



STARTING A BUSINESS GUIDE



Located within the CEDC's office, the Thunder Bay and District Entrepreneur Centre is funded through a partnership between the Province of Ontario and the City of Thunder Bay.

We help you determine what you need to do before, during, and after launching your business.

MISSION

To actively support and engage the dynamic success, growth, and diversification of small business in Thunder Bay and District by providing cutting-edge, accurate and clear information through workshops, consultations and business plan reviews rooted in a strong customer service approach.

VISION

To become the premier small business enterprise centre in Ontario.

THE ENTREPRENEUR CENTRE PROVIDES:

- Free consultations with a qualified business consultant
- Internet and computer access for business reach and planning
- Review of business plans
- Consultations through a referral service to professionals
- Up-to-date, leading-edge information geared to the needs of the entrepreneur
- Access to current resources and materials that entrepreneurs can peruse on-site
- Workshops and seminars
- Guidance on licenses, permits, registration, regulations and other forms and documents required to start and build a business
- Import and export information
- Information on patent, copyright and trademarks
- Mentoring and networking opportunities

P.O Box 800
Suite 701, 34 Cumberland St. N.
Thunder Bay, ON, Canada
P7C 5K4

T. (807) 625-3972 | 1-800-668-9360 (toll-free)
F. (807) 623-3962
E. entrepreneurcentre@thunderbay.ca
W. entrepreneurcentre.ca

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BUSINESS PLANNING



Business Idea

There are many places to find business ideas. Most people can find their ideas from previous employment, hobbies, or observation of daily life.

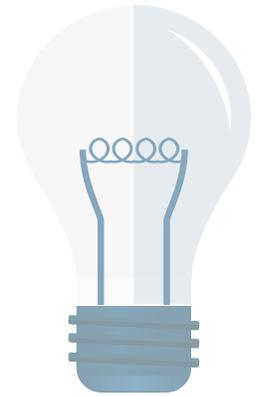
You may want to consider the following factors when formulating your business idea:

- Amount of investment required to start and maintain or expand your business
- Government regulations on your sector and how they could affect your operations
- Amount of competition in your sector
- Profit margins
- Market trends

Now it is time to take a closer look at your idea to see if it is actually an opportunity. This is the process of exploring your business idea before you start preparing a business plan. Some questions to consider include:

THE ENTREPRENEUR

- Do you have a clear idea of what being an entrepreneur involves?
- Do you have the perseverance and commitment to make this idea become a success?
- Do your personal circumstances support your going into business?



THE MARKET

- How many customers are there?
- How big is the market?
- Is it something that is growing, declining, or stable?

THE COSTS

- What are the costs to get started and operate this business?

You should also consider what business structure you would choose for your business.

SOLE PROPRIETORSHIP

- Business that has just one owner who pays personal income tax on profits earned from the business. It is the easiest type of business to establish or take apart.

PARTNERSHIP

- A formal arrangement by two or more parties to manage and operate a business and share its profits. There are several types of partnership arrangements, choose the one that best suits your business.

CORPORATION

- A legal entity that is separate and distinct from its owners.



Business Model Canvas

The Business Model Canvas (BMC) is a tool to help a new or existing business develop their business idea. It is a snapshot of your business, encompassing elements of the business plan in a visual way. The canvas helps you and others understand your business and the value it provides.

Use the following worksheet to complete your Business Model Canvas. Start with the value proposition in the middle and work your way clockwise answering the following questions.

VALUE PROPOSITION

- What does your business do that adds value to the customers?
- What is the problem that your business solves?
- What makes you unique compared with businesses who may be providing a similar product or service?

CUSTOMER SEGMENTS

- Identify your target market(s). Who is your average customer and what are their demographics (age, gender, income levels, etc.) and psychographics (attitudes, beliefs, etc.)

CUSTOMER RELATIONSHIPS

- How are you going to initiate, build, maintain, and cultivate your client relationships?

DISTRIBUTION CHANNELS

- How does your product or service get to the client? (method of delivery, location, etc.)

REVENUE STREAMS

- How does your business generate business revenue? Describe your product/service lines.

COST STRUCTURE

- What are your expenses, costs, and profit margins? (doesn't have to be exact amounts)

KEY PARTNERS

- Identify the people and organizations you will need to work with to be successful.

