

BRITISH COLUMBIA
CANADA

Starting a Small Business 2011



THE BC
JOBS PLAN



Ministry of
Jobs, Tourism
and Innovation

BRITISH COLUMBIA STARTING A SMALL BUSINESS

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Ministry of
Jobs, Tourism
and Innovation

INTERNET ACCESS

Many of the resources listed in this guide are web-based only. If you do not have your own Internet connection, try your local library or Community Futures Development Corporation (call **604 685-2332** to find the location nearest you) for free Internet access.

THIS GUIDE IS ALSO AVAILABLE ELECTRONICALLY AT:

Ministry of Jobs, Tourism and Innovation

www.resourcecentre.gov.bc.ca/pdf/Start_SmlBusiness.pdf

Small Business BC

www.smallbusinessbc.ca/products-and-services/free-resources

OneStop Business Registry

www.bcbusinessregistry.ca/startingabusiness.htm

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THIS GUIDE

The strength of small business continues to drive the economy in British Columbia.

A remarkable 98 per cent of all businesses in British Columbia (B.C.) are small businesses (those having fewer than 50 employees or self-employed workers), providing employment for over 1 million people. That works out to nearly 57% of all private sector jobs within the province.

Currently there are over 391,700 small businesses operating in B.C. They range from agriculture to technology, hospitality to tourism, construction to manufacturing, and education to mining and resource management.

This publication has been developed as an introductory guide to help you with planning, implementing, and developing a small business. It provides essential information you need to know as well as links to additional resources to help ensure that your new business is successful.

This year, the Small Business Roundtable website, www.smallbusinessroundtable.ca was refreshed in keeping with a more user-friendly environment and with small business convenience as a key objective.

Further resources can also be located through the “Business and Investing” tab of the new website for the Province of B.C. located at: www.gov.bc.ca

YOUR TWO PRIMARY RESOURCES

Many helpful resources appear throughout this guide. The two that provide essential services and information for B.C. entrepreneurs are *Small Business BC* and the *OneStop Business Registry*.



Small Business BC

www.smallbusinessbc.ca

82–601 West Cordova Street

Vancouver B.C. V6B 1G1

Tel: 604 775-5525 or 1 800 667-2272

Fax: 604 775-5520

E-mail: askus@smallbusinessbc.ca

Small Business BC provides advisory services, education and a community to help entrepreneurs succeed in all stages of business. Supported by the Ministry of Jobs, Tourism and Innovation and Western Economic Diversification, Small Business BC provides small business owners with the following services at affordable rates:

- > **General Business Information Advisory Service:** Complimentary consultation with a Business Service Officer to help answer your business inquiries (no fee).
- > **Business Plan Review Service:** Business plan review to help you by objectively assessing your plan and providing feedback and resources in preparation for presentation and/or implementation.
- > **Business Advisory Service:** Advisory service to assist you with developing a strategy to start up or grow your business.
- > **E-Business Advisory Service:** Advisory service to assist you with establishing an online business.
- > **Market Research Advisory Service:** Advisory service to assist you with conducting your market research using our in-house library and online data sources.
- > **Trade Advisory Service:** Advisory service to assist you with importing, becoming export ready, and expanding into new international markets.
- > **Business Seminars:** Information-packed business seminars, delivered by industry experts, to help you build the knowledge and skills necessary in any stage of business. These workshops and seminars are available through video conference to over 50 regional communities across B.C.

- > **Business Research Library:** A resource of business and market data information, with a library of hundreds of business publications, periodicals, licensed databases and more.
- > **Business Bookstore:** Offering the most popular how-to publications on almost any area of business.
- > **Packages:** Bundles of seminars, books and advisory services tailored to meet your business needs at different stages.



OneStop Business Registry
www.bcbusinessregistry.ca

Tel: 250 370-0332

Help Desk: 1 877 822-6727

E-mail: OneStop.Help@gov.bc.ca

The OneStop Business Registry allows new and existing businesses to complete the most commonly-required business registrations and transactions online, quickly and easily. Through OneStop (open 24 hours a day, seven days a week) you can:

- > Register a sole proprietorship or general partnership in the Province of British Columbia;
- > Register with WorkSafeBC as an employer or apply for Personal Optional Protection coverage.
- > Register for the Harmonized Sales Tax (HST), payroll deductions, corporate income tax and import/export accounts.
- > Apply for business licences with participating local governments / First Nations.
- > Apply for a business BCeID. This is an online service that makes it possible for you to use one login ID and password to sign in securely to any BCeID participating provincial government website.
- > Apply for a restaurant (food-primary) liquor licence.
- > Apply for a transfer of ownership of a restaurant (food-primary) liquor licence from one owner to another.
- > Renew an existing liquor licence, or view the status of any changes you have requested to your liquor licence.

