



# Business Information Guide

City of Port Alberni  
Economic Development Department



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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 Port Alberni Economic Development Office**  
4850 Argyle Street  
Port Alberni BC V9Y 1V8  
Ph: (250) 720-2527

## 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 GST (if applicable) and PST.
- 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 Jobs, Tourism and Skills Training and Responsible for Labour
- 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](http://www.bizpal.ca)

BizPal is an online business permits 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 Port Alberni website at [www.portalberni.ca](http://www.portalberni.ca).

## **Business Start-Up Assistant**

This document is now available on the Small Business BC website and a checklist for new business owners. Each step on the checklist has helpful links with more information.

### **Canada/BC Business Services Centre (CBSC)**

82-601 West Cordova Street

Vancouver BC V6B 1G1

Ph: (604) 775-5525

Toll Free: 1-800-667-2272

[http://www.smallbusinessbc.ca/sbbcfiles/files/Starting\\_a\\_Business\\_Checklist.pdf](http://www.smallbusinessbc.ca/sbbcfiles/files/Starting_a_Business_Checklist.pdf)

## **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 Street

Vancouver BC V6B 1G1

Ph: (604) 775-5525

[www.smallbusinessbc.ca](http://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:

### **Community Futures**

#### **Alberni-Clayoquot**

4757 Tebo Avenue

Port Alberni BC V9Y 8A9

Ph: (250) 724-1241

[www.cfac.ca](http://www.cfac.ca)

### **Business Development**

#### **Canada**

500 – 6581 Aulds Road

Nanaimo BC V9T 6J6

Ph: (250) 390-5757

[www.bdc.ca](http://www.bdc.ca)

### **Canada/BC Business Services Centre**

82-601 West Cordova Street

Vancouver BC V6B 1G1

Toll Free: 1-800-667-2272

7014 [www.smallbusinessbc.ca](http://www.smallbusinessbc.ca)

### **Women's Enterprises Centre**

2<sup>nd</sup> Floor – 2659 Douglas Street

Victoria BC V8T 5M2

Toll Free: 1-800-643-

[www.womensenterprise.ca](http://www.womensenterprise.ca)

### **Industry Canada**

2000 – 300 West Georgia Street

Vancouver BC V6B 6E1

Ph: (604) 666-5000

[www.strategis.ic.gc.ca](http://www.strategis.ic.gc.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 (<http://www.bcregistryservices.gov.bc.ca>). 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; 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 extra provincial corporation in other provinces in which it wishes to carry on business. For more information, contact:

BC Registry Services  
2<sup>nd</sup> Floor, 940 Blanshard Street  
Victoria BC V8W 3E6  
Ph: (250) 356-8626  
<http://www.bcregistryservices.gov.bc.ca/>

### 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 Street  
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.
- Incorporate your company.

**Service BC**

4070 – 8<sup>th</sup> Avenue  
Port Alberni BC V9Y 4S4  
Ph: (250) 720-2040  
[www.bcbusinessregistry.ca](http://www.bcbusinessregistry.ca)

**BC Registry Services**

2<sup>nd</sup> Floor, 940 Blanshard Street  
Victoria BC V8W 3E6  
Toll Free: 1-800-663-7867  
<http://www.bcregistryservices.gov.bc.ca>

**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](http://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](http://www.strategis.gc.ca/sc_mrksv/cipo)

## **CITY SERVICES AND REGULATIONS**

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

### **Business Licenses**

Every business operating in the City of Port Alberni, including those located in a private residence, must have a valid City of Port Alberni business license. Business License application forms may be obtained from City Hall, or the City of Port Alberni's website, or through the OneStop online registration service, [www.bcbusinessregistry.ca](http://www.bcbusinessregistry.ca).

#### **Business Licenses**

##### **City of Port Alberni**

4850 Argyle Street

Port Alberni BC V9Y 1V8

Ph: (250) 720-2831

<http://www.portalberni.ca/licencing-and-bylaw-enforcement>

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.

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 available for pick up. 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.