KEY ACTIVITIES

- What are the more important tasks that need to be done for your business?

KEY RESOURCES

- What are your business's more important resources? Identify the tangible and intangible things that are crucial to your success.

BUSINESS MODEL CANVAS



| | | | | | |
|-------------------------------|--|--|--|--|------------------------|
| KEY PARTNERS | | | | | |
| KEY ACTIVITIES | | | | | |
| VALUE PROPOSITION | | | | | |
| CUSTOMER RELATIONSHIPS | | | | | |
| CUSTOMER SEGMENTS | | | | | |
| | | | | | REVENUE STREAMS |
| | | | | | COST STRUCTURE |



WRITING A BUSINESS PLAN



Business Plans Explained

A business plan is a written summary of your business and describes what you wish to achieve by being in business and how you intend to organize your resources to meet these goals. A business plan is a **road map for success**. It helps eliminate unknowns and misunderstandings that can arise if you don't take the time to put your thoughts, plans, and research on paper.

The purpose of the business plan is to;

- Force you to think through your business idea
- Help you judge and evaluate a business idea so there is less risk (there is less risk with the more you know)
- Show where you need help or more information
- Organize and present information about your business so you can progress logically and stay on track and communicate them to others
- Increase your confidence



- Lessens the risk of oversights and errors
- Reminds you of good ideas and ways to save time or money
- Helps you obtain necessary financing

**“Failing to plan,
is planning to fail.”**

Winston Churchill

**One major cause of small
business failure is lack
of planning.**

**If you don't know where you
are going, you may end up
somewhere you don't
want to be.**

Outline

There are many business plan templates out there that all attempt to capture the same information. It is important that with whichever outline you use, you should work with it and review it regularly.

TIP: All businesses are different. Some plans may be short and simple and others can be very complex and take considerably longer to write. Shape your plan according to your business and the purpose of the plan.

TIP: If you are planning on getting financial assistance from a specific lender, use the format that they provide.

TIP: Write a draft of your plan and get someone to review it. You can bring in your business plan to our office, and we will review it and provide feedback.

The basic format of a business plan includes:

Cover Page

How the business plan is presented and looks will influence its effectiveness. Your plan should convey your business image and display professionalism.

Table of Contents

Including a table of contents will help readers navigate the different sections of your plan.

Executive Summary

Your executive summary should be capturing, concise and should provide an accurate description of your business in 1-2 pages. A well-written summary should encourage the reader to want to read more. Your executive summary should include the following:

- Purpose of your plan (attract investors, capture interest of financial sources, etc.)
- Type of business and brief history
- Status of the business (start-up, expansion, etc.)
- Business structure (sole proprietor, partnership, corporation, etc.)
- Product or service being sold/offered
- Target markets
- Financials relating to why you will be profitable

TIP: Write the executive summary last, so you can include relevant information to meet your reader's requirements and highlight your operative and financial goals as defined in the body of the plan. You should be able to pull from other sections to write the executive summary.

TIP: This is the first chance you will have to sell your idea – SELL HARD!

Company Overview

An overview containing all the most important points about your company. This can include:

- Business name, date established/opened, nature and status of the business, legal structure
- Identify product or service offerings
- Company history and management/team
- Partnerships established or anticipated and professional advisors
- Competitive advantages and disadvantages

Market Research

The topics discussed in this part of the plan include the conditions of the industry and local market, your competition and your customers. By conducting market research, you are also obtaining information that will help you to project your sales, determine how to set your prices, and how to establish your company image.

INDUSTRY

- What industry are you in and what are its conditions?
- What is the state of the industry? (growth, maturity, decline, etc.)
- What is the size of the industry and market growth potential?

LOCAL MARKET

- What is the scope of the geographic area you will serve?
- How many of those people will likely be your customer?
- What is the size of the market and how much will they spend a year on what you sell?

COMPETITION

Complete a SWOT analysis for your business and your competitors. A SWOT analysis helps you identify what you do well, address what you are lacking, minimize risks, and take advantage for opportunities for success. Use the following sheet to complete your SWOT analysis.

- Who are your key competitors? (direct and indirect)
- What are their competitive advantages and success factors?

TARGET MARKET

- Who is your ideal customer?
- What are your customers' demographics (age, gender, location, family size, etc.) and psychographics (personality, lifestyle, attitudes, beliefs, etc.)?
- How often do your customers buy? How do they buy?