In addition:

- > You can get your Business Number (BN) through OneStop. This is a unique nine-digit “root” number assigned to your business that travels with you no matter what government agency you are working with – making it simpler and easier for you to do business with us.

ONESTOP ACCESS

If you would like to use OneStop services but do not have your own computer, try one of the more than 100 OneStop locations across the province, where public access terminals are available along with staff to help if you need it.

To find the nearest location, call the OneStop Help Desk at 1 877 822-6727 Monday to Friday 7 a.m. to 7 p.m. Pacific Time (8 a.m. to 8 p.m. mountain time) except statutory holidays.

14 STEPS TO STARTING YOUR OWN SMALL BUSINESS

The following are the basic steps most new small businesses need to take before they can begin operating in B.C.

1. MAKE SURE RUNNING A SMALL BUSINESS IS RIGHT FOR YOU

It takes time, commitment, a good idea, the right personality and at least a few basic business skills to start and run a small business successfully.

The Small Business BC website provides a series of commonly-asked questions to help you evaluate and test your idea for a new small business, and a document called *Business Development Concepts* packed with information about finding or generating new business opportunities.

2. DECIDE ON A BUSINESS STRUCTURE

Most small businesses are operated as one of the following:

- > Sole proprietorship, where you are the only employee (i.e. you are self-employed).
- > General partnership, where you join with one or more partner.
- > Corporation (also known as a limited company).

Small Business BC discusses the pros and cons of each business type at:

www.smallbusinessbc.ca/bizstart-prop.php

You can also find more information about the different business structures through BC Registry Services (Ministry of Labour, Citizens' Services and Open Government).

www.bcbusinessregistry.ca

Information on other business structures, such as societies and cooperatives is also available at this site.

Corporations Canada (part of Industry Canada) also provides extensive information on corporations, including the benefits of federal incorporation if you want to expand your business to other provinces. Visit:

www.strategis.ic.gc.ca/epic/internet/incd-dgc.nsf/en/Home

3. DEVELOP A BUSINESS PLAN

A business plan is a written document that details what your business will do and how it will operate, and establishes your business goals. Financial institutions may review your business plan and make lending decisions based on the information you provide. It also helps you make sure – even if you do not need outside money – that you really are ready to launch your new business.

You can also send a copy of your business plan to Small Business BC and then make an appointment with a member from the Business Plan Team. The Business Plan Team will objectively assess your plan and give you feedback on it. Small Business BC agrees to maintain the information submitted in confidence and will not distribute/communicate information in the business plan without first obtaining your express written consent. Go to:

www.smallbusinessbc.ca/bizResources-planReview.php

4. SECURE YOUR FINANCING

For your new small business to succeed, you need to have enough money to cover business start-up costs and daily operating expenses. If you don't have enough money for start-up through family, friends, loans or lines of credit, you may need to consider outside sources of financing.

For information about government, private and venture capital sources of financing, go to:

> Small Business BC at:

www.smallbusinessbc.ca/bizstart-financing.php or

> Industry Canada's Strategis website at:

www.strategis.gc.ca and click on "Resources for Businesses" on the left.

ASK FOR ADVICE

If you are not sure which business structure will be best for your business, we recommend you talk to a lawyer and an accountant to find out what each type requires, both legally and financially.

In addition:

- > If you live in rural B.C., you might also want to visit your local Community Futures Development Corporation of British Columbia (CFDC). To find the CFDC nearest you, call 604 685-2332 or visit:

www.communityfutures.ca/contact.php

- > The Ministry of Jobs, Tourism and Innovation offers programs to help small businesses gain access to investment capital, from those just starting out to those wanting extra capital to compete in global markets. For more information call 1 800 665-6597 or visit:

www.equitycapital.gov.bc.ca

And don't forget to talk to your bank or credit union. They can provide you with information on products and services designed to help your business operate effectively. Information on financial services for small business is available from:

- > Canadian Bankers Association at **www.cba.ca** or call 1 800 263-0231.
- > Central 1 Credit Union at **www.central1.com** or call 1 800 661-6813.

