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**AREA CONTACTS FOR STARTING & RUNNING A LOCAL  
BUSINESS**

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**FEDERAL GOVERNMENT - The Government of Canada**

**Federal Government Web Site:** [www.canada.gc.ca](http://www.canada.gc.ca)

Elgin – Middlesex - London Member of Parliament (M.P.)

Karen Vecchio, M.P.

Constituency Office

203 – 750 Talbot Street

St. Thomas, ON N5P 1E2

Email: [karen.vecchio.c1a@parl.gc.ca](mailto:karen.vecchio.c1a@parl.gc.ca)

519-637-2255 or 1-866-404-0406 Fax: 519-637-3358

Hours: 10:00 a.m. – 4:30 p.m., Monday – Friday

**Canada Business: Ontario**

1-888-576-4444 or [www.canadabusiness.ca](http://www.canadabusiness.ca)

The Ontario portion of this telephone service and website is operated jointly between the federal and provincial governments as a “first point of access” for general information on all types of business-related government programs & services.

**Reference Canada**

1-800-667-3355 or 1-800-O CANADA (1-800-622-6232)

This telephone reference service offers referrals to all programs and services offered by the Government of Canada.

**Harmonized Sales Tax (HST)**

**Canada Revenue Agency (CRA)**

**London Tax Services Office**

451 Talbot Street

London, ON N6A 4R3

General Information: 1-800-959-8281

Business Inquiries & Business Forms: 1-800-959-5525

New Employer's Kit: 1-800-959-5525

Fax: 519-645-4029

Website: [www.cra.gc.ca](http://www.cra.gc.ca) or [www.ccra.gc.ca/tips](http://www.ccra.gc.ca/tips)

Hours: 8:15 a.m. - 5:00 p.m. (Mid Feb to April 30)

8:15 a.m. – 4:30 p.m. (May 1 to mid Feb)

**Canada Border Services Agency**

2724 Roxburgh Road, Unit 1  
London, ON N6A 4C5  
General Inquiries: 1-800-461-9999  
Fax: 519-681-3486  
Website: [www.cbsa.gc.ca](http://www.cbsa.gc.ca)

Income Tax & Payroll Deductions, Canada Pension, Employment Insurance, etc.:

**Canada Revenue Agency (CRA)**

**London Tax Services Office**

451 Talbot Street  
London, ON N6A 4R3  
General Information: 1-800-959-8281  
Business Inquiries: 1-800-959-5525  
Business Forms (Order Centre): 1-800-959-2221  
New Employer's Kit: 1-800-959-5525  
Fax: 519-645-4029  
Website: [www.cra.gc.ca](http://www.cra.gc.ca) or [www.ccra.gc.ca/tips](http://www.ccra.gc.ca/tips)  
Hours: 8:15 a.m. – 5:00 p.m. (mid February to April 30)  
8:15 a.m. – 4:30 p.m. (May 1 to mid February)

**Health & Safety Standards:**

**Canadian Food Inspection Agency (CFIA – ACIA)**

1200 Commissioners Road East, Unit 19  
London, ON N5Z 4R3  
519-691-1300 Fax: 519-691-1314  
Hours: 8:00 a.m. – 4:00 p.m.  
Website: [www.inspection.gc.ca](http://www.inspection.gc.ca)

**Communications Licenses (Radio):**

**Spectrum Management**

(Central & Western Ontario District)  
451 Talbot Street, Suite 1112  
London, ON N6A 5C9  
Direct to London: [spectrum.london@ic.gc.ca](mailto:spectrum.london@ic.gc.ca)  
519-457-4826 (This number connects to Industry Canada)  
Fax: 519-645-5073 Website: [www.strategis.ic.gc.ca/spectrum](http://www.strategis.ic.gc.ca/spectrum)  
Hours: 8:30 a.m. - 4:30 p.m.