### **Home-Based Business**

The City of Port Alberni encourages the operation of home-based businesses. In Port Alberni, 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 the Business License Inspector or visit the City of Port Alberni website.

#### **Business Licenses**

##### **City of Port Alberni**

4850 Argyle Street

Port Alberni BC V9Y 1V8

Ph: (250) 720-2831

<http://www.portalberni.ca/licencing-and-bylaw-enforcement>



## 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, please check with the Planning Department to ensure the zoning of the property is suitable for the business.

### Planning Department

#### City of Port Alberni

4850 Argyle Street  
Port Alberni BC V9Y 1V8

Ph: (250) 720-2808

<http://www.portalberni.ca/planning>

## 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.

Please contact the Building Inspector 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 Inspector. Please contact him before you erect, alter or add to your business signage.

### Building Inspector

City of Port Alberni  
4850 Argyle Street  
Port Alberni BC V9Y 1V8

Ph: (250) 720-2832

<http://www.portalberni.ca/node/139>

## The Economic Development Department

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

- Information about the Port Alberni 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 Department**  
**City of Port Alberni**  
4850 Argyle Street  
Port Alberni BC V9Y 1V8  
Ph: (250) 720-2527  
<http://www.portalberni.ca/node/199>

## **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](http://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](http://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.

### **Provincial Sales Tax (PST) and Government Sales Tax (GST)**

You must register to collect PST if you sell or lease taxable goods or provide software or taxable services in the ordinary course of business in BC. Businesses that are required to register must charge and collect tax at the time the tax is payable, unless a specific exemption applies to the sale or lease. You must register your business for GST if you do not qualify as a small supplier because your total worldwide taxable supplies of goods and services exceed the limit of \$30 000 in a single calendar quarter of four consecutive calendar quarters. Go to the Canada Revenue Website for more details.

**Canada Revenue Agency**  
Ph: 1-800-959-5525  
[www.cra-adrc.gc.ca](http://www.cra-adrc.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

### **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 Road  
Nanaimo BC V9T 6C6  
Ph: (250) 751-8000  
[www.worksafebc.com](http://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 2<sup>nd</sup> Floor  
Nanaimo BC V9T 2L9  
Ph: (250) 390-6186  
[www.labour.gov.bc.ca/esb](http://www.labour.gov.bc.ca/esb)

### **Employment Agencies**

#### **Alberni Valley Employment Centre**

4805 Mar Street Suite B  
Port Alberni BC V9Y 8J5  
Ph: (250) 724-4560

#### **INEO Employment Services**

4908 Argyle Street  
Port Alberni BC V9Y 1V7  
Ph: (250) 723-4675

## 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](http://www.smallbusinessbc.ca)

### Financial Institutions

#### **BMO Bank of Montreal**

3100 – 3<sup>rd</sup> Avenue  
Port Alberni BC V9Y 4C8  
Ph: (250) 723-2431

#### **RBC Royal Bank**

2925 – 3<sup>rd</sup> Avenue  
Port Alberni BC V9Y 2A6  
Ph: (250) 723-9411

#### **TD Bank**

3008 – 3<sup>rd</sup> Avenue  
Port Alberni BC V9Y 2A5  
Ph: (250) 720-4810

#### **Community Futures Alberni Clayoquot**

4757 Tebo Avenue  
Port Alberni BC V9Y 8A9  
Ph. (250)724-1241

#### **CIBC**

3555 Johnston Road  
Port Alberni BC V9Y 8K2  
Ph: (250) 720-2300

#### **Scotiabank**

3777 – 10<sup>th</sup> Avenue  
Port Alberni BC V9Y 4W5  
Ph: (250) 720-4400

#### **Coastal Community Credit Union**

3009 – 4<sup>th</sup> Avenue  
Port Alberni BC V9Y 2B8  
Ph: (250) 723-8101

#### **Nuu-chah-nulth Economic Development**

P.O. Box 1384  
7563 Pacific Rim Hwy.  
Alberni BC V9Y 7M2  
Ph. (250) 724-3131

## 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 in to and out of Canada.

#### **CBSA – Small and Medium-sized Enterprise Centre**

[www.cbsa-asfc.gc.ca/sme-pme/menu-eng.html](http://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](http://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 Street  
Nanaimo BC V9R 5H7  
Ph: (250) 754-0341  
[www.cbsa-asfc.gc.ca](http://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](http://www.ccr-aadrc.gc.ca/bn)

