website provides information on how to do the following:

- Protect your product's name under trademark law.
- Protect your invention by registering it under patent law.
- Protect your design invention under industrial design laws.
- Protect your user guide or manual under copyright laws.
- Protect your product's integrated circuit (i.e., microchip) with integrated circuit topography protection.
- Protect your ideas for future improvements or innovations.

Canadian Intellectual Property Office

Place du Portage I

50 Victoria St, Room C-114

Gatineau QC K1A 0C9

Ph: 1-866-997-1936

www.strategis.gc.ca/sc_mrksv/cipo

CITY SERVICES AND REGULATIONS

The City of Nanaimo provides business support services, regulates land use and ensures community safety.

The Economic Development Office

The Economic Development Office can connect you to the people and information that you need to establish or expand your business in Nanaimo. If you are exploring a business idea, starting a business, or have an existing business, we can help with the following:

- Information about the Nanaimo area including market analysis, demographics and economic trends.
- Advice about preparing a business plan.
- Referrals to financial service providers.
- Referrals to other experts in the community.
- Assistance in tracking down statistics and information.

Economic Development Office

City of Nanaimo

455 Wallace St
Nanaimo BC V9R 5J6
Ph: (250) 755-4465
www.nanaimo.ca

Business License Division

Every business operating in Nanaimo, including those located in a private residence, must have a valid City of Nanaimo business license. Business License application forms may be obtained from the City of Nanaimo Business License Division, the City of Nanaimo website, or through the OneStop online registration service, www.bcbusinessregistry.ca.

Business License Division

City of Nanaimo

238 Franklyn St
Nanaimo BC V9R 2X4
Ph: (250) 755-4482
www.nanaimo.ca

Business license fees vary depending on the type of business as determined by municipal bylaws. Fees are charged on an annual basis and are nonrefundable once a license has been approved and issued. The fee for applications received partway through the year is pro-rated on a quarterly basis for new businesses only.

Prior to issuing a license, applications are referred to other city departments such as Zoning, Building Inspection and the Fire Department. External agency approvals include the Ministry of

Health, the Motor Vehicle Branch and the RCMP. Once all approvals are received, the business license is mailed to the applicant. The time required to process a license application depends on the approvals that are needed. Most licenses are issued within a 7-10 day period, but may take longer.

If you have a business license, you will be automatically sent a renewal notice in the mail in early December of each year. Businesses which are no longer operating should notify the Business License Division.

Home-Based Business

The City of Nanaimo encourages the operation of home-based businesses. In Nanaimo, home-based business is defined as an occupation or profession carried on as a business by a person residing in the same dwelling unit as the business.

Home-based business is often a small start to a larger commercial or industrial undertaking. The idea behind home-based business is to encourage self-employed entrepreneurs to start up a business while keeping overhead low. Once the business is established to a point where a larger area is required, employees need to be hired or other conditions for a home-based business can no longer be met, it then becomes time for that business to relocate to appropriately-zoned commercial or industrial premises.

Home-based business regulations restrict the scale and scope of business operations and regulate things like number of employees, parking, storage etc. For a complete list of home-based business regulations please contact Business License Division or visit the City of Nanaimo website.

Business License Division
City of Nanaimo
238 Franklyn St
Nanaimo BC V9R 2X4
Ph: (250) 755-4482
www.nanaimo.ca

Land Use and Zoning

Permitted uses on a piece of property are governed by municipal plans, policies and bylaws. Before you commit to a location or buy or lease a building, check with the Development Services Department to ensure the zoning of the property is suitable for the business.

Development Services Department

City of Nanaimo

238 Franklyn St
Nanaimo BC V9R 2X4
Ph: (250) 755-4429
www.nanaimo.ca

Building Permits

A building permit ensures that the proposed building complies with the BC Building Code and other municipal bylaws. Prior to issuing a business license, the building inspector must approve the proposed premises for occupancy. You may be required to apply for a building permit for the modifications required to accommodate your business.

A building permit is required when you do the following:

- Construct a new building.
- Add to an existing building.
- Change the occupancy of an existing building.
- Make interior renovations that may impact the direction of travel to an exit.
- Enclose your carport or change your garage to living space.
- Finish an existing basement.
- Add or relocate plumbing, fire alarm or fire sprinklers.
- Locate a temporary building.

