



Connected. Supportive. Sustainable.



Small Business Guide

Business Start-Up Directory City of Pickering

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For additional business assistance or information, please contact:

Corporate Promotions & Economic Development
Pickering Civic Complex
One The Esplanade
Pickering, ON L1V 6K7
Phone: 905.420.4625 or 1.866.683.2760
Fax: 905.420.4610
Email: econdevl@city.pickering.on.ca
www.cityofpickering.com



Business Start-Up Directory City of Pickering

Municipal Government Services

City of Pickering
Pickering Civic Complex
One The Esplanade
Pickering, ON L1V 6K7
cityofpickering.com

Toll Free: 1.866.683.2760

Marketing and Business Development Office Of Sustainability

Phone: 905.420.4625

Fax: 905.420.4610

TTY:

Email: econdevl@cityofpickering.com

www.cityofpickering.com/business

City Council

Mayor's Office

Phone: 905.420.4600

Email: mayor@cityofpickering.com

Councillor's Office

Phone: 905.420.4605

Email: council@cityofpickering.com

Pickering Public Library

Phone: 905.831.6265 or 1.888.831.6266

Fax: 905.831.6927

TTY: 905.831.2789

Email: help@picnet.org

www.picnet.org

Customer Care Centre

Phone: 905.420.4666 or 905.683.7575

TTY: 905.420.1739

Fax: 905.420.4610

Email: customercare@cityofpickering.com

Corporate Services Department Finance Division

Phone: 905.420.4634 or 1.866.683.2760

Taxation: 905.420.4614

Fax: 905.420.5313

Email: corpserv@cityofpickering.com

Planning & Development Department

Phone: 905.420.4617 or 905.683.2760

Fax: 905.420.7648

Email: plan&devl@cityofpickering.com

Clerks Division

*(including Municipal Law Enforcement,
licensing and signage)*

Phone: 905.420.4611

Fax: 905.420.9685

Email: clerks@cityofpickering.com

Operations & Emergency Services

Phone: 905.420.4624

Fax: 905.420.4650

Email: oes@cityofpickering.com



Business Start-Up Directory City of Pickering

Regional Government Services

Regional Municipality of Durham
Regional Headquarters Building
P.O. Box 623
605 Rossland Road East
Whitby, ON L1N 6A3
Phone: 905.668.7711 or Toll Free: 1.800.372.1102
Fax: 905.668.1567
www.durham.ca

The following Departments are located at the above address:

**Economic Development & Tourism
Department**

Economic Development

Phone: 905.668.4113

Fax: 905.666.6228

Toll Free: 1.800.706.9857

www.durhambusiness.ca

Tourism Office

Toll Free: 1.800.413.0017

tourism@durham.ca

Finance Department

Phone & Fax as above

finance@durham.ca

Planning Department

Phone: 1.866.786.8116

planning@durham.ca

Health Department

Phone: 905.668.7711 or 1.800.841.2729

Fax: 905.666.6214

Email: health@durham.ca

Works Department

P.O. Box 623

101 Consumers Drive

Whitby, ON L1N 6A3

Phone: 905.666.8116 or 1.866.786.8116

Fax: 905.666.8826

Email: works@durham.ca

Also located at Region Headquarters:

Clerks Office

Human Resources

Social Services

Business Start-Up Directory

City of Pickering

Provincial Government Services - Government of Ontario

Ministry of Economic Development and Trade

8th Floor, Hearst Block
900 Bay Street
Toronto, ON M7A 2E1
Phone: 416.325.6666 or 1.866.668.4249
Or 1.866.ONT4BIZ
Fax: 416.325.6688
Email: info@eoi.gov.on.ca
www.ontariocanada.com/

Ministry of Economic Development and Trade

Business Advisory Centre Durham
McLaughlin Square
50 Richmond Street East, Suite 9
Oshawa, ON L1G 7C7
Phone: 1.866.632.5151 or 905-438-4008
Fax: 905.438.4009
Email: info@bacd.ca
www.bacd.ca