**Special Import/Export Licences**

Permits may be required for the import and 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 good 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**

4<sup>th</sup> Floor, 125 Sussex Drive  
Ottawa ON K1N 0G2  
<http://www.international.gc.ca/controls-controles/index.aspx>

## **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 Street  
Vancouver BC V6B 1P1  
Ph: (604) 713-7800  
<http://bc.cme-mec.ca/>

### **Canadian Association of Importers and Exporters Inc. – Vancouver Chapter**

1000 – 840 Howe Street  
Vancouver BC V6Z 2M1  
Ph: (604) 561-2683  
[www.iecanada.com](http://www.iecanada.com)

### **The Canadian Trade Commissioner Service**

125 Sussex Drive  
Ottawa ON K1A 0G2  
Toll Free: 1-888-306-9991  
[www.infoexport.gc.ca](http://www.infoexport.gc.ca)

### **Trade Facilitation Office of Canada**

Facilitates trade with  
developing countries  
300 – 56 Sparks Street  
Ottawa ON K1P 5A9  
Toll Free: 1-800-267-9674

### **US Customs Service**

Information regarding US  
Customs and tariffs.  
Vancouver International Airport  
Ph: (604) 278-1825  
<http://www.cbp.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](http://www.cga-bc.org)

#### **Institute of Chartered Accountants of British Columbia (ICABC)**

Suite 500, One Bentall Centre  
505 Burrard Street, Box 22  
Vancouver BC V7X 1M4  
Toll Free: 1-800-663-2677  
[www.ica.bc.ca](http://www.ica.bc.ca)

## Community Business Resources

### Community Futures Alberni-Clayoquot

Provides business skills development and capital to enterprises that indicate commercial viability and the potential for job creation.  
4757 Tebo Avenue  
Port Alberni BC V9Y 8A9  
Ph: (250) 724-1241

### RANONE Business

Duncan Sabine Collyer Partners LLP  
Certified General Accountants  
Management Consultants  
5155 Argyle Street  
Port Alberni BC V9Y 1V3  
Ph. (250) 724-5717  
4757 Tebo Avenue

### Alberni Valley Chamber of Commerce

Provides many services to businesses including networking opportunities and an online business directory.  
2533 Port Alberni Hwy.  
Port Alberni BC V9Y 8P2  
Ph: (250) 724-6535

### Nuu-chah-nulth Economic Development Corporation

Provides assistance to Nuu-chah-nulth to achieve economic and social independence  
P.O. Box 1384  
7563 Pacific Rim Hwy.  
Port Alberni BC V9Y 7M2  
Ph: (250) 724-3131

## 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](http://www.publications.gov.bc.ca)

### Better Business Bureau of Vancouver Island

220 – 1175 Cook Street  
Victoria BC V8V 4A1  
Ph: (250) 386-6348  
[www.vi.bbb.org](http://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](mailto: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](http://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](http://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**  
3<sup>rd</sup> Floor 6475 Metral Drive  
Nanaimo BC V9T 2L9  
Ph: (250) 755-6215  
[www.viha.ca/mho](http://www.viha.ca/mho)

For information on importing or manufacturing food products, contact:

**Canadian Food Inspection Agency**  
400-4321 Still Creek Drive  
Burnaby BC V5C 6S7  
Ph: (604) 666-6513

## **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 Street  
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 Street

Vancouver BC V6E 2M6

Ph: (604) 606-8000

[www.ibabc.org](http://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](http://www.bccba.org)

## **Library**

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

### **Vancouver Island Regional Library**

4255 Wallace Street

Port Alberni BC V9Y 3Y6

Ph: (250) 723-9511

[portalberni@virl.bc.ca](mailto:portalberni@virl.bc.ca)