Contact the Building Inspection Division for information on the specific requirements of your business and the requirements for making a building permit application.

Signage

Sign regulations and permits are also administered through the Building Inspection Division. Contact them before you erect, alter or add to your business signage.

Building Inspection Division

City of Nanaimo

238 Franklyn St
Nanaimo BC V9R 2X4
Ph: (250) 755-4429
www.nanaimo.ca

PROVINCIAL AND FEDERAL GOVERNMENT REQUIREMENTS

Licensing

There are Provincial Acts containing licensing regulations and requirements for certain industries, applying to all areas of the province. Before starting your business, it is advisable to contact the provincial ministry having jurisdiction in your field to make sure that you are fully licensed.

www.gov.bc.ca/ministries

BizPal, an online business permits and licenses service, provides a customized list of potential permits and licenses from all levels of government (federal, provincial and municipal) that may be required to operate your business.

www.bizpal.ca

Income Tax

All individuals and corporations are liable for the payment of provincial income tax. Provincial income tax is paid in conjunction with federal income tax and only one tax return is necessary, remitted each year to Canada Revenue Agency.

Income from most sole proprietorships and partnerships is included on an individual's general tax return. A corporation is a separate legal entity. It can enter into contracts and own property separately from its owners. It has to pay tax on income, and therefore must file its own income tax return.

Harmonized Sales Tax (HST)

You must register for the HST if you are a person, business or organization operating in Canada with HST taxable sales of more than \$30,000 in a single calendar quarter or over the past four consecutive calendar quarters. If your annual HST taxable sales and revenues are under \$30,000, you are not required to register, but may do so voluntarily as long as you are carrying on a commercial activity. For information on the Harmonized Sales Tax, contact:

Canada Revenue Agency

Ph: 1-800-959-5525

www.ccr-aadrc.gc.ca

LABOUR RESOURCES

Employee Deductions

If you have one or more employee(s), you must obtain a Business Number for remitting employees' federal and provincial income tax deductions, employment insurance premiums and Canada Pension Plan contributions.

Canada Revenue Agency

Ph: 1-800-959-5525

www.ccr-aadrc.gc.ca/bn

WorkSafe BC

Businesses that hire workers (full-time, part-time, casual or contract) are required by law to register with WorkSafe BC. In the event of work-related injuries or diseases, WorkSafe BC works with the affected parties to provide return-to-work rehabilitation, compensation, health care benefits, and a range of other services.

WorkSafe BC

4980 Wills Rd

Nanaimo BC V9T 6C6

Ph: (250) 751-8000

www.worksafebc.com

Employment Standards

The Employment Standards Branch covers issues such as hiring practices, wages, overtime pay, sick time and other employee/employer issues. If you are hiring employees and need details on employee/employer rights under the Employment Standards Act, contact:

Employment Standards Branch

Ministry of Labour and Citizens' Services

6475 Metral Dr 2nd Floor

Nanaimo BC V9T 2L9

Ph: (250) 390-6186

www.labour.gov.bc.ca/esb

Customized Education and Training

Vancouver Island University, Sprott-Shaw Community College and Discovery Community College offer specialized and customized training services for employers. Academy of Learning offers career and business programs tailored towards students' skill levels and time availability.

Academy of Learning
7 - 1551 Estevan Rd
Nanaimo BC V9S 3Y3
Ph: (250) 753-4220
www.academyoflearning.com

Centre for Continuing Studies
900 Fifth St
Nanaimo BC V9R 5S5
Ph: (250) 740-6160
www.viu.ca/ccs

Discovery Community College
1713 Bowen Rd
Nanaimo BC V9S 1G8
Ph: (250) 740-0110
www.discoverycommunitycollege.com

Sprott-Shaw Community College
6-140 Terminal Ave North
Nanaimo BC V9R 5C5
Ph: (250) 754-9600
www.sprottshaw.com

Vancouver Island University
900 Fifth Street
Nanaimo BC V9R 5S5
Ph: (250) 753-3245
www.viu.ca

Recruitment and Career Counseling Resources

In addition to offering a variety of job search and career development resources for job seekers, the following organizations offer forums for employers to post job opportunities and access information and resources including wage and training subsidies and Coop and Internship placement programs.