5. CHOOSE A BUSINESS NAME AND HAVE IT APPROVED

If you want to use a business name that is anything other than your personal name, you will need to have your business name approved by, and then registered with, BC Registry Services, part of the provincial Ministry of Labour, Citizens' Services and Open Government.

Business names must have both a distinctive and a descriptive element, like "ABC" (***distinctive*** element) "Manufacturing" (***descriptive*** element). You must add a corporate designation, such as "Ltd." if you are planning to incorporate your business.

It is a good idea to have a first, second and third choice for your business name, just in case the name you want is not available. You can do some preliminary research for potential conflicts by looking through telephone listings, business directories or similar publications.

You can download the *Name Approval Request* form (the form also includes guidelines for choosing a name) at:

www.bcregistryservices.gov.bc.ca/bcreg/corppg/forms.page

The form is also available and can be processed at most OneStop locations. To find the OneStop location nearest you, call 1 877 822-6727 or visit:

www.bcbusinessregistry.ca/sites.htm

You can also apply for a name approval request at Name Requests Online (NRO) at:

www.bcregistrynames.gov.bc.ca/nro

Submit your *Name Approval Request* electronically to the Name Reservation Unit for examination at the Corporate Registry. Payment online is by credit card (Visa, MasterCard and American Express). There is online information available to assist you through the process.

Once your business name is approved, it will be reserved for 56 calendar days. Within these 56 days, you must register your business with BC Registry Services of the Provincial Government of British Columbia.

PROTECTING YOUR BUSINESS NAME

The names of sole proprietorships and general partnerships are not protected by law, which means someone else could decide to use the same name. Only incorporated businesses have that protection.

If protecting your business name is important to you, you may want to incorporate your business.

6. REGISTER YOUR BUSINESS

If your business is a sole proprietorship or general partnership, you can register it quickly and easily with the Province of British Columbia online using the OneStop Business Registration Service at:

www.bcbusinessregistry.ca/registrations.htm

You will need a Visa, MasterCard or American Express to complete and pay for this transaction online.

Over-the-counter payments to register (using cash, debit card or cheque) are accepted at OneStop locations such as Service BC Centres. Call 1 877 822-6727 to find the location nearest you.

If you decide you want to incorporate, you must file an Incorporation Application with BC Registry Services.

- > See the registry's website for detailed information on the application process at:

www.bcregistryservices.gov.bc.ca

- > Apply online using Corporate Online, **www.corporateonline.gov.bc.ca** (pick "File an Incorporation Application" on the home page).

For information about applying for federal incorporation, visit Corporations Canada at:

www.strategis.ic.gc.ca/eic/site/cd-dgc.nsf/eng/Home

7. APPLY FOR A DOMAIN NAME

You may want to use the Internet to sell or market your goods or services. If you do, you will need a domain name (a name that will identify your Internet website). You can research whether the domain name you want is available, and buy the rights to that name.

8. REGISTER FOR MRDT

If you operate a hotel, motel or other lodging in certain areas of the province, you may be required to charge a municipal and regional district tax (MRDT) on the purchase price of accommodation. This means you may need to register with the Ministry of Finance. To find out more about municipal and regional district tax, go to the ministry website at:

www.sbr.gov.bc.ca/business/Consumer_Taxes/Municipal_Regional_Tax/municipal_regional_tax.htm

9. REGISTER FOR THE HST

To register online with the Canada Revenue Agency, go to the OneStop Business Registry at **www.bcbusinessregistry.ca/registrations.htm**

10. COMPLETE OTHER REGISTRATIONS

You may also need to complete other provincial, federal or local government registrations. The registrations listed below can be completed through the OneStop Business Registry, **www.bcbusinessregistry.ca**. For example:

- > If you plan to hire employees – or have established your new business as a corporation – you will need to register with WorkSafeBC and

pay WorkSafeBC insurance premiums. This will ensure you and your workers are covered in case of work-related injury or disease. If you are self-employed, you may also want to apply for WorkSafeBC's Personal Optional Protection. To find out more, visit WorkSafeBC's website at **www.worksafebc.com**. You might also want to download *Small Business Primer: A Guide to WorkSafeBC* at:

www.worksafebc.com/publications/how_to_work_with_the_wcb/Assets/PDF/Primer.pdf

- > If you are hiring employees and you are paying salary, wages, bonuses, vacation pay or tips to your employees – or providing a benefit to your employees such as board and lodging – you will need to register with the Canada Revenue Agency (CRA) for a payroll deductions account. This account will enable you to make the required Income Tax, Canada Pension Plan (CPP) and Employment Insurance (EI) payments. For more about payroll deduction accounts, call 1 800 959-5525 or go to the CRA's website at:

www.cra-arc.gc.ca/tx/bsnss/tpcs/pyrll/menu-eng.html

- > If your business is incorporated, or you are a non-resident corporation operating in Canada, you will need to register for a Corporate Income Tax account with the Canada Revenue Agency.
- > If you are going to import or export goods, you will need to register with the Canada Border Services Agency (CBSA). You can register your business with the CBSA through the OneStop Business Registry. For more information about importing and exporting, go to the CBSA's site at:

www.cbsa-asfc.gc.ca/menu-eng.html

Select (Commercial Sector) from the left side of the page.

- > If you have a restaurant and the service of food, as opposed to liquor, is the primary focus of your business, you can apply for the Restaurant (Food-Primary) Liquor Licence through the OneStop Business Registry at:

www.bcbusinessregistry.ca/lclb/htm

For more information about a Restaurant (Food-Primary) Liquor Licence, go to the Liquor Control and Licensing Branch's website at:

www.pssg.gov.bc.ca/lclb/apply/index.htm

- > If you need to change your business address through the OneStop Business Address Change Service, or plan to access other government e-services regularly, you will need a business BCeID. You can apply for a business BCeID through the OneStop Business Registry. A BCeID

is an online service that makes it possible for you to use one login ID and password to sign in securely to any BCeID participating provincial government website. For a complete list of government e-services that use BCeID, visit the Online Service Directory at:

www.bceid.ca/directories/bluepages

NOT MADE UP YOUR MIND ABOUT IMPORT/EXPORTS YET?

Check out our Import/Export Guide.

This Guide introduces you to the places and people who can help you decide whether import/export is right for you, and how you can best set up your business to enter the exciting world of international trade. It's available through the Ministry of Jobs, Tourism and Innovation at:

www.resourcecentre.gov.bc.ca/pdf/ImpExptGuideEng.pdf

In addition, your business may require a local government business licence to operate. Please check with your local government or First Nation to find out about licence and zoning requirements in your area. If you do need to register for a business licence, you may be able to do so through the OneStop Business Registry.

Visit: **www.bcbusinessregistry.ca/localgovernment.htm** for a list of participating local governments and First Nations.

You can also access BizPaL, a convenient web-based service that allows business clients to easily generate a customized list of the permits and licences needed from all levels of government by answering some simple questions about their business. For more information about BizPaL, please refer to step 12 of this guide.

FOR MORE INFORMATION

Small Business BC offers a handy checklist to help you determine exactly which registrations you need to complete.

Go to: www.smallbusinessbc.ca/bizstart-checklist.php

The Canada Revenue Agency also publishes the Guide for Canadian Small Businesses which explains federal requirements for the HST, payroll deductions, importing/exporting and corporate income tax.

Go to: www.cra-arc.gc.ca/E/pub/tg/rc4070/README.html or call 1 800 959-5525.

OTHER LAWS

To find out whether there are any other provincial or federal government industry regulations that apply to your particular business, call Small Business BC at 1 800 667-2272 or visit www.smallbusinessbc.ca and click on the search button. From there, select provincial or federal regulations and choose your business type.

You can find copies of all B.C. laws at:

www.qp.gov.bc.ca/statreg

You can buy them through Crown Publications at 250 387-2432. You can also sign up (for a fee) for QP Legaleze, a searchable database of current provincial laws and laws that are under development (they have not yet been passed by the legislature).