## **Real Estate**

For a list of realty offices in your area:

### **Vancouver Island Real Estate Board**

6374 Metral Drive

Nanaimo BC V9T 2L8

Ph: (250) 390-4212

[www.vireb.com](http://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](http://www.bcstats.gov.bc.ca)

### **Statistics Canada**

600-300 West Georgia Street

Vancouver BC V6B 6C7

Toll Free: 1-800-263-1136

[www.statcan.ca](http://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 Street  
Nanaimo BC V9R 5G6  
Ph: (250) 753-8324  
[www.mistic.bc.ca](http://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 Street  
Victoria BC V8Z 7X8  
Ph: (250) 483-3214  
[www.viatec.ca](http://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 Road  
Cassidy BC V0R 1H0  
Ph: (250) 245-2157  
[www.nanaimoairport.com](http://www.nanaimoairport.com)

### **Nanaimo Seaplane Terminal**

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

### **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](http://www.viarail.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](http://www.bcferries.bc.ca)

### **Duke Point Ferry Terminal**

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

## **Port Alberni Port Authority**

The Port Alberni Port Authority was formed July 1, 1999, as a continuation of the Port Alberni Harbour Commission. Under the Canada Marine Act, the Port Authority is mandated jurisdiction of the Alberni Inlet from the Somass River to Tzartus Island.

The inlet is prone to calm waters, is free from any navigational obstacles, is ice free year round, and offers a direct shipping route to the Pacific Rim. With a length of just over 40 kilometres and an average width of roughly 1.5 kilometres, the Alberni Inlet can easily accommodate Panamax size vessels.

### **Port Alberni Port Authority**

2750 Harbour Road  
Port Alberni BC V9Y 7X2  
Ph: (250) 723-5312  
[www.portalberniportauthority.ca](http://www.portalberniportauthority.ca)

### **Lady Rose Marine Services**

5425 Argyle Street  
Port Alberni BC V9Y 7M7  
Ph: (250) 723-8313  
<http://www.ladyrosemarine.com>

## 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 GST (if applicable) and PST.
- 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 the pertinent labour regulations by contacting the Employment Standards Branch of the Ministry of Jobs, Tourism and Skills Training and Responsible to Labour.
- 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](http://www.bizpal.ca)

BizPal is an online business permits 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 Port Alberni website at [www.portalberni.ca](http://www.portalberni.ca).

## **Business Start-Up Assistant**

This document is now available on the Small Business BC website and a checklist for new business owners. Each step on the checklist has helpful links with more information.

### **Canada/BC Business Services Centre (CBSC)**

82-601 West Cordova Street

Vancouver BC V6B 1G1

Ph: (604) 775-5525

Toll Free: 1-800-667-2272

[http://smallbusinessbc.ca/wp-content/uploads/resource\\_files/Starting\\_a\\_Business\\_Checklist.pdf](http://smallbusinessbc.ca/wp-content/uploads/resource_files/Starting_a_Business_Checklist.pdf)

## **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 Street

Vancouver BC V6B 1G1

Ph: (604) 775-5525

[www.smallbusinessbc.ca](http://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:

### **Community Futures Alberni-Clayoquot**

4757 Tebo Avenue

Port Alberni BC V9Y 8A9

Ph: (250) 724-1241

[www.cfac.ca](http://www.cfac.ca)

### **Business Development Canada**

500 – 6581 Aulds Road

Nanaimo BC V9T 6J6

Ph: (250) 390-5757

[www.bdc.ca](http://www.bdc.ca)

### **Canada/BC Business Services Centre**

82-601 West Cordova Street

Vancouver BC V6B 1G1

Toll Free: 1-800-667-2272

[www.smallbusinessbc.ca](http://www.smallbusinessbc.ca)

### **Women's Enterprises Centre**

2<sup>nd</sup> Floor – 2659 Douglas Street

Victoria BC V8T 5M2

Toll Free: 1-800-643-7014

[www.womensenterprise.ca](http://www.womensenterprise.ca)