SWOT ANALYSIS TABLE

| | STRENGTHS | WEAKNESSES | OPPORTUNITIES | THREATS |
|----------------------|--|--|---|--|
| | <p>Internal factors that are within your control.</p> <ul style="list-style-type: none">• reputation• solid customer base• lower prices• etc. | <p>Internal factors that are within your control.</p> <ul style="list-style-type: none">• poor location• lack of capital• lacking social media presence• etc. | <p>External factors that are outside of your business.</p> <ul style="list-style-type: none">• product/service line expansions• new location• new partnerships• etc. | <p>External factors that are outside of your business.</p> <ul style="list-style-type: none">• changes in legislation• new competitors• etc. |
| COMPETITOR #1 | | | | |
| COMPETITOR #2 | | | | |
| COMPETITOR #3 | | | | |
| YOUR BUSINESS | | | | |

Marketing and Sales

Here you will explain how you are going to ensure your target market knows your products and services exist, how you will reach them, and how you will ensure you retain customers and keep them loyal so they repeatedly buy from you.

PRICING

Consider your target market and their willingness to pay your price point versus competitors.

- What is your pricing strategy?
- How do you plan on pricing, yet remain competitive?
- Are you going to offer discounts and if so what is our discount structure?

MARKETING

- What strategies will you use to reach your target market?
- How much will these strategic activities cost?
- What is the timing of these activities?

SALES

- What is your typical sales cycle from initial contact to making the sale?
- What is the timeline for your sales cycle?

Operations

This is where you explain exactly how you are going to go about doing business and carrying out everything you presented in your plan.

- Where will your business be located and why have you chosen that location?
- Will you need any specific licenses, contracts, inspections, etc.?
- Will you have or hire staff? What will be their title and pay?
- What are your overall goals and financial objectives?
- What is the process from placing an order to delivery?

Financial Statements

New businesses must estimate sales forecasts by month for the first year and estimate second and third year annual sales. Be sure to include the rationale or assumptions behind the sales forecasts. An existing business should provide historical statements, including income statements and cash flows. See the following pages to view sample income statements and cash flow sheets.

Appendices and Exhibits

This is the appropriate place for you to include any additional information that you feel would be useful to your readers, but need not be included in the body of the plan. Information included here will add more detail to support the information in the plan. (examples include resumes, market study, contracts, partnership agreements, etc.)

EXAMPLE OF AN INCOME STATEMENT

The income statement shows the profitability of a business. It provides the measure of business activity over time. This time period is specified on the income statement. This sheet will show the activity over time including what sales are, costs, expenses, and income. Income occurs when sales exceeds expenses.

Use this worksheet to prepare your income statement if you are already in business, and as a format for pro forma (projected) income statements.

INCOME STATEMENT

| For period from _____ to _____ | |
|-------------------------------------|--|
| Sales | |
| Less cost of goods sold | |
| Opening inventory | |
| Purchases (direct materials) | |
| Factory wages | |
| Total | |
| Less closing inventory | |
| Equals cost of goods sold | |
| Gross profit (or income) | |
| Expenses | |
| Salary (owner) | |
| Wages | |
| Rent or mortgage interest | |
| Utilities (electricity, heat, etc.) | |
| Insurance | |
| Advertising and promotion | |
| Automobile | |
| Other travel | |
| Office expenses | |
| Storage | |
| Maintenance | |
| Depreciation | |
| Bad debts | |
| Interest | |
| Other expenses | |
| Total expenses | |
| Earnings (or loss) Before Taxes | |
| Income taxes | |
| Net Earnings (or loss) | |

EXAMPLE OF CASH FLOW STATEMENT

This statement tracks the movement of cash through the business over time. The statement shows the cash that is on hand at the beginning of the period plus the cash that is received during that period, minus the cash spent, which results in the cash on hand at the end of the period.

If the business is paying out more in cash than is it receiving, it risks running out of cash and not being able to pay the bills when due.

By completing this monthly cash flow projection for one year, you can get an idea of cash inflows and outflows. You will see when cash might be short, for instance during a seasonal sales lull. This exercise will help you gain a better understanding of your business and will prepare you to sit down with your accountant and discuss how much money you will need to start.