Ministry of Economic Development and Trade

Ontario Export Inc.
International Trade Branch
6th Floor, Hearst Block
900 Bay Street
Toronto, ON M7A 2E1
Phone: 1.877.46 TRADE (87233) or
416.314.8200
Fax: 416.314.8222
Email: trade.officer@ontario.ca

Ministry of Consumer and Business Services

General Information
250 Yonge Street
Toronto, ON M5B 2N5
Phone: 416.326.8555 or 1.800.268.1142
Or 416.326.8566 (for the speech/hearing impaired)
www.cbs.gov.on.ca

Ministry of Consumer and Business Services

Publications Ontario Bookstore
880 Bay Street
Toronto, ON M7A 1N8
Phone: 416.326.5300 or 1.800.668.9938
Fax: 905.725.6018

Ministry of Consumer and Business Services

Consumer Services (Protection) Bureau
5775 Yonge Street
Suite 1500
Toronto, ON M7A 2E5
Phone: 416.326.8800 or 1.800.889.9768
Fax: 416.326.8665
Email: infoMGS@mgs.gov.on.ca

Ministry of Consumer and Business Services

Company Information
375 University Avenue
2nd Floor
Toronto, ON M5G 2M2
Phone: 416.314.8880 or 1.800.361.3223
Fax: 416.314.4852

Ministry of Consumer and Business Services

Ontario Business Connects – OBC
393 University Avenue
3rd Floor
Toronto, ON M5G 1E6
Phone: 1.800.565.1921
Fax: 416.314.5125

Business Start-Up Directory City of Pickering

Provincial Government Services – Government of Ontario

Ministry of Small Business and Consumer Services

590 Rossland Road East

Whitby, ON L1N 9G6

Phone: 905.685.4040

Fax: 905.665.4042

www.sbe.gov.on.ca

Business Registration Kiosk.

Service Ontario / Business

**Full service, on-line resource and support for all
your business needs.**

www.ontario.ca/en/communities/business/index.htm

Ministry of Labour Workplace Safety and Insurance Board (WSIB)

200 Front Street West

Toronto, ON M5V 3J1

Phone: 416.344.1000 or 1.800.387.0750

Or 1.800.387.0050

Fax: 416.344.4684 or 1.888.313.7373

www.wsib.on.ca

Ministry of Finance Durham Retail Sales Tax Field Office

1600 Champlain Avenue

2nd Floor

Whitby, ON L1N 9B2

Phone: 905.432.3332 or 1.800.668.5810

Fax: 905.435.3535

www.rev.gov.on.ca

Register for PST and obtain Vendor's Permit.

Ministry of Finance Motor Fuels & Tobacco Tax Branch

P.O. Box 625

33 King Street West

Oshawa, ON L1H 8H9

Phone: 1.800.263.7965 or 1.800.263.7776

Gas/Fuel: 905.433.6389 or 1.800.263.7965

Tobacco: 905.433.6394

French: 1.800.668.5821

Fax: 1.877.482.9329 or 905.436.4511

www.rev.gov.on.ca

Ministry of Finance Employer Health Tax Branch

33 King Street West

Oshawa, ON L1H 8H5

Phone: 905.433.6000 or 1-800-263-7965

Fax: 905.433.6777

www.rev.gov.on.ca

Ontario Training and Adjustment Board (OTAB) The Apprentice Branch

1420 Bayly St. West, Unit 1

Pickering, ON L1W 3R4

Phone: 905.837.7721

Fax: 905.837.6726

Ministry of Community and Social Services -Local Office – Whitby

1400 Hopkins Street

Whitby, ON L1N 2C3

Phone: 905.665.1030

Fax: 905.665.1050

www.cfcs.gov.on.ca

**Inquiries pertaining to operating a home
daycare.**

Business Start-Up Directory City of Pickering

Government Services – Government of Canada

**Industry Canada
Corporations Canada**
151 Yonge Street, 4th floor
Toronto, ON M5C 2W7
Phone: 416.973.5000 – General Enquiry
Toll Free: 1.800.328.6187
Email: corporationscanada@ic.gc.ca
www.corporationscanada.ic.gc.ca

