

## Module 9 - Consumerism

## HANDOUT 9-12

### Resources

**Canadian Consumer Handbook** [www.consumerhandbook.ca](http://www.consumerhandbook.ca)

Offers a wealth of information on consumer topics including consumer rights and complaint procedures.

**Canada Office of Consumer Affairs** [www.consumer.ic.gc.ca](http://www.consumer.ic.gc.ca)

Practical tools and information to help protect consumers.

**Consumer Reports** [www.consumerreports.org](http://www.consumerreports.org)

Provides independent product reviews and information.

**RCMP** - [www.rcmp-grc.gc.ca/scams-fraudes/index-eng.htm](http://www.rcmp-grc.gc.ca/scams-fraudes/index-eng.htm)

Provides a list and description of common frauds and scams in Canada.

**Canadian Anti-Fraud Centre** - [www.antifraudcentre-centreantifraude.ca](http://www.antifraudcentre-centreantifraude.ca)

**Little Black Book of Scams** - [www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/03074.html](http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/03074.html)

Book produced by the Government of Canada Competition Bureau listing ways to protect against fraud.

**Compare Cellular** - [www.comparecellular.com](http://www.comparecellular.com)

A Canadian site that helps consumers compare current cell phones, plans and services. Has provincial information.

### Consumer protection authorities across Canada

**British Columbia Consumer Protection BC** [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)

**Alberta Service Alberta** [www.servicealberta.gov.ab.ca](http://www.servicealberta.gov.ab.ca)

**Saskatchewan Consumer Protection Branch** [www.justice.gov.sk.ca/cpb](http://www.justice.gov.sk.ca/cpb)

**Manitoba Consumer's Bureau** [www.gov.mb.ca/finance/cca/consumb](http://www.gov.mb.ca/finance/cca/consumb)

**Ontario Ministry of Consumer Services** [www.sse.gov.on.ca/mcs/en/Pages/default.aspx](http://www.sse.gov.on.ca/mcs/en/Pages/default.aspx)

**Quebec Office de la protection du consommateur** [www.opc.gouv.qc.ca](http://www.opc.gouv.qc.ca)

**New Brunswick Consumer Affairs** [www.gnb.ca/0062/rentalsman/index-e.asp](http://www.gnb.ca/0062/rentalsman/index-e.asp)

**Nova Scotia Service Nova Scotia and Municipal Relations** [www.gov.ns.ca/snsmr](http://www.gov.ns.ca/snsmr)

**Prince Edward Island Consumer Services** [www.gov.pe.ca/jps/index.php3?number=1002799&lang=E](http://www.gov.pe.ca/jps/index.php3?number=1002799&lang=E)

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**Newfoundland and Labrador Trade Practices Division** [www.gs.gov.nl.ca/cca/tp](http://www.gs.gov.nl.ca/cca/tp)

**NWT Consumer Affairs** [www.maca.gov.nt.ca/operations/consumer\\_affairs/iindex.html](http://www.maca.gov.nt.ca/operations/consumer_affairs/iindex.html)

**Yukon Consumer Services** [www.community.gov.yk.ca/consumer](http://www.community.gov.yk.ca/consumer)

**Nunavut Consumer Affairs** Toll Free: 1-866-223-8139

### Consumer advocates

**Consumer's Association of Canada** [www.consumer.ca](http://www.consumer.ca)

**Consumer Council of Canada** [www.consumercouncil.com](http://www.consumercouncil.com)

**Public Interest Advocacy Centre** [www.piac.ca](http://www.piac.ca)