CASH FLOW STATEMENT

| 12 Month Cash Flow Projections | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | TOTAL |
|--------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Beginning Cash | | | | | | | | | | | | | |
| Add: | | | | | | | | | | | | | |
| Receipts | | | | | | | | | | | | | |
| Sales | | | | | | | | | | | | | |
| Proceeds of Financing | | | | | | | | | | | | | |
| Other receipts | | | | | | | | | | | | | |
| TOTAL Receipts | | | | | | | | | | | | | |
| Cash Available | | | | | | | | | | | | | |
| Less Disbursements | | | | | | | | | | | | | |
| Material purchases | | | | | | | | | | | | | |
| Wages | | | | | | | | | | | | | |
| Salaries | | | | | | | | | | | | | |
| Loan repayments | | | | | | | | | | | | | |
| Lease payments | | | | | | | | | | | | | |
| Utilities | | | | | | | | | | | | | |
| Insurance | | | | | | | | | | | | | |
| Advertising and promotion | | | | | | | | | | | | | |
| Automobile | | | | | | | | | | | | | |
| Other travel | | | | | | | | | | | | | |
| Office | | | | | | | | | | | | | |
| Storage | | | | | | | | | | | | | |
| Maintenance | | | | | | | | | | | | | |
| Loan interest | | | | | | | | | | | | | |
| Asset purchases | | | | | | | | | | | | | |
| Other | | | | | | | | | | | | | |
| TOTAL Disbursements | | | | | | | | | | | | | |
| Net cash available | | | | | | | | | | | | | |



FINANCING

..... This section lists organizations from which you may be able to obtain funding from to develop your business.



Organizations

COMMERCIAL BANKS

A commercial bank should be your first point of contact for obtaining financing. Of particular interest to entrepreneurs is the Canada Small Business Financing Program (CSBFP) offered by most commercial banks, which seeks to increase the availability of loans and capital leases for establishing, expanding, modernizing and improving small businesses. It does this by encouraging financial institutions to make their financing available to small businesses.

Contact

Your financial institution or a participating leasing company OR Canada Small Business Financing Program: Small Business Financing Program Directorate Industry Canada
T: (866) 959-1699
Tw: AskISED
W: www.ic.gc.ca/csbfa

BUSINESS DEVELOPMENT BANK OF CANADA (BDC)

BDC promotes entrepreneurship by providing highly tailored financing, venture capital and consulting services to entrepreneurs. As a complementary lender, BDC offers loans and investments that fill out or complete services available from commercial financial institutions.

Contact

Suite 201, 973 Balmoral St.
Thunder Bay, ON, P7B 0E2
T: 1 (888) 463-6232
F: (807) 346-1790
W: www.bdc.ca

NORTHERN ONTARIO HERITAGE FUND CORPORATION (NOHFC)

The NOHFC programs support economic development in Northern Ontario by providing financial assistance to projects that stabilize, diversify and foster the economic growth of the region.

Contact

Thunder Bay Area Team
T: (807) 475-1210
www.nohfc.ca

NATIONAL ABORIGINAL CAPITAL CORPORATION ASSOCIATION (NACCA)

The NACCA is the association for a network of Aboriginal Financial Institutions (AFIs) dedicated to economic growth for First Nations, Métis and Inuit businesses by promoting Aboriginal business development. NACCA provides business financing and support, which can include: business loans, financial consulting services, aftercare and start-up support.

Contact

Suite 908, 75 Albert St.
Ottawa, ON, K1P 5E7
T: (613) 688-0894
F: (613) 688-0895
E: info@nacca.ca
W: www.nacca.net

FEDNOR

The Federal Economic Development Initiative for Northern Ontario (FedNor) is committed to enhancing economic growth and encouraging entrepreneurship in northern communities through a number of investment initiatives.

Contact

Suite 301, 201 May St. N.
Thunder Bay, ON, P7C 3P4
T: 1 (877) 333-6673
F: (807) 346-8474
W: www.fednor.ic.gc.ca

FUTUREPRENEUR

Futurepreneur is the only national, non-profit organization that provides financing, mentoring and support tools to aspiring business owners aged 18-39.