### **Industry Canada**

2000 – 300 West Georgia Street

Vancouver BC V6B 6E1

Ph: (604) 666-5000

[www.strategis.ic.gc.ca](http://www.strategis.ic.gc.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 (<http://www.bcregistryservices.gov.bc.ca>). 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 extra provincial corporation in other provinces in which it wishes to carry on business. For more information, contact:

BC Registry Services  
2nd Floor, 940 Blanshard Street  
Victoria BC V8W 3E6  
Ph: (250) 356-8626  
<http://www.bcregistryservices.gov.bc.ca/>

### 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 Street  
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 can be completed online at [www.bcbusinessregistry.ca](http://www.bcbusinessregistry.ca) or 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.
- Incorporate your company.

#### **Service BC**

4070 – 8th Avenue  
 Port Alberni BC V9Y 4S4  
 Ph: (250) 720-2040  
[www.bcbusinessregistry.ca](http://www.bcbusinessregistry.ca)

#### **BC Registry Services**

2nd Floor, 940 Blanshard Street  
 Victoria BC V8W 3E6  
 Toll Free: 1-800-663-7867  
<http://www.bcregistryservices.gov.bc.ca>

### **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 a variety of choices, including the following:

#### **Domain People**

[www.domainpeople.com](http://www.domainpeople.com)

#### **Domains Canada**

[www.domainscanada.ca](http://www.domainscanada.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](http://www.strategis.gc.ca/sc_mrksv/cipo)

## **CITY SERVICES AND REGULATIONS**

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

### **Business Licenses**

Every business operating in the City of Port Alberni, including those located in a private residence, must have a valid City of Port Alberni business license. Business License application forms may be obtained from City Hall, or the City of Port Alberni’s website, or through the OneStop online registration service, [www.bcbusinessregistry.ca](http://www.bcbusinessregistry.ca).



Also available through the City of Port Alberni is the Inter-community Business Licence. This licence, which must be purchased in addition to the regular Port Alberni Business Licence, allows businesses to perform business in any of the 12 participating municipalities. These municipalities include City of Port Alberni, City of Parksville, Town of Qualicum Beach, City of Nanaimo, City of Courtenay, Town of Comox, City of Campbell River, Village of Cumberland, Town of Ladysmith, City of Duncan, Town of Lake Cowichan, and Municipality of North Cowichan.

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 licence has been approved and issued. The fee for applications received halfway through the year is pro-rated.

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 available for pick up. The time required to process a license application depends on the approvals that are needed. Most licenses are issued within a 5 – 10 day period, but may take longer.

### **Business Licence City of Port Alberni**

4850 Argyle Street  
Port Alberni BC V9Y 1V8  
Ph: (250) 720-2835

<https://www.portalberni.ca/content/starting-business-port-alberni>

### **Home-Based Business**

The City of Port Alberni encourages the operation of home-based businesses. In Port Alberni, 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 the Business License Inspector or visit the City of Port Alberni website.

### **Business Licenses City of Port Alberni**

4850 Argyle Street  
Port Alberni BC V9Y 1V8  
Ph: (250) 720-2835

<https://www.portalberni.ca/content/business-licensing>

### **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 Planning Department to ensure the zoning of the property is suitable for the business.

## **Planning Department**

### **City of Port Alberni**

4850 Argyle Street  
Port Alberni BC V9Y 1V8  
Ph: (250) 720-2808

<https://www.portalberni.ca/zoning>

## **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.

Please contact the Building Inspector for information on the specific requirements of your business and the requirements for making a building permit application.

## **Building Inspector**

City of Port Alberni  
4850 Argyle Street  
Port Alberni BC V9Y 1V8  
Ph: (250) 720-2832

<https://www.portalberni.ca/building-services>

## **Signage**

Sign regulations and permits are also administered through the Building Inspector. Please contact him before you erect, alter or add to your business signage.

## **Building Inspector**

City of Port Alberni  
4850 Argyle Street  
Port Alberni BC V9Y 1V8  
Ph: (250) 720-2832

<https://www.portalberni.ca/sign-permits>

## **The Economic Development Department**

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

- Business Licensing Information
- Information about the Port Alberni 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 Department**

**City of Port Alberni**

4850 Argyle Street

Port Alberni BC V9Y 1V8

Ph: (250) 720-2835

<https://www.portalberni.ca/community-profile>

## **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](http://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](http://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.