**Industry Canada
Canada's Business and Consumer Site**
151 Yonge Street
4th Floor
Toronto, ON M5C 2W7
Phone: 416.973.5000
Fax: 416.973.8714
www.strategis.ic.gc.ca

**Canada Revenue Agency
Tax Services Office**
200 Town Centre Court
Scarborough, ON M1P 4Y3
Phone: 1.800.959.5525
Fax: 416.973.5126
www.cra-arc.gc.ca

**Canada Revenue Agency
Tax Services Office**
78 Richmond Street West
Durham Region Centre
Oshawa, ON L1G 1E1
Phone: 1.800.959.5525

***GST programs/forms and Business
Number (BN).***

Business Start-Up Directory City of Pickering

Business Resources

Business Advisory Centre Durham

McLaughlin Square
50 Richmond Street East
Suite 9, McLaughlin Square
Oshawa, ON L1G 7C7
Phone: 1.866.632.5151 or 905.438.4008
Fax: 905.438.4009
Email: info@bacd.ca
www.bacd.ca

Small Business planning, advice and resources.

Durham Region Local Training Board

1450 Hopkins Street
Suite 100
Whitby, ON L1N 2B9
Phone: 905.666.3620 or 1.800.483.4845
Fax: 905.666.7568
Email: localtrainingboard@drltb.com
www.drltb.com

Canadian Intellectual Property Office

Place du Portage, Tower 1
50 Victoria Street, Room C-114 (mail)
Gatineau, Quebec, QC K1A 0C9
Phone: 819.997.1936
Fax: 819.953.7620
www.cipo.gc.ca

Patent, trademark, tradename, or industrial design registration.

Community Development Council Durham

134 Commercial Avenue
Ajax, ON L1S 2H5
Phone: 905.686.2661
Fax: 905.686.4157
www.cdcd.org

Enterprise Toronto – East Office

Scarborough Civic Centre
150 Borough Drive
Scarborough, ON M1P 4N7
Phone: 416.396.7169
Fax: 416.396.5088
www.enterprisetoronto.com

Business Start-Up Directory

City of Pickering

Business Networking & Associations

Ajax Pickering Board of Trade
144 Old Kingston Road, 2nd Floor
Ajax, ON L1T 2Z9
Phone: 905.686.0883
Fax: 905.686.1057
Email: info@apboardoftrade.com
www.apboardoftrade.com

Ontario Municipal Management Institute
P.O. Box 58009
Oshawa, ON L1J 8L6
618 Balmoral Drive
Oshawa, ON L1J 3A7
Phone: 905.434.8885
Fax: 905.434.7381
www.ommi.on.ca

Toronto Real Estate Board
1400 Don Mills Road
Toronto, ON M3B 3N1
Phone: 416.443.8100
Fax: 416.443.8710
Email: sbell@trebnet.com
www.torontorealestateboard.com
www.trebcommercial.com

Durham Region Association of Realtors
50 Richmond Street East, Unit 14
Oshawa, ON L1G 7C7
Phone: 905.723.8184
Fax: 905.723.7531
www.DurhamRealEstate.org

Durham Construction Association
2001 Thickson Rd South, Unit 1 & 2
Whitby, ON L1N 6J3
Phone: 905.728.3391 Fax: 905.576.5385
Email: dca@on.aibn.com
www.durhamconstructionassociation.com

Durham Home & Small Business Association
700 Finley Avenue, Unit 5
Ajax, ON L1S 3Z2
Phone: 905.728.2899
Fax: 905.426.2139
www.dhsba.com

Ontario Association of Home Inspectors
P.O. Box 38108 Castlewood R.P.O.
Toronto, ON M5N 3A8
Phone: 416.256.0960 or 1.888.744.6244
Fax: 905-771-1079
www.oahi.com

Canadian Franchise Association
5399 Eglinton Avenue, West
Suite 116
Toronto, ON M9C 5K6
Phone: 416.695.2896 or 1.800.665.4232
Fax: 416.695.1950
Email: info@cfa.ca
www.cfa.ca