Supporting Employment Transitions (SET)
101-155 Skinner St
Nanaimo BC V9R 5E8
Ph: (250) 714-0085
www.set-nanaimo.com

CareerVIU (Vancouver Island University Career Centre)
900 Fifth St
Nanaimo BC V9R 5S5
(250) 740-6420
www.career.viu.ca

Job Bank - Service Canada
201-60 Front St
www.jobbank.gc.ca
Nanaimo BC V9R 5H7
Ph: (250) 754-0222

Nanaimo Youth Services
290 Bastion St
Nanaimo BC V9R 3A4
Ph: (250) 754-1989
www.nysa.bc.ca

Global Vocational Services Inc.
401-17 Church St
Nanaimo BC V9R 5H5
Ph (250) 753-3667
www.globalvocationalservices.com

Ethos Career Management
202-155 Skinner St
Nanaimo BC V9R 5E8
Ph: (250) 741-8116
www.ethoscmg.com

Amber Education Services

101-360 Selby St
Nanaimo BC V9R 2R5
Ph: (250) 714-0006
www.ambered.com

WorkAble Solutions

Ph: (604) 660-2421
Toll Free: 1-800-663-7867
www.workablesolutionsbc.ca

Self-Employment Program

Ph: (604) 660-2421
Toll Free: 1-800-663-7867
E-mail: enquirybc@gov.bc.ca

FINANCING

Money that finances business is called capital. Bank loans approved for day-to-day business operations (working capital) are different from those approved for equipment purchases (long term capital or capital assets). A bank loan officer can assist you in finding a workable combination of these different types of capital. Small Business BC provides information on various forms and sources of financing.

www.smallbusinessbc.ca

Financial Institutions**BMO Bank of Montreal**

1-6908 Island Highway North
Nanaimo BC V9V 1P6
Ph: (250) 390-5086

CIBC

123-3200 Island Highway North
Nanaimo BC V9T 1W1
Ph: (250) 756-3400

Canadian Western Bank

101-6475 Metral Dr
Nanaimo BC V9T 2L9
Ph: (250) 390-0088

Scotiabank

65 Commercial St
Nanaimo BC V9R 5G3
Ph: (250) 716-2300

**Coast Capital Savings
Credit Union**

300-6581 Aulds Rd
Nanaimo BC V9T 6J6
Ph: (250) 729-0859

**Business Development Bank
of Canada**

500-6581 Aulds Rd
Nanaimo BC V9T 6J6
Ph: (250) 390-5757

**Community Futures of
Central Island**

104-5070 Uplands Dr
Nanaimo BC V9T 6N1
Ph: (250) 585-5585

**Coastal Community Credit
Union**

2350 Labieux Rd
Nanaimo BC V9T 3M6
Ph: (250) 729-2550

Island Savings Credit Union
97-6631 Island Highway North
Nanaimo BC V9T 4T7
Ph: (250) 390-7070

Royal Bank of Canada
205 Commercial St
Nanaimo BC V9R 5G8
Ph: (250) 741-3500

Women's Enterprise Centre
G-7 1001 Douglas St
Victoria BC V8W 2C5
Toll Free: 1-800-643-7014
www.womensenterprise.ca

TD Canada Trust
1-1150 Terminal Avenue N.
Nanaimo BC V9S 4J2
Ph: (250) 754-7731

IMPORTING AND EXPORTING

Customs Duties

Any business importing products must be aware of customs duties levied against goods entering Canada. The Canada Border Services Agency website contains step-by-step guides to importing and exporting goods into and out of Canada.