For more information, visit: www.qplegaleze.ca

11. INVESTIGATE ADDITIONAL BUSINESS REGISTRATIONS AND REQUIREMENTS

There may be some additional registrations or requirements you must consider before you open your small business. For example:

Employment Standards Branch

Ministry of Labour, Citizens' Services and Open Government

www.labour.gov.bc.ca/esb

Toll Free: (ENQUIRY BC) 1 800 663-7867 (outside Greater Vancouver/Greater Victoria)

Tel: 250 387-6121 (Greater Victoria)

Tel: 604 660-2421 (Greater Vancouver)

The Employment Standards Act and Employment Standards Regulation apply to most workplaces in British Columbia and cover such important issues as required wage rates, vacations and overtime rules. If you are planning to hire employees, you should be familiar with this information.

Industry Training Authority

www.itabc.ca

Tel: 1 866 660-6011

E-mail: customerservice@itabc.ca

The Industry Training Authority (ITA) is a provincial government agency responsible for governing and developing the industry training system in British Columbia. If you are planning to hire apprentices to work in your new business, you will need to be registered with the ITA.

Canada Revenue Agency

www.cra-arc.gc.ca

English 1 800 959-5525 or www.cra-arc.gc.ca/menu-e.html

French 1 800 959-7775 or www.cra-arc.gc.ca/menu-f.html

If your business is either a sole proprietorship or general partnership, you must report your share of gross and net profits (or losses) on your individual tax return (T1). If your business is an incorporated company, you must file a corporation tax return (T2) within six months after the end of the corporation's fiscal period.

Canadian Company Capabilities Database

<http://www.ic.gc.ca/eic/site/ccc-rec.nsf/eng/Home>

Tel: 1 800 328-6189

If you plan to:

- > manufacture goods;
- > export goods to another country; or
- > sell products or services to other companies or organizations

you may consider joining Industry Canada's Canadian Company Capabilities Database to ensure buyers in Canada and around the world know about your products and services. Over 500,000 domestic and international companies browse the database every month looking for Canadian businesses. Register your business with the database through the OneStop Business Registry at:

www.bcbusinessregistry.ca/registrations.htm

Canadian Intellectual Property Office

www.cipo.gc.ca

Tel: 1 866 997-1936

Patents, copyrights and trademarks are all ways by which businesses protect their intellectual property, including business ideas and inventions, designs, symbols and products. Industry Canada's Canadian Intellectual Property Office offers a series of guides that explain how to register your business' patents, copyrights and trademarks.

BUSINESS RECORDS

Whether you are hiring employees or working on your own, you are required by law to keep complete records of your new business' income and expenses. The Canada Revenue Agency's website provides a list of all business records you must keep. Visit www.cra-arc.gc.ca and enter "records retention" in the search box.

We also recommend you contact a qualified accountant to help you set up and maintain proper business records and accounts. It is also a good idea to talk to a lawyer for advice about any legal issues that may affect your small business.

12. IDENTIFY PERMIT AND LICENCING REQUIREMENTS – BIZPAL



www.bcbizpal.ca

BizPaL is a free, online tool to streamline your business permit and licensing experience. The step-by-step process generates a customized list of permits and licenses you may need from all level of government in order to operate or open a business.

By using BizPaL, entrepreneurs minimize the time spent searching for permits and licences from about seven hours to 20 minutes. BizPaL reduces red tape and makes your interactions with all levels of government more simple and straight forward.

13. INTEGRATE SUSTAINABLE BUSINESS PRACTICES

Ensuring your business operates in the most environmentally-sustainable manner is not only good for the environment, but also reduces costs, increases efficiency, and helps your company develop a strong reputation in the community. Reducing greenhouse gas emissions can also create future business opportunities such as providing cleaner energy sources, more efficient products, and other alternative technologies.

Many actions that companies can take to reduce emissions are common to most organizations and are cost-effective – especially if integrated at the start-up phase of business development. Examples include increasing energy efficiency by making smart equipment choices, diversifying energy consumption with renewable energy, and adopting minimal packaging standards. By integrating sustainable practices into your business plan from the beginning, you can ensure your business operates in the most efficient and environmentally-friendly manner possible.

To learn more about the Government of British Columbia's plan to reduce energy consumption and increase efficiency, see:

www.energyplan.gov.bc.ca

14. CHECK OUT OTHER USEFUL RESOURCES

In addition to Small Business BC (see page 2) and the OneStop Business Registry (see page 3), there are a number of places where small business owners can look for new business opportunities, practical advice and helpful services.