**Competition Bureau (Regional Office)**

151 Young Street, 4<sup>th</sup> Floor

Toronto, ON M5C 2W7

(819) 997-4282 Toll Free: 1-800-348-5358

Fax: 819-997-0324

Hearing Impaired: 1-800-642-3844

Website: [www.competition.gc.ca](http://www.competition.gc.ca)

Hours: 7:30 a.m. – 8 p.m. (Monday to Friday, Eastern Time)

**Mail Pickup & Delivery:**

**Canada Post Corporation**

403 Talbot Street

St. Thomas, ON N5P 1B0

519-631-8900 Fax: 519-631-5645

Hours: 8:00 a.m. - 5:00 p.m., Monday to Friday

**Market Data, Census Information, etc.:**

**Statistics Canada – Advisory Service**

Arthur Meighen Building

25 St. Clair Avenue East, 10<sup>th</sup> Floor

Toronto, ON M4T 1M4

User Advisory Service & Publications Orders 1-800-263-1136 (Main Inquires)

Website: <http://www.statcan.gc.ca/start-debut-eng.html>

Email: [STATCAN.infostats-infostats.STATCAN@canada.ca](mailto:STATCAN.infostats-infostats.STATCAN@canada.ca)

**Weights & Measures Accreditation:**

**Measurement Canada**

Federal Bldg., 3<sup>rd</sup> Floor

78 Meg Drive – 3<sup>rd</sup> floor

London ON N6E 3T6

Attention: Preciosa Baganha

District Manager, London

519-680-7365 Fax: 519-680-7759

Email: [Preciosa.Baganha@ic.gc.ca](mailto:Preciosa.Baganha@ic.gc.ca)

Website: [www.mc.ic.gc.ca](http://www.mc.ic.gc.ca)

Hours: 8:30 a.m. - 4:30 p.m.

**Imports/Exports:**

**Customs Border Services Agency – Custom Border Services**

**London Inland Operations**

2724 Roxburgh Road, Unit 2

London, ON N6N 1K9

519-681-3100 Fax: 519-681-3486

**Canada Customs St. Thomas**  
c/o Buckland Customs Brokers Limited  
73 Gaylord Road  
St. Thomas, ON N5P 3R9  
519-631-4944, Fax: 519-633-8038  
Hours: 24 hours  
Website: [www.bucklandcustoms.com](http://www.bucklandcustoms.com)

**Employee Hiring/Local Labour Market Information:**  
**Service Canada / Service Ontario**  
Employment Services Elgin  
408 Talbot Street  
St. Thomas, ON N5P 3V6  
519-631-5470, FAX: 519-631-3565  
Website: <http://www.employmentserviceselgin.ca/>  
Hours: 8:30 a.m. - 4:00 p.m.

## **PROVINCIAL GOVERNMENT - The Government of Ontario**

**Ontario Government Web Site:** [www.gov.on.ca](http://www.gov.on.ca)

Member of Provincial Parliament (M.P.P.):  
Jeff Yurek, MPP for Elgin-Middlesex-London  
Constituency Office  
201 - 750 Talbot Street  
St. Thomas, ON N5P 1E2  
519-631-0666, Fax: 519-631-9478  
Email: [whitney.mcwilliam@pc.ola.org](mailto:whitney.mcwilliam@pc.ola.org)  
Hours: Monday - Friday 10:00 a.m. - 4:30 p.m.

### **General Business-related Enquiries:**

- ***See the Federal Government section of this document for information on Canada Business: Ontario***

**Ontario Ministry of Government Services**  
900 Bay Street, 6th Floor  
Toronto, ON M7A 1L2  
416-326-8800  
Fax: 416-314-4852  
TTY: 1-844-403-5904 (speech/hearing impaired)  
Website: <https://www.ontario.ca/page/ministry-government-and-consumer-services>

Business Registrations, Vendors' Permits, Sales Tax Info, Purchase Exemption Certificates, etc.