CBSA - Small and Medium-sized Enterprise Centre
www.cbsa-asfc.gc.ca/sme-pme/menu-eng.html

A freight forwarder and/or customs broker can provide such services as clearing your goods through customs, documenting procedures, etc. A directory of brokers is available on the Canadian Society of Customs Brokers' website:

Canadian Society of Customs Brokers
www.cscb.ca

Canada Border Services Agency also provides small business seminars on various topics related to customs regulations as well as importing and exporting procedures. Check the CBSA website under "What's New" for seminar schedules and registration:

Canada Border Services Agency
201A - 60 Front St
Nanaimo BC V9R 5H7
Ph: (250) 754-0341
www.cbsa-asfc.gc.ca

Importer/Exporter Number Registration

To export or import on a regular basis, an importer/exporter number is required. Clients can register for this number by contacting Canada Revenue Agency. They will use your import/export account number to process customs documents. To avoid delays in releasing your goods at the border, open your account before you import or export goods.

Canada Revenue Agency - Business Number Registration

Toll Free: 1-800-959-5525
www.ccr-aadrc.gc.ca/bn

ImportSource and ExportSource

These resources are designed for guiding the first-time importer/exporter through various processes, as well as providing resources for businesses looking to expand into new markets. In addition, both sites contain information on trade shows and seminars that may be of interest to business operators.

ImportSource.ca

Toll Free: 1-888-811-1119
www.importsource.ca

ExportSource.ca

Toll Free: 1-888-811-1119
www.exportsource.ca

Special Import/Export Licenses

Permits may be required for the import or export of certain commodities under the authority of the Export and Import Permits Act. The Export and Import Controls Bureau (EICB) authorizes the import and export of goods restricted by quotas and/or tariffs. It also monitors the trade in certain goods and ensures the personal security of Canadians and citizens of other countries by restricting trade in dangerous goods and other materials.

Contact the EICB for information on whether your business will be subject to import/export controls or requirements.

Export and Import Controls Bureau Department of Foreign Affairs and International Trade

4th Floor, 125 Sussex Dr
Ottawa ON K1N 0G2
<http://www.dfait-maeci.gc.ca/eicb/>

Duties Relief Program

This program is available to businesses that import goods into Canada or receive goods that were imported into Canada which have been, or will be, exported from Canada. If you are the importer, exporter, processor, owner, or producer of the goods, you can apply for duties relief if you are directly or indirectly involved in importing goods that are later exported in the same condition as you imported them or if you use imported goods to produce other goods for export.

Canada Border Services Agency Duty Deferral and Relief Program

<http://www.cbsa-asfc.gc.ca/import/DDR-red/menu-eng.html>

Other Import/Export Contacts

Canadian Manufacturers and Exporters British Columbia

540-688 West Hastings
Vancouver BC V6B 1P1
Ph: (604) 713-7800
www.cme-mec.bc.ca

Canadian Association of Importers and Exporters Inc. - Vancouver Chapter

1000-840 Howe St
Vancouver BC V6Z 2M1
Ph: (604) 561-2683
www.iecanada.com

The Canadian Trade Commissioner Service

125 Sussex Dr
Ottawa ON K1A 0G2 Toll
Free: 1-888-306-9991
www.infoexport.gc.ca

Trade Facilitation Office of Canada

Facilitates trade with
developing countries.
300-56 Sparks St
Ottawa ON K1P 5A9
Toll Free: 1-800-267-9674
www.tfoc.ca

U.S. Customs Service

Information regarding U.S.
customs and tariffs.
Vancouver International Airport
Ph: (604) 278-1825
www.customs.ustreas.gov

OTHER BUSINESS RESOURCES AND CONTACTS

Accounting and Taxation

To find accounting and taxation professionals in your area:

Certified General Accountants Association of BC

300-1867 West Broadway
Vancouver BC V6J 5L4
Ph: (604) 732-1211
www.cga-bc.org

Institute of Chartered Accountants of British Columbia (ICABC)

Suite 500, One Bentall Centre
505 Burrard St, Box 22
Vancouver BC V7X 1M4
Toll Free: 1-800-663-2677
www.ica.bc.ca

Community Business Resources

Community Futures of Central Island

Provides business skills development and capital to enterprises that indicate commercial viability and the potential for job creation.
104-5070 Uplands Dr
Nanaimo BC V9T 6N1
Ph: (250) 585-5585
www.cfnanaimo.org