Contact

C/O Thunder Bay and District Entrepreneur Centre
Suite 701, 34 Cumberland St. N.
Thunder Bay, ON, P7C 5K4
T: (807) 625-3960 or
1 (800) 668-9360
F: (807) 623-3962
E: entrepreneurcentre@thunderbay.ca
W: entrepreneurcentre.ca

NISHNAWBE ASKI DEVELOPMENT FUND (NADF)

NADF is an Aboriginal Financial Institution (AFI) dedicated to supporting the success of Aboriginal entrepreneurs, businesses, and communities across Northern Ontario with business financing and support services.

Contact

Suite 101, 100 Little Lake Rd.
Fort William First Nation, ON,
P7J 0L2
T: (807) 623-5397 or
1 (800) 465-6821
F: (807) 622-8271
W: www.nadf.org

MÉTIS VOYAGEUR DEVELOPMENT FUND (MVDF)

MVDF is a Métis owned and controlled economic development agency, operating independently, whose sole mandate is to provide funding and support to Ontario Métis businesses.

Contact

346 Frank St.
Ottawa, ON, K2P 0Y1
T: (613) 798-0133 or
1 (855) 798-0133
E: info@mvsdf.ca
W: www.mvsdf.ca

NORTHWESTERN ONTARIO INNOVATION CENTRE (NOIC)

The NWOIC offers support to innovation entrepreneurs, businesses, and community projects in the region of Northwestern Ontario. In addition, the Centre seeks out new approaches to improve, enhance and invigorate a commercialization system in the region.

Contact

2400 Nipigon Rd.
Thunder Bay, ON, P7C 4W1
T: (807) 768-6682 or
1 (866) 768-6682
F: (807) 768-6683
E: info@nwoinnovation.ca
W: www.nwoinnovation.ca

PARO CENTRE FOR WOMEN'S ENTERPRISE

PARO Centre for Women's Enterprise seeks to empower women within their communities, strengthen small business and promote community economic development through integrated and women-centered program delivery.

Contact

110-105 May St. N.
Thunder Bay, ON, P7C 3N9
T: (807) 625-0328
F: (807) 625-0317
E: info@paro.ca
W: www.paro.ca

SUMMER COMPANY PROGRAM

This is an exciting opportunity for students, 15-29 years old, who want to start and run their own summer businesses. With hands-on business coaching, training and mentoring, Summer Company helps turn ambitious students into entrepreneurs.

Contact

Entrepreneur Centre
Suite 701, 34 Cumberland St. N.
Thunder Bay, ON, P7C 5K4
T: (807) 625-3960 or 1 (800) 668-9360
F: (807) 623-3962
E: entrepreneurcentre@thunderbay.ca
W: www.ontario.ca/summercompany

THUNDER BAY VENTURES

Thunder Bay Ventures is a non-profit organization committed to fostering community economic development in Thunder Bay and region through financing new businesses and expansions, providing business services/referrals, and funding programs.

Contact

955 Alloy Dr.
Thunder Bay, ON, P7B 6T6
T: (807) 768-6650
F: (807) 768-6655
W: www.thunderbayventures.com

If you are not sure which financing option is the best option for you, then visit the Thunder Bay and District Entrepreneur Centre to schedule a one-on-one consultation with a qualified business consultant.



FREQUENTLY ASKED QUESTIONS (FAQ)

Even after you have a feasible idea, a business plan, and sufficient capital, you may still have some legal, regulatory, and security-related hurdles to clear before your grand opening. The following is an FAQ checklist to help you answer some of the most commonly asked questions on licensing, taxation, insurance and other relevant topics, along with who you can contact to receive the answers.



City & Municipal Services and Regulations

BUILDING REGULATIONS

What building regulations could affect my business?

For businesses located within Thunder Bay, if the use of the building is to change, a “Change of Use” permit may be required from the Building Division. A Building Code Analysis, prepared by a qualified Architect or Engineer, will be required in order to determine if the structure meets the Ontario Building Code requirements for the use proposed.

Contact

City of Thunder Bay,
Building Division
111 Syndicate Ave. S.
Thunder Bay, ON, P7E 6S4
Victoriaville Civic Centre
Box 800
T: (807) 625-2574
W: www.thunderbay.ca

Contact your city/municipal office if you live in an organized township or the Fire Marshal’s Office if you live in an unorganized township:
Ontario Fire Marshal’s Office,
Fire and Building Inspection
Division
640 Mounddale Ave.
Thunder Bay, ON, P7E 6G8
T: 1 (800) 565-1842 or (807) 473-3110

LICENSING

Do I require a business license to operate my proposed business?