ABORIGINAL ENTREPRENEURS

Aboriginal Business Service Network

www.absn.ca

Tel: 1 888 576-4444 (Small Business BC)

TTY(Teletypewriter): 1 800 457-8466

Hosted by the Government of Canada, the Aboriginal Business Service Network website brings together information, resources and services specifically intended to help Aboriginal entrepreneurs improve their access to capital and establish or develop their businesses. In the Aboriginal Business Service Network you can find information about starting and financing a business, developing a business plan and many other topics – all from an Aboriginal perspective.

Aboriginal Business Entrepreneurship and Skills Training (BEST) Program

www.smallbusinessconsultant.ca/best/

Toll Free: (ENQUIRY BC) 1 800 663-7867 (Outside Greater Vancouver/Greater Victoria)

Tel: 250 387-6121 (Greater Victoria)

Tel: 604 660-2421 (Greater Vancouver)

E-mail: ABRInfo@gov.bc.ca

Aboriginal BEST is a 12-session training series – offered by the Ministry of Aboriginal Relations and Reconciliation and Service Canada – that provides young B.C. Aboriginal entrepreneurs, aged 18 to 35, with the tools they need to start their own business. Through this program, you can conduct market research, write a business plan and explore financing options.

First Citizens Fund

www.gov.bc.ca/arr/economic/fcf/default.html

Tel: (ENQUIRY BC) 1 800 663-7867

E-mail: ABRInfo@gov.bc.ca

The provincial Ministry of Aboriginal Relations and Reconciliation operates the First Citizens Fund to expand cultural, educational and economic opportunities for Aboriginal people in B.C. One of the fund's primary goals is to help Aboriginal people and organizations start and expand businesses through business loans and business advisory services.

YOUNG ENTREPRENEURS

Canadian Youth Business Foundation

www.cybf.ca

Tel: 1 800 464-2923

The Canadian Youth Business Foundation (CYBF) is a national charity that helps Canadians, aged 18 to 34, create their own successful businesses. CYBF provides online business resources and loans of up to \$15,000 and in co-operation with the Business Development Bank of Canada (BDC) up to \$45,000 to provide the foundation for new business start-ups. Each young entrepreneur is also matched with a volunteer mentor for a minimum of two years during the critical start-up period.

WOMEN ENTREPRENEURS

Women's Enterprise Centre

www.womensenterprise.ca

Tel: 1 800 643-7014

E-mail: inquiry@womensenterprise.ca

Established by Western Economic Diversification Canada in 1995, the Women's Enterprise Centre is committed to establishing and expanding women-owned and controlled businesses in this province. The centre has grown to become the leading business resource centre in our province for women starting, purchasing or growing a small business. The society also offers skills training for women in such topics as marketing, financial management and strategic thinking.

GENERAL INFORMATION

Canada's Pacific Gateway

www.th.gov.bc.ca/PacificGateway/index.htm

Government and industry partners have come together to fulfill the long-term vision of British Columbia as the preferred gateway for Asia Pacific trade, with the most competitive supply chain on the west coast of the Americas.

Today, Canada's Pacific Gateway is a world-class transportation network. Its integrated, seamless supply chain includes airports, seaports, railways, roadways and border crossings, connecting Canada and the North American market to Asia and the world.

Major public-private investments will increase capacity, eliminate congestion, and streamline operations. Projects to expand and enhance port, rail, road and airport infrastructure currently planned or underway total more than \$22 billion.

Community Futures Development Corporation

www.communityfutures.ca/bc/index.html

Tel: 604 685-2332

E-mail: info@communityfutures.ca

There are 34 Community Futures Development Corporations (CFDC) throughout rural B.C. They work in partnership with Western Economic Diversification Canada to offer entrepreneurial programs, business counselling, loan programs and business information to local community members interested in starting or expanding their own businesses.

For more information, visit:

www.bcbusinessregistry.ca/sites.htm

FrontCounter BC

www.frontcounterbc.gov.bc.ca

Tel: 1 877 855-3222

E-mail: frontcounterbc@gov.bc.ca

FrontCounter BC offers a citizen-centered approach aimed at providing clients with one source of information for all licences, permits and registrations needed to conduct business on crown land in any part of the province. Clients may access FrontCounter BC services by telephone, Internet, e-mail or face-to-face with staff specifically trained and knowledgeable in authorizations and permits required for such sectors as energy, mining, forestry, agriculture, transportation, environment, commercial recreation, etc. FrontCounter BC services include guiding clients through required authorizations; helping clients complete application packages; interpreting land information, maps and management plans; following up and tracking the status of applications filed; liaising between ministries, agencies and governments; and free Internet access to services such as Base Maps Online Store, BCeID, Integrated Land Resource Registry and Mineral Titles On-Line.

www.bcbusinessregistry.ca/sites.htm

Ministry of Jobs, Tourism and Innovation

www.gov.bc.ca/jti

E-mail: smallbusinessbranch@gov.bc.ca

The ministry's website has information about programs and services relating to small business, and offers support to small business regarding start-up and growth. The ministry's primary service delivery agent is Small Business BC.