### **Provincial Sales Tax (PST) and Government Sales Tax (GST)**

You must register to collect PST if you sell or lease taxable goods or provide software or taxable services in the ordinary course of business in BC. Businesses that are required to register must charge and collect tax at the time the tax is payable, unless a specific exemption applies to the sale or lease. You must register your business for GST if you do not qualify as a small supplier because your total worldwide taxable supplies of goods and services exceed the limit of \$30,000 in a single calendar quarter of four consecutive calendar quarters. Go to the Canada Revenue Website for more details.

**Canada Revenue Agency**

Ph: 1-800-959-5525

[www.ccr-aadrc.gc.ca](http://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.cra-adrc.gc.ca](http://www.cra-adrc.gc.ca)

### 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 Road

Nanaimo BC V9T 6C6

Ph: (250) 751-8000

[www.worksafebc.com](http://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 2<sup>nd</sup> Floor

Nanaimo BC V9T 2L9

Ph: (250) 390-6186

[www.labour.gov.bc.ca/esb](http://www.labour.gov.bc.ca/esb)

### Employment Agencies

#### Alberni Valley Employment Centre

4805 Mar Street Suite B

Port Alberni BC V9Y 8J5

Ph: (250) 724-4560

<http://www.avemployment.ca/>

#### Ineo Employment Services

4908 Argyle Street

Port Alberni BC V9Y 1V7

Ph: (250) 723-4675

<http://www.ineoemployment.com/>

#### Nuu-Chah-Nulth Economic Development

7563 Pacific Rim Hwy.

Port Alberni, BC V9Y 7M2

Ph: (250) 724-3131

<http://www.nedc.info/contact-us>

#### Port Alberni Friendship Center

3555 4<sup>th</sup> Avenue

Port Alberni, BC V9Y 4H3

Ph: (250) 723-8281

<http://www.pafriendshipcenter.com/>

## 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](http://www.smallbusinessbc.ca)

If you would like to raise money from private investors, the British Columbia Securities Commission offers a guide to Capital Raising for Small Business. It sets out how raising money from private investors differs from raising money in the public markets and it explains some of the securities laws that facilitate efficient and timely financing.

### British Columbia Securities Commission

[http://www.bcsc.bc.ca/For\\_Companies/Private\\_Placements/Guide\\_to\\_Capital\\_Raising\\_for\\_Small\\_Business/](http://www.bcsc.bc.ca/For_Companies/Private_Placements/Guide_to_Capital_Raising_for_Small_Business/)

### Financial Institutions

#### BMO Bank of Montreal

3100 – 3<sup>rd</sup> Avenue  
Port Alberni BC V9Y 4C8  
Ph: (250) 723-2431  
<http://www.bmo.com>

#### CIBC

3555 Johnston Road  
Port Alberni BC V9Y 8K2  
Ph: (250) 720-2300  
<https://www.cibc.com>

#### RBC Royal Bank

2925 – 3<sup>rd</sup> Avenue  
Port Alberni BC V9Y 2A6  
Ph: (250) 723-9411  
<http://www.rbc.com/>

#### Scotiabank

3777 – 10<sup>th</sup> Avenue  
Port Alberni BC V9Y 4W5  
Ph: (250) 720-4400  
<http://www.scotiabank.com/>

#### TD Bank

3008 – 3<sup>rd</sup> Avenue  
Port Alberni BC V9Y 2A5  
Ph: (250) 720-4810  
<http://www.tdcanadatrust.com/>

#### Coastal Community Credit Union

3009 – 4<sup>th</sup> Avenue  
Port Alberni BC V9Y 2B8  
Ph: (250) 723-8101  
<https://www.cccu.ca/>