Contact the City of Thunder Bay’s Licensing & Enforcement Division for information on business licenses. If your business is outside of Thunder Bay, contact your city/municipal office for more information.

Contact

Development Services Department,
Licensing & Enforcement Division
111 Syndicate Ave. S.
Thunder Bay, ON, P7E 6S4
Victoriaville Civic Centre
T: (807) 625-2710
F: (807) 625-2977

SIGNAGE

What types and sizes of signs am I allowed to erect?

For information on the City of Thunder Bay’s sign by-laws, contact the Development Services Department, Licensing & Enforcement Division.

Contact

Development Services Department,
Licensing & Enforcement Division
111 Syndicate Ave. S.
Thunder Bay, ON, P7E 6S4
Victoriaville Civic Centre
T: (807) 625-2710
F: (807) 625-2977



ZONING

What zoning regulations could affect my business?

If your business is located within Thunder Bay, contact the City of Thunder Bay Planning Division to ensure that your proposal does not conflict with the Zoning By-law. The city of Thunder Bay is divided into a large number of zones.

Each zone differs in terms of the uses that are permitted and the regulations pertaining to these uses. The Zoning By-law also makes allowance for a home based business or "Home Occupation." The Home Occupation regulations address such issues as maximum floor area, employees and signs.

Contact

Development Services Department,
Planning Division
111 Syndicate Ave. S.
Thunder Bay, ON, P7E 6S4
Victoriaville Civic Centre
T: (807) 625-2216
F: (807) 623-2206

If your business is in an unorganized township contact:
Ontario Ministry of Municipal Affairs
Suite 223, 435 James St. S.
Thunder Bay, ON, P7E 6S7
T: (807) 475-1651
or 1 (800) 465-5027
F: (807) 475-1196

FIRE REGULATIONS

Am I required to undergo a fire inspection?

Outside of Thunder Bay, if your business is in an organized township/municipality, contact your city/municipal office. If your business is in an unorganized township, contact the Ontario Fire Marshal's Office.

If your business is located in Thunder Bay, you will be informed if your business requires a fire inspection when you apply for a business license. To arrange to have an inspection, contact the Thunder Bay Fire Prevention Division.

Contact

Ontario Fire Marshal's Office, Fire and Building Inspection Division
640 Mountdale Ave.
Thunder Bay, ON, P7E 6G8
T: 1 (800) 565-1842 or
(807) 473-3110

Thunder Bay Fire Prevention Division
330 Vickers St. N.
Thunder Bay, ON, P7C 4B2
T: (807) 625-2650
F: (807) 623-4545
E: fireinspect@thunderbay.ca

HEALTH INSPECTIONS

I am starting a business that sells food and/or beverages. What information do I need before my business undergoes a health inspection?

If you are located in Thunder Bay and District, your business must undergo an inspection by the Thunder Bay and District Health Unit (TBDHU). Before an inspection, you are required to provide the health unit with a floor plan/layout of your business and a copy of your menu. You must also ensure that your business conforms to Section 562 of the Health Protection and Promotion Act which you can find at: <https://www.ontario.ca/laws/regulation/900562>

Contact

Thunder Bay and District Health Unit, Public Health Inspection Department
999 Balmoral St.
Thunder Bay, ON, P7B 6E7
T: (807) 625-5900 or
1 (888) 294-6630
F: (807) 623-2369
W: www.tbdhu.com

Provincial Services and Regulations

BUSINESS NAME

How do I register my business name?

You can register a business under your own name or someone else's name, as either a sole proprietorship or a partnership.

Contact

Apply online through the Ontario Ministry of Small Business and Consumer Services Service Ontario website, at: www.ontario.ca/page/business-and-economy

INCORPORATION

How do I incorporate my business?

To incorporate your business, you must file articles of incorporation. Although incorporation forms may be purchased at various office supply stores, you are advised to consult a lawyer before submitting your forms. You may apply online, by mail, or in person at the Thunder Bay Land Registry Office. If you apply via the Land Registry Office, you will immediately receive an incorporation number, and have your application forwarded to the Ministry of Government Services in Toronto for the final approval.