Service BC**www.servicebc.gov.bc.ca**

Toll Free: (ENQUIRY BC) 1 800 663-7867 (outside Greater Vancouver/Greater Victoria)

Tel: 250 387-6121 (Greater Victoria)

Tel: 604 660-2421 (Greater Vancouver)

Call Enquiry BC to find the Service BC Centre nearest you. Service BC Centres, located in 60 communities across B.C., provide a single window to provincial government information, services and applications. Service BC Centre staff can answer your questions about government regulations and help you with small business information and registrations. They can also help you with the Community Access Terminals (CATS), located in each office, which allow you to access government information and file applications over the Internet. All Service BC Centres offices are also OneStop Business Registry locations. For more information, visit:

www.bcbusinessregistry.ca/sites.htm

Small Business BC**www.smallbusinessbc.ca**

Tel: 1 800 667-2272

E-mail: askus@smallbusinessbc.ca

Small Business BC, a public and private sector collaboration, is the comprehensive business development resource for people exploring opportunities, launching new ventures and growing existing businesses. By involving the business community directly in its operations, Small Business BC enables the development of private sector partnerships to complement and expand future services. It is the key resource centre for small business information and services in the province, including business registrations, seminars, planning and advisory services.

Western Economic Diversification Canada**www.wd.gc.ca**

Tel: 604 666-6256 or 1 888 338-9378

E-mail: info@wd-deo.gc.ca

Western Economic Diversification Canada's (WD) mandate is to promote the development and diversification of the economy of Western Canada and advance the interests of the West in national economic policy. WD supports the Western Canada Business Service Network, which includes the Community Futures Development Corporations, Aboriginal Business Services Network Society of B.C. (ASBN), the Women's Enterprise Centre of British Columbia and Small Business BC.

Ministry of Jobs, Tourism and Innovation

Small Business Branch,
Box 9822 Stn Prov Govt,
Victoria, BC V8W 9N3
p. 250.397.4699
f. 250.925.0113
www.gov.bc.ca/jti/

Aboriginal Business Service Network

*Business information and resources for
Aboriginal entrepreneurs.*

1.250.828.9833
www.absn.ca

BizPaL Business Permits and Licences

*Online tool to quickly and easily identify permit
and licensing requirements for business activities.*

bizpal@gov.bc.ca
www.bcbizpal.ca

Canada Business

*The Government of Canada's main site for
business information.*

1.888.576.4444
www.canadabusiness.ca/eng/

Community Futures British Columbia

*Business counselling and assistance for new and
existing businesses in rural B.C.*

1.604.685.2332
www.communityfutures.ca/index.html

FrontCounter BC

*Single window service for clients of provincial
natural resource ministries and agencies to obtain
information and authorizations needed to start or
expand a business.*

1.877.855.3222
www.frontcounterbc.gov.bc.ca

La Société de développement économique

*The Francophone Economic Development
Organization enhances the vitality of minority
language communities and assists with economic
development.*

1.877.732.3534
www.sdecb.com

OneStop Business Registry

*Online business registration and change of
business address*

1.877.822.6727
www.bcbusinessregistry.ca

ServiceBC

*Province wide access to government services
including key government transactions for
business.*

**1.800.663.7867 (Enquiry BC)
to be transferred
to the nearest Service BC Contact Centre**
www.servicebc.gov.bc.ca

Small Business BC

*Comprehensive business information and business
planning resources for starting and growing a
business in B.C.*

1.800.667.2272
www.smallbusinessbc.ca

Women's Enterprise Centre

*Business information counselling and skills training
for women entrepreneurs.*

1.800.643.7014
www.womensenterprise.ca



THE BC
JOBS PLAN



Ministry of
Jobs, Tourism
and Innovation