#### Community Futures Alberni Clayoquot

4757 Tebo Avenue  
Port Alberni BC V9Y 8A9  
Ph: (250) 724-1241  
<http://www.cfac.ca/>

#### Nuu-Chah-Nulth Economic Development

7563 Pacific Rim Hwy  
Port Alberni, BC V9Y 7M2  
Ph: (250) 724-3131  
<http://www.nedc.info/>

## 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 in to and out of Canada.

## **CBSA – Small and Medium-sized Enterprise Centre**

[www.cbsa-asfc.gc.ca/sme-pme/menu-eng.html](http://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](http://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 Street

Nanaimo BC V9R 5H7

Ph: (250) 754-0341

[www.cbsa-asfc.gc.ca](http://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](http://www.ccr-aadrc.gc.ca/bn)

## **Special Import/Export Licences**

Permits may be required for the import and 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**

4<sup>th</sup> Floor, 125 Sussex Drive

Ottawa ON K1N 0G2

<http://www.international.gc.ca/controls-controles/index.aspx?lang=eng>

## **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/publications/dm-md/d7/d7-4-1-eng.html>

**Other Import/Export Contacts**

**Canadian Manufacturers  
and Exporters British Columbia**

540-688 West Hastings Street  
Vancouver BC V6B 1P1  
Ph: (604) 713-7800  
<http://bc.cme-mec.ca>

**The Canadian Trade  
Commissioner Service**

125 Sussex Drive  
Ottawa, ON K1A 0G2  
Toll Free: 1-888-306-9991  
[www.infoexport.gc.ca](http://www.infoexport.gc.ca)

**Canadian Association of  
Importers and Exporters  
Inc. – Vancouver Chapter**

1000 – 840 Howe Street  
Vancouver, BC V6Z 2M1  
[www.iecanada.com](http://www.iecanada.com)

**Trade Facilitation Office of  
Canada**

300 – 56 Sparks Street  
Ottawa, ON K1P 5A9  
Toll Free: 1-800-267-9674  
<http://www.tfocanada.ca/home.php>

**US Customs Service**

Information regarding US  
Customs and tariffs.  
Vancouver International Airport  
Ph: (604) 278-1825  
<https://www.cbp.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.cqa-bc.org](http://www.cqa-bc.org)

**Institute of Chartered  
Accountants of British  
Columbia (ICABC)**

Suite 500, One Bentall Centre  
505 Burrard Street, Box 22  
Vancouver BC V7X 1M4  
Toll Free: 1-800-663-2677  
[www.cqa-bc.org](http://www.cqa-bc.org)

**Community Business Resources**

To find community business resources in your area:

**Community Futures Alberni-  
Clayoquot**

**Alberni Valley Chamber of  
Commerce**

Provides business skills development and capital to enterprises that indicate commercial viability and the potential for job creation.

4757 Tebo Avenue  
Port Alberni BC V9Y 8A9  
Ph: (250) 724-1241  
<http://www.cfac.ca/>

#### **RANONE Business Advisor**

Duncan Sabine Collyer Partners LLP  
Certified General Accountants  
Management Consultants  
5155 Argyle Street  
Port Alberni BC V9Y 1V3  
Ph: (250) 724-5717  
<http://global.ranone.com/>

#### **AV Young Professionals**

<https://www.facebook.com/pages/Young-Professionals-Alberni-Valley/400857659960191?sk=info>

#### **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](http://www.publications.gov.bc.ca)

##### **Better Business Bureau of Vancouver Island**

220 – 1175 Cook Street  
Victoria BC V8V 4A1  
Ph: (250) 386-6348  
[www.vi.bbb.org](http://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](mailto: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.

Provides many services to businesses including networking opportunities and an online business directory.