Retail Sales Tax (RST), also known as Provincial Sales Tax (PST) no longer exists in Ontario. HST (Harmonized Sales Tax) is administered by the federal government under CRA (Canada Revenue Agency). To register your business for the HST, visit the CRA website at [www.cra.gc.ca/harmonization](http://www.cra.gc.ca/harmonization) or call 1 800-959-5525 for more information regarding the HST.

**Business Registrations and Vendor Permits**

London Office  
100 Dundas Street, Main Floor  
London, ON N6A 5B6  
General Inquiry: 1-800-267-8097  
Website: <https://www.ontario.ca/page/services>  
Hours: Monday – Friday 8:30 a.m. to 5:00 p.m.

**Environmental Information & Approvals:**

**Ontario Ministry of Environment & Energy**

733 Exeter Road  
London, ON N6E 1L3  
519-873-5000 Fax: 519-873-5020  
Hours: 8:30 a.m. – 5:00 p.m.  
Website: [www.ene.gov.on.ca](http://www.ene.gov.on.ca)

**Ontario Economic Development Services:**

**Ministry of Economic Development and Trade**

Southwestern Region  
659 Exeter Road, 2<sup>nd</sup> Floor  
London, ON N6E 1L3  
519-873-4480  
Hours: 8:30 a.m. – 4:30 p.m.  
Website: <https://www.ontario.ca/ministry-economic-development-employment-and-infrastructure>

**Rural/Agricultural Business Matters:**

**Ontario Ministry of Agriculture & Food (Windsor District)**

667 Exeter Road

London, ON N6E 1L3

Phone: 519-873-4070 Fax: 519-873-4062

Website: [www.omaf.gov.on.ca](http://www.omaf.gov.on.ca)

Hours: 8:30 a.m. – 5:00 p.m.

**Employer Health Tax/OHIP:**

**Ontario Ministry of Finance – Tax Office**

**Employer Health Tax**

130 Differin Avenue, Suite 400

London, ON N6A 6G8

1-866-668-8297

Hours: 8:30 a.m. – 5:00 p.m.

Website: <http://www.fin.gov.on.ca/en/index.html>

**Transportation & Vehicle Licenses:**

**Ontario Ministry of Transportation**

659 Exeter Road

London, ON N6E 1L3

General Inquiries: 1-800-268-4686

General Inquiries: 1-800-265-6072 (London Regional Office)

Hours: 8:30 a.m. – 5:00 p.m.

Website: <http://www.mto.gov.on.ca/english/>

**Motor Vehicle License Issuing Agent (private contractor)**

5 - 41 Mondamin Street

St. Thomas, ON N5P 2V4

519-633-6322

Hours: 9:00 a.m. to 5:00 p.m., Monday to Friday

9:00 a.m. to 12:00 p.m. Saturday

**Employment Standards/Occupational Health & Safety  
Regulations:**

**Ontario Ministry of Labour**

217 York Street, 5<sup>th</sup> Floor

London, ON N6A 5P9

519-439-2210 Fax: 519-672-0268

Employment Standards Information Centre: 1-800-531-5551

Occupational Health and Safety Inquiries: 1-800-268-8013

(To pick up forms and/or submit claims visit or fax the above office or go on line)

Website: <http://www.labour.gov.on.ca/english/>

**Workplace Safety & Insurance Board (WSIB)**

148 Fullarton Street – 7<sup>th</sup> Floor

London, ON N6A 5P3

416-344-1000 Fax: 1-888-313-7373

Website: [www.wsib.on.ca](http://www.wsib.on.ca)

Hours: 8:30 a.m. - 4:30 p.m. Monday to Friday

**MUNICIPAL GOVERNMENT - Our Local Government**

All cities, towns, villages, counties and townships administer or control many functions relating to business. 90% of all legislation affecting business originates with the Ontario government but administration of much of this legislation has been assigned to municipal governments.

Included under municipal government control are such things as: Building Permits, Zoning, Sewage/Drainage, Fire Protection, Public Health, Property Tax, Sign Permits, Business Licenses, some aspects of waste disposal, etc.

Generally speaking, contact should be made to the Clerk's Office (City Hall) in each municipality or jurisdiction in which you plan to conduct business to check on individual requirements.