Greater Nanaimo Chamber of Commerce

Provides many services to businesses including networking opportunities and an online business directory.
2133 Bowen Rd
Nanaimo BC V9S 1H8
Ph: (250) 756-1191
www.nanaimochamber.bc.ca

Downtown Nanaimo BIA (DNBIA)

A10 Victoria Cres
Nanaimo B.C. V9R 5B8
Ph: (250) 754-8141
www.nanaimodowntown.com

Tourism Nanaimo

2290 Bowen Rd
Nanaimo BC V9T 3K7
Ph: (250) 756-0106
www.tourismnanaimo.com

BC Business Resources

BC Government Publications Index - A guide to the programs and services of the provincial government.

Ministry of Management Services

PO Box 9452 Stn Prov Govt
Victoria BC V8W 9V7
Toll free: 1-800-663-6105
www.publications.gov.bc.ca

Better Business Bureau of Vancouver Island

220-1175 Cook St
Victoria BC V8V 4A1
Ph: (250) 386-6348
www.vi.bbb.org

Enquiry BC - A toll-free information service for the province of British Columbia that provides references to the appropriate ministry, branch or department.

Ph: (604) 660-2421
Toll Free: 1-800-663-7867
E-mail: enquirybc@gems3.bc.ca

Business Immigration Programs

The BC Provincial Nominee Program offers accelerated immigration for qualified skilled workers and experienced entrepreneurs who wish to settle in BC and become permanent residents of Canada.

The federal Business Immigration Program identifies, encourages and assists foreign businesspersons to settle and establish opportunities and business immigration in BC.

BC Provincial Nominee Program - Ministry of Economic Development

730-999 Canada Place
Vancouver BC V6C 3E1
Ph: (604) 775-2227
www.welcomebc.ca

Business Immigration Program Citizenship and Immigration Canada

Toll Free: 1-888-242-2100
www.cic.gc.ca/ENGLISH/immigrate/business/index.asp

Health Standards and Environmental Regulations

Public Health Inspectors are responsible for identifying unsafe environmental practices and minimizing environmental risks to the public including food safety programs and restaurant inspections.

Health Protection & Environmental Services Vancouver Island Health Authority

3rd Floor 6475 Metral Dr
Nanaimo BC V9T 2L9
Ph: (250) 755-6215
www.viha.ca/mho

For information on importing or manufacturing food products, contact:

Canadian Food Inspection Agency

400-4321 Still Creek Dr
Burnaby BC V5C 6S7
Ph: (604) 666-6513
www.inspection.gc.ca

Industry Canada

If your business involves importation, manufacturing or selling of goods, call the Industry Canada office for information about labeling, packaging and advertising. Additional information on intellectual property concerning patents, copyrights, trademarks and industrial designs can also be obtained.

Industry Canada

2000-300 West Georgia St
Vancouver BC V6B 6E1
Ph: (604) 666-5000
<http://strategis.ic.gc.ca>

Insurance

To find accounting and taxation professionals in your area:

Insurance Brokers Association of BC

1300 – 1095 West Pender St
Vancouver BC V6E 2M6
Ph: (604) 606-8000
www.ibabc.org

Legal Advice

The Lawyer Referral Service is designed to assist with obtaining legal advice. You can book a half-hour consultation with a lawyer in your area for a reasonable rate. For more information, contact:

BC Branch of the Canadian Bar Association

Ph: (604) 687-3221
Toll Free: 1-800-663-1919
www.bccba.org

Libraries and Resource Centres

For statistical information, business directories, annual reports, etc.

Wellington Public Library

3032 Barons Rd
Nanaimo BC V9T 4B5
Ph: (250) 758-5544
www.virl.bc.ca

Harbourfront Public Library

90 Commercial St
Nanaimo BC V9R 5G4
Ph: (250) 753-1154
www.virl.bc.ca

The Vancouver Island University Library issues community library cards for a \$25.00 annual fee or \$9.00 for four months.