Excellence in Manufacturing Consortium (EMC Canada)
Toll Free: (866) 323-4EMC (4362)
Phone: (519) 376-0470 (#228)
Cell: (519) 372-6009
Fax: (519) 376-6092
Email: bmckeachie@emccanada.org
www.emccanada.org

Financial Assistance



Business Start-Up Directory

City of Pickering

Business Improvement Loans (Government of Canada)

Small Business Loans Administration
235 Queen Street
Ottawa, ON K1A 0H5
Phone: 613.954.5031
Fax: 613.952.2340
www.strategis.ic.gc.ca

Business Development Bank of Canada Durham Location

400 Dundas Street West
Whitby, ON L1N 2M7
Phone: 905.666.6694
Fax: 905.666.1059
www.bdc.ca

TD Canada Trust

www.tdcanadatrust.com

Scotiabank

www.scotiabank.ca

Branch Locations:

Pickering Town Centre
1355 Kingston Road
Pickering, ON L1V 1B8
Phone: 905.831.2873 or 1.800.748.0259
Fax: 905.420.5164

1822 Whites Road
Pickering, ON L1V 4M1
Phone: 905.420.8312

1794 Liverpool Road
Pickering, ON L1V 1V9
Phone: 905.831.6114

Meridian Credit Union

1550 Kingston Road
Unit 25
Pickering, ON L1V 1C3
Phone: 905.831.1121
Fax: 905.420.0864
www.meridiancu.ca

Branch Locations:

Pickering Town Centre
1355 Kingston Road
Pickering, ON L1V 1B8
Phone: 905.420.7550
Fax: 905.420.4199

1020 Brock Road
Pickering, ON
Phone: 905.420.2146

705 Kingston Road, Unit 10
Pickering, ON L1V 6K3
Phone: 905.420.1060

Toronto Fire Department Employees Credit Union

1997 Avenue Road
Toronto, ON M5M 4A3
Phone: 416.440.1294
Fax: 416.440.4271
www.firecreditunion.ca

Business Start-Up Directory City of Pickering

Financial Assistance

National Bank of Canada

1848 Liverpool Road
Pickering, ON L1V 1W3
Phone: 905.831.4140
Fax: 905.831.9484
www.nbc.ca

Canadian Imperial Bank of Commerce (CIBC)

www.cibc.com

Branch Locations:

1895 Glenanna Road
Pickering, ON L1V 7K1
Phone: 905.839.1198
Fax: 905.839.7338

376 Kingston Road, Unit 1
Pickering, ON L1V 1A4
Phone: 1.800.465.2422

5006 Old Brock Road
Claremont, ON L1Y 1B3
Phone: 905.649.2091

Bank of Montreal

www.bmo.com

Branch Locations:

1298 Kingston Road
Pickering, ON L1V 3M9
Phone: 905.839.8025

726 Kingston Road, Unit 1
Pickering, ON L1V 1A9
Phone: 905.839.3600

Royal Bank of Canada

Branch Locations:

1340 Kingston Road
Unit 5
Pickering, ON L1V 3M9
Phone: 905.839.5152
www.royalbank.ca

RBC Financial

670 Kingston Road, Unit 109
Pickering, ON L1V 1A6
Phone: 905.420.7911
Fax: 905.420.7920
Toll Free: 1.800.769.2520

RBC Royal Bank

Durham Commercial Financial Services
40 King Street West, Suite 800
Oshawa, ON L1H 1A4
Tel: 905.436.5340
Fax: 905.436.7347
Toll Free: 1.888.847.1633

HSBC

1550 Kingston Road, Unit 25
Pickering, ON L1V 1C3

Business Start-Up Directory

City of Pickering

Education

University of Ontario Institute of Technology (UOIT)