**City of St. Thomas**

**City Hall**

P. O. Box 520, 545 Talbot Street

St. Thomas, ON N5P 3V7

519-631-1680, Fax: 519-633-9019

Email: [clerk@city.st-thomas.on.ca](mailto:clerk@city.st-thomas.on.ca)

Website: [www.city.st-thomas.on.ca](http://www.city.st-thomas.on.ca)

Hours: 8:30 a.m. - 4:30 p.m. Monday to Friday

Contacts: Wendell Graves, City Clerk

John Dewancker, Director of Engineering & Public Works

Bob Wheeler, Manager, Economic Development

**County of Elgin**

**Administration Offices**

450 Sunset Drive

St. Thomas, ON N5R 5V1

519-631-1460, Fax: 519-633-7661

Hours: 8:30 a.m. - 4:30 p.m. Monday to Friday

Contact: Mark McDonald, Chief Administrative Officer (CAO)

Website: [www.elgin-county.on.ca](http://www.elgin-county.on.ca)

**Municipality of Central Elgin**

450 Sunset Drive

St. Thomas, ON N5R 5V1

519-631-4860 Fax: 519-631-4036

Contact: Don Leitch, Clerk

Website: [www.elgin-county.on.ca](http://www.elgin-county.on.ca)

**Southwold Township**

35663 Fingal Line

Fingal, ON N0L 1K0

519-769-2010, Fax: 519-769-2837

Contact: Donna Ethier, Clerk/Administrator

Email: [southwold@southwold.ca](mailto:southwold@southwold.ca)

**Malahide Township**

87 John Street South

Aylmer, ON N5H 2C3

519-773-5344, Fax: 519-773-5334

Contact: Michelle Casavecchia, Clerk/Administrator

Email: [malahide@malahide.ca](mailto:malahide@malahide.ca)

**GENERAL INFORMATION**

Accounting/Tax Information - contact a professional accountant

Bonding - contact your insurance agent or broker

Insurance - contact your agent or broker

Incorporation/Legal Matters - contact your attorney

The St. Thomas & District Chamber of Commerce will provide referrals, free of charge, to registered local businesses, services and professionals, which work to assist or serve new and/or existing businesses.



**COMMUNITY RESOURCES**

St. Thomas and Elgin County are served by a number of agencies, which, in part, function as resources to the business community. In many cases there is no charge for services offered!

**St. Thomas & District Chamber of Commerce**

555 Talbot Street

St. Thomas, ON N5P 1C5

519-631-1981, Fax: 519-631-0466 Email: [mail@stthomaschamber.on.ca](mailto:mail@stthomaschamber.on.ca)

Website: [www.stthomaschamber.on.ca](http://www.stthomaschamber.on.ca)

Hours: 8:30 a.m. – 4:30 p.m. Monday to Friday

24-hour telephone message center available 7 days per week

Information on Chamber programs and services plus an on-line business directory may be found at the Chamber's web site.

**St. Thomas Public Library**

153 Curtis Street

St. Thomas, ON N5P 3Z7

519-631-6050 Fax: 519-631-1987

Email: [info@stthomaspubliclibrary.ca](mailto:info@stthomaspubliclibrary.ca)

Website: <https://stthomaspubliclibrary.ca/>

Hours: 9:30 a.m. - 8:30 p.m. Monday to Friday

9:00 a.m. - 5:00 p.m. Saturday

**Elgin Business Resource Centre**

300 South Edgeware Road

St. Thomas, ON N5P 4L1

519-633-7597 Fax: 519-633-5070

E-mail: [info@elgincfdc.ca](mailto:info@elgincfdc.ca)

Website: <http://www.elginbusinessresourcecentre.com/>

Hours: 8:30 a.m. - 4:00 p.m. Monday to Thursday

8:30 a.m. – 4:00 p.m. Friday

**Elgin St. Thomas Public Health**

1230 Talbot Street

St. Thomas, ON N5P 1G9

519-631-9900 Fax: 519-633-0468

Hours: 8:30 a.m. to 4:30 p.m. Monday to Friday

Email: [estph@elginhealth.on.ca](mailto:estph@elginhealth.on.ca)