2533 Port Alberni Hwy.  
Port Alberni BC V9Y 8P2  
Ph: (250) 724-6535  
<http://www.avcoc.com/>

#### **Nuu-Chah-Nulth Economic Development**

7563 Pacific Rim Hwy  
Port Alberni, BC V9Y 7M2  
Ph: (250) 724-3131  
<http://www.nedc.info/contact-us>



**BC Provincial Nominee Program –  
Ministry of Economic Development**  
730-999 Canada Place  
Vancouver BC V6C 3E1  
Ph: (604) 775-2227  
[www.welcomebc.ca](http://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](http://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**  
3<sup>rd</sup> Floor 6475 Metral Drive  
Nanaimo BC V9T 2L9  
Ph: (250) 755-6215  
[www.viha.ca/mho](http://www.viha.ca/mho)

For information on importing or manufacturing food products, contact:

**Canadian Food Inspection Agency**  
400-4321 Still Creek Drive  
Burnaby BC V5C 6S7  
Ph: (604) 666-6513  
<http://www.inspection.gc.ca/eng/1297964599443/1297965645317>

### **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 Street  
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 Street  
Vancouver BC V6E 2M6  
Ph: (604) 606-8000  
[www.ibabc.org](http://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](http://www.bccba.org)

### **Library**

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

#### **Vancouver Island Regional Library**

4255 Wallace Street

Port Alberni BC V9Y 3Y6

Ph: (250) 723-9511

portalberni@virl.bc.ca

<http://virl.bc.ca/branches/port-alberni>

### **Real Estate**

For a list of realty offices in your area:

#### **Vancouver Island Real Estate Board**

6374 Metral Drive

Nanaimo BC V9T 2L8

Ph: (250) 390-4212

[www.vireb.com](http://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](http://www.bcstats.gov.bc.ca)

#### **Statistics Canada**

600-300 West Georgia Street

Vancouver BC V6B 6C7

Toll Free: 1-800-263-1136

[www.statcan.ca](http://www.statcan.ca)

### **Technology**

Innovation Island supports entrepreneurs and small businesses in technology-based industries on Vancouver Island and the Sunshine Coast. Innovation Island is committed to creating a vibrant and entrepreneurial regional technology community.

#### **Innovation Island**

**38 Victoria Crescent**

**Nanaimo BC V9R 5B8**

**Ph: (250) 753-8324**

<http://www.innovationisland.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 Street

Victoria BC V8Z 7X8

Ph: (250) 483-3214  
[www.viatec.ca](http://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 Road  
Cassidy BC V0R 1H0  
Ph: (250) 245-2157  
[www.nanaimoairport.com](http://www.nanaimoairport.com)

**KD Air**  
3539 Veldham Road  
Port Alberni, BC  
V9Y 8S5  
250.724.4495  
<http://www.kdair.com/>

### Nanaimo Seaplane Terminal

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

### Land Transportation

#### Rail and Transit

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](http://www.viarail.ca)

**BC Transit**  
Ph: 250.723.3341  
<http://www.transitbc.com/regions/pta/contactus/default.cfm>

### 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](http://www.bcferries.bc.ca)

**Duke Point Ferry Terminal**  
400 Duke Point Hwy  
Nanaimo BC V9X 1H6  
Ph: (250) 722-0181  
[www.bcferries.bc.ca](http://www.bcferries.bc.ca)

### Port Alberni Port Authority

The Port Alberni Port Authority was formed July 1, 1999, as a continuation of the Port Alberni Harbour Commission. Under the Canada Marine Act, the Port Authority is mandated jurisdiction of the Alberni Inlet from the Somass River to Tzartus Island.

The inlet is prone to calm waters, is free from any navigational obstacles, is ice free year round, and offers a direct shipping route to the Pacific Rim. With a length of just over 40 kilometres and an average width of roughly 1.5 kilometres, the Alberni Inlet can easily accommodate Panamax size vessels.

**Port Alberni Port Authority**  
2750 Harbour Road  
Port Alberni BC V9Y 7X2  
Ph: (250) 723 5312  
[www.portalberniportauthority.ca](http://www.portalberniportauthority.ca)

**Lady Rose Marine Service**  
5425 Argyle Street  
Port Alberni BC V9Y 7M7  
Ph: (250) 723-8313  
<http://www.ladyrosemarine.com>

❖ Disclaimer

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.

IF YOU FIND AN INCORRECT PHONE NUMBER OR URL, PLEASE ADVISE US BY CALLING 250-720-2527.