Vancouver Island University

900 Fifth St
Nanaimo BC V9R 5S5
Ph: (250) 740- 6330
www.viu.ca

Real Estate

For a list of realty offices in your area:

Vancouver Island Real Estate Board

6374 Metral Dr
Nanaimo BC V9T 2L8
Ph: (250) 390-4212
www.vireb.com

Statistics

For provincial or national statistical information on economic, social and demographic conditions:

BC Statistics

Box 9410 Stn Prov Govt
Victoria BC V8W 9V1
Ph: (250) 387-0327
www.bcstats.gov.bc.ca

Statistics Canada

600-300 West Georgia St
Vancouver BC V6B 6C7
Toll Free: 1-800-263-1136
www.statcan.ca

Technology

The Mid-Island Science, Technology & Innovation Council (MISTIC) supports entrepreneurs and small businesses in knowledge-based and manufacturing industries on Vancouver Island and the Sunshine Coast. MISTIC's mission is to advance the growth and prosperity of technology industries.

MISTIC

150 Commercial St
Nanaimo BC V9R 5G6
Ph: (250) 753-8324
www.mistic.bc.ca

Victoria Advanced Technology Centre (VIATEC) is a not-for-profit, industry-driven venture, which actively promotes and enhances the development of the advanced technology industry in the Capital Regional District.

VIATEC

2202-4464 Markham St
Victoria BC · V8Z 7X8
Ph: (250) 483-3214
www.viatec.ca

TRANSPORTATION SERVICE PROVIDERS

Air Transportation

Passenger and cargo services are available through the Nanaimo Airport. Current schedules offer up to seven daily flights to Vancouver International Airport.

Nanaimo Airport

PO Box 149
3350 Spitfire Rd
Cassidy BC V0R 1H0
Ph: (250) 245-2157
www.nanaimoairport.com

Nanaimo Seaplane Terminal

Regularly scheduled flight service to Vancouver Harbor and Vancouver International Airport are available through Harbour Air and Seair Seaplanes. Kenmore Air offers seasonal flights between Seattle and Nanaimo Harbour.

Harbour Air Seaplanes

Unit 1A - 90 Front St
Nanaimo BC V9R 5H7
Ph: (250) 714-0900
Toll Free: 1-800-665-0212
www.harbour-air.com

Seair Seaplanes

1956 Zorkin Rd
Nanaimo BC V9S 5T9
Ph: 250-753-1115
Toll Free: 1-866-692-6440
www.seairseaplanes.com

Kenmore Air

1234 Wharf St
Victoria BC V8W 3H9
Toll Free: 1-866-435-9524
www.kenmoreair.com

Land Transportation**Rail**

Passenger rail service between Victoria and Courtenay is available seven days a week.

VIA Rail Canada

Toll Free: 1-888-842-7245
www.viarail.ca

Transit

Regional transit provides both regular transit and HandyDART custom transit service from Cedar to Qualicum Beach.

**Nanaimo Regional Transit
Regional District of Nanaimo**

6300 Hammond Bay Rd
Nanaimo BC V9T 6N2
Ph: (250) 390-4531
www.busonline.ca

Water Transportation

Regularly scheduled ferry service is available between Nanaimo and Vancouver. There are two ferry Terminals in Nanaimo operated by British Columbia Ferry Services Inc.

Departure Bay Ferry Terminal

680 Trans Canada Hwy
Nanaimo BC V9S 5R1
Ph: (250) 753-1261
www.bcferries.bc.ca

Duke Point Ferry Terminal

400 Duke Point Hwy
Nanaimo BC V9X 1H6
Ph: (250) 722-0181
www.bcferries.bc.ca

Nanaimo Port Authority

The Port of Nanaimo is a deep sea shipping facility operated by the Nanaimo Port Authority. The Port is used primarily for forestry products shipped worldwide and it is also suited for bulk liquid discharge. Full services are offered by the Port including warehousing space, outside storage, container handling and crane and barge loading facilities.