Website: [www.elginhealth.on.ca](http://www.elginhealth.on.ca)

**Employment Services Elgin**

400 Talbot Street  
St. Thomas, ON N5P 1B8  
519-631-5470 Fax: 519-633-5854  
Hours: Monday – Thursday 8:30 a.m. – 6:00 p.m.  
Friday 8:30 a.m. – 4:00 p.m.  
Email: [eseinfo@employmentserviceselgin.ca](mailto:eseinfo@employmentserviceselgin.ca)  
Website: <http://www.employmentserviceselgin.ca/>

**Fanshawe College of Applied Arts and Technology  
Elgin - St. Thomas Campus**

120 Bill Martyn Parkway  
St. Thomas, ON N5R 6A7  
519-633-2030 Fax: 519-633-0043  
Website: [www.fanshawec.on.ca](http://www.fanshawec.on.ca)

**St. Thomas Economic Development Corporation  
City Hall**

P. O. Box 520, 545 Talbot Street  
St. Thomas, ON N5P 3V7  
519-631-1680 Fax: 519-631-3441  
Email: [chastings@st-thomasedc.on.ca](mailto:chastings@st-thomasedc.on.ca)  
Website: <http://st-thomas.org/>  
Hours: 8:30 a.m. to 4:30 p.m. Monday to Friday

**FACTS & POINTS WORTH KNOWING:**

**BUSINESS REGISTRATION:** The Ontario Business Names Act, 1990, administered by the Ontario Ministry of Government Services, requires registration of the name of your business before business commences. Banks also require evidence of registration before you will be allowed to open an account in the business name. Contact any Service Ontario office for information.

**PACKAGING AND LABELING:** Industry Canada, Competition Bureau sets out the regulations and guidelines for products sold in Canada (ie. French & English wording on labels). If you are making or importing a product for resale in Canada it is your responsibility to see that all standards are met.

**HEALTH & SAFETY STANDARDS:** Contact the Canadian Food Inspection Agency (in London).

**WORKERS COMPENSATION:** If you are hiring employees (including family members and sub-contractors) you must register with the Workplace Safety & Insurance Board ('WSIB') within 10 days of hiring your first full- or part-time worker. You will likely be required to carry workers compensation coverage (there are some exemptions). You may register at the WSIB (at 148 Fullarton Street, London). You will need your Employer Health Tax number to register. This insurance coverage is paid by the employer and is calculated as a percentage of your payroll.

**EMPLOYER HEALTH TAX:** If you have employees you may be required to pay EHT (there are some exemptions). The amount is calculated as a percentage of your total payroll. For specific information on current EHT rates applicable to your business, please contact the Employer Health Tax Office located at the Ministry of Finance (London Regional Tax Office).

**INCOME TAX & PAYROLL DEDUCTIONS:** If you have employees you are responsible for calculation and remittance of income tax, employment insurance and Canada Pension Plan contributions to Canada Revenue (1-800-622-6232). Don't forget that employers are required to make contributions to both CPP and EI.

**HEALTH CONSIDERATIONS:** Businesses dealing with storage and/or handling of foods must submit to inspections before business begins. Contact Elgin St. Thomas Public Health (99 Edward Street, St. Thomas) to set up an appointment.

**WASTE DISPOSAL:** Although basic garbage removal services are usually provided by municipal government, and paid through property taxes, many businesses require specialized services from private businesses. This especially true for businesses dealing with chemical or hazardous wastes or larger volumes of waste materials.

**LEGAL AND ACCOUNTING ADVICE:** We strongly recommend contact with a qualified accountant and/or lawyer to insure that all legal requirements are met.

This brief summary of information has been compiled by the St. Thomas and District Chamber of Commerce as a community service and is distributed free of charge.