2000 Simcoe Street North
Oshawa, ON L1H 7K4
Phone: 905.721.8668
Fax: 905.721.3178
Email: admissions@uoit.ca
www.uoit.ca

Durham College

2000 Simcoe Street North
Oshawa, ON L1H 7K4
Phone: 905.721.2000 or 1.800.816.3615
Fax: 905.721.3113
www.durhamcollege.ca

University of Toronto

Toronto, ON M5S 1A1
Phone: 416.978.2011
St. George Campus – Toronto
Erindale Campus – Mississauga
Scarborough Campus – Scarb. / Pickering
www.utoronto.ca

York University

4700 Keele Street
Toronto, ON M3J 1P3
Phone: 416.736.2100
www.yorku.ca

Durham District School Board

400 Taunton Road East
Whitby, ON L1P 2K6
Phone: 905.666.5500 or 1.800.265.3968
Fax: 905-666-6474
www.durham.edu.on.ca

Durham Catholic District School Board

650 Rossland Road West
Oshawa, ON L1J 7C4
Phone: 905.576.6150
www.durhamrc.edu.on.ca

Durham Business & Computer College

1099 Kingston Road, Suite 220
Pickering, ON L1V 1B5
Phone: 905.427.3010 or 1.866.427.3010
Fax: 905.420.6752
www.dbcc.on.ca

Jobs 2000

1550 Kingston Road
Pickering, ON
Phone: 905.831.1444
www.jobs2k.ca
info@jobs2k.ca

Business Start-Up Directory

City of Pickering

Utilities

Veridian Corporation

55 Taunton Road East
Ajax, ON L1T 3V3
Customer Care: 905.420.8440
Customer Services: 905.427.9870
Email: service@veridian.on.ca
www.veridian.on.ca

Local electricity distributor.

Water Billing

Durham Region
605 Rossland Road East
Whitby, ON L1N 6A3
Phone: 905.668.7711 or 1.800.372.1102
Fax: 905.668.3166
www.region.durham.on.ca/works

Enbridge Distribution

101 Consumers Drive
Whitby, ON L1N 1C4
Phone: 1.800.265.6164 or 905.436.7011
Fax: 905.668.8016
www.cgc.enbridge.com

Natural gas distributor.

Water & Sewer Connections

Region of Durham
Works Dept. & Traffic Operations Centre
P.O. BOX 623
101 Consumers Drive
Whitby, ON L1N 6A3
Phone: 905.666.8116 or 1.866.786.8116
Fax: 905.666.8826
www.region.durham.on.ca

Business Start-Up Directory City of Pickering

Local Employment Support

Service Canada

320 Harwood Avenue
Ajax, ON L1S 2J1
Phone: 905.428.8410 or 1.800.529.3742
Fax: 905.428.8410
www.servicecanada.gc.ca

YMCA – Durham Employment & Community

1550 Kingston Road, Suite 16
Pickering, ON L1V 1C3
Phone: 905.427.7670 or 905.839.8011
Fax: 905.839.9687
www.ymcatoronto.org

Northern Lights McKenzie Plaza

250 Bayly Street West, Unit 19
Ajax, ON L1S 3V4
Phone: 905.426.8337
Fax: 905.426.8335
Toll Free: 1.866.613 WORK (9675)
www.northernlightsosh.com

Manpower

1315 Pickering Parkway, Suite 100
Pickering, ON L1V 7G9
Phone: 905.831.7683, ext. 237
Fax: 905.831.8134
Email: Pickering.ON@na.manpower.com
www.manpower.com

Express Employment Professionals

1099 Kingston Road, Suite 214
Pickering, ON L1V 1B5
Phone: 905.421.9555
Fax: 905.421.9663
www.expersspros.com

Apple One Employment

1794 Liverpool Road, Unit 21
Pickering, ON L1V 4G7
Phone: 905.831.3400
www.appleone.ca



Publications available on-line or as hard copies through the City of Pickering.



City of Pickering Economic Development

Pickering Civic Complex
One The Esplanade, Pickering, Ontario, Canada, L1V 6K7

Telephone: 905.420.4625
Toll Free: 1.866.683.2760
Facsimile: 905.420.4610
Email: econdevl@cityofpickering.com

cityofpickering.com/business