Nanaimo Port Authority

PO Box 131, 104 Front St

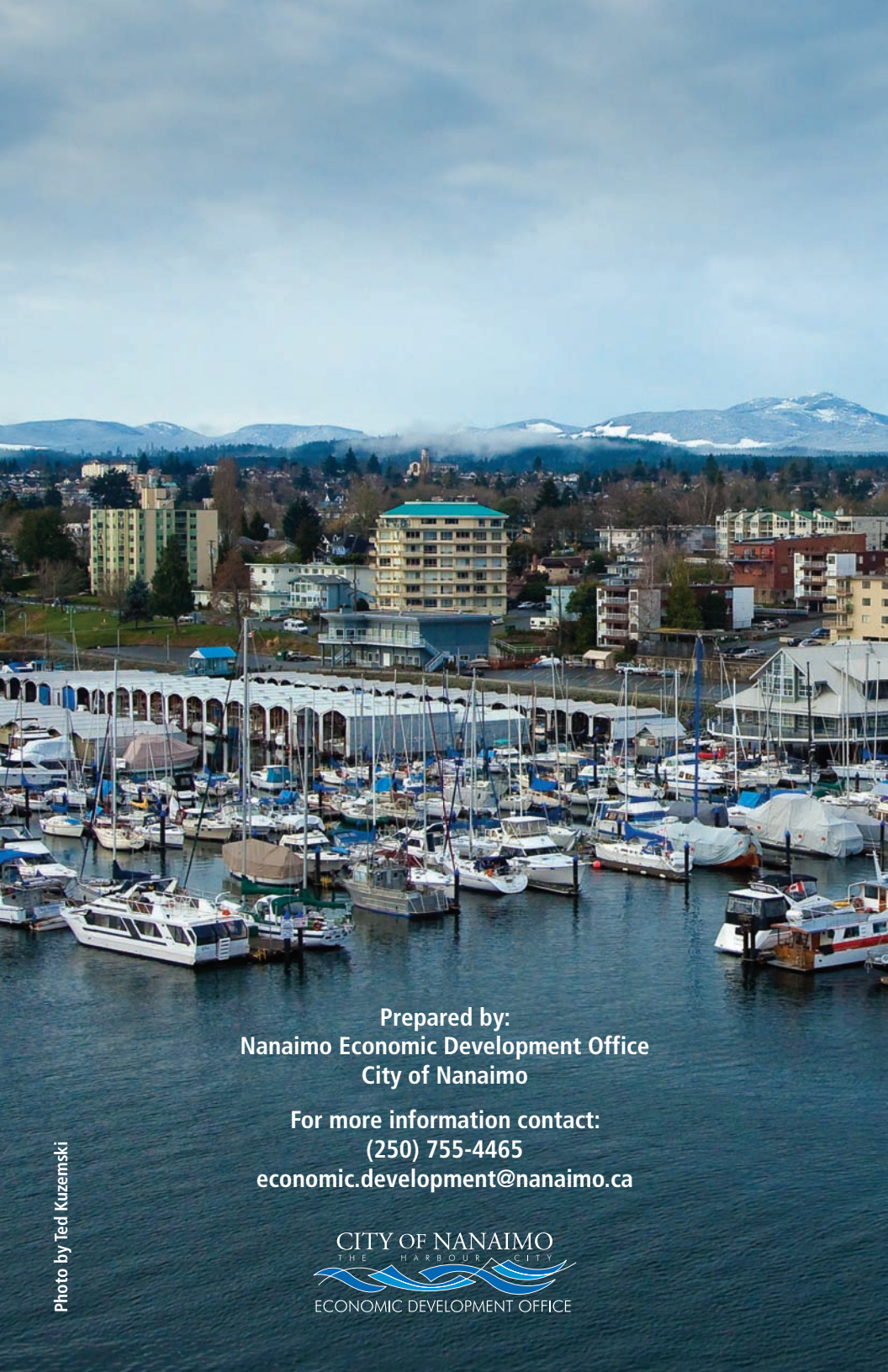
Nanaimo BC V9R 5K4

Ph: (250) 753-4146

www.npa.ca

A barge facility operates from Duke Point Industrial Park. Commercial freight and barge operators can be found in your local telephone or business directory.

UPDATED: AUGUST 2010



Prepared by:
Nanaimo Economic Development Office
City of Nanaimo

For more information contact:
(250) 755-4465
economic.development@nanaimo.ca

Photo by Ted Kuzemski

CITY OF NANAIMO
THE HARBOUR CITY

ECONOMIC DEVELOPMENT OFFICE