Contact

Apply online at www.oncorp.com

Apply by mail c/o:
Ministry of Government Services
Companies and Personal Property
Security Branch
375 University Ave., 2nd Floor
Toronto, ON, M5G 2M2

Apply in person:
Thunder Bay Land Registry
Suite 201, 189 Red River Rd.
Thunder Bay, ON, P7B 1A2

LEGISLATION

I plan to hire employees. Where can I find out more about the Employment Standards Act and the Occupational Health and Safety Act, as they pertain to my employees?

Contact

Ontario Ministry of Labour
W: www.labour.gov.on.ca

Local Ministry of Labour
Suite 222, 435 James St. S.
Thunder Bay, ON, P7E 6S7
T: (807) 475-1691 or
1 (800) 465-5016
F: (807) 475-1646

Federal Services and Regulations

HUMAN RIGHTS CODE

Where can I find out more about the Ontario Human Rights Code and other information related to fair hiring practices?

Contact

Ontario Human Rights Commission (OHRC)
T: 1 (800) 387-9080
www.ohrc.on.ca

WORKERS' COMPENSATION

Where can I find out more about Workers' Compensation insurance and/or workplace safety?

Contact

Workplace Safety and Insurance Board
Suite 200, 1113 Jade Court
Thunder Bay, ON, P7B 6V3
T: (807) 343-1710 or
1 (800) 465-3934
W: www.wsib.ca

HUMAN RESOURCES

Do I need to pay Employer Health Tax (EHT)?

You are required to pay EHT for your employees if total payroll exceeds \$490,000 or has affiliated companies. For specific information, please call the Ministry of Finance.

Contact

Ministry of Finance
T: 1 (866) 668-8297
F: 1 (866) 888-3850
W: www.fin.gov.on.ca/en/tax/eht

TAX

Do I need to charge the Harmonized Sales Tax (HST)?

Although the consumer pays the tax, businesses are generally responsible for collecting and remitting it to the government.

Contact

Canada Revenue Agency (CRA)
T: 1 (800) 959-5525
W: www.canada.ca/en/revenue-agency

PAYROLL DEDUCTIONS

Where can I find out more about payroll deductions and apply for a payroll deduction number?

As an employer, trustee, or payer, you are responsible for deducting Canada Pension Plan (CPP) contributions, Employment Insurance (EI) premiums and income tax from remuneration or other types of income you pay. It is your responsibility to remit them to the Canada Revenue Agency.

Contact

Canada Revenue Agency (CRA)
T: 1 (800) 959-5525
W: www.canada.ca/en/revenue-agency

Other

BANKING

Do I need a separate bank account for my business?

Yes, do not use your personal chequing account for business transactions. Contact your bank to set up a business account. Ensure that your business name is registered first.

Contact

Contact your financial institution.

INSURANCE

Will I need to purchase insurance for my business?

Yes, it is very important to determine what types and how much insurance your business may need.

Contact

Contact your insurance agent or broker for more information.

CREDIT

Where can I find out about credit for my business?

If your new business is involved in the extension of credit you may want to contact the Credit Bureau of Northwestern Ontario Collections Inc.

Contact

Legal Credit Management Corp.
Suite 1, 895 Tungsten St.
Thunder Bay, ON, P7B 6H2
T: (807) 623-3243 or
1 (800) 465-4228
F: (807) 623-9076
E: credit@cbnwo.com
W: www.lcmc.ca

ASSOCIATIONS

Are there associations of which I may wish to become a member?

You may wish to become a member of your local Chamber of Commerce, which can also provide information about their business members and activities.

Contact

Thunder Bay Chamber of Commerce
Suite 702, 34 Cumberland St. N.
Thunder Bay, ON, P7A 4L3
T: (807) 624-2626
F: (807) 622-7752
E: chamber@tbchamber.ca
W: www.tbchamber.ca

GRAND OPENING

What assistance can I receive in promoting the opening of my business?

The Entrepreneur Centre will provide help and guidance with your grand opening. This could include arrangements with local dignitaries, assisting with press releases or media advisories. We also supply the ribbon and scissors for ribbon cutting ceremonies.

Contact

Entrepreneur Centre
Suite 701, 34 Cumberland St. N.
Thunder Bay, ON, P7C 5K4
T: (807) 625-3960 or
1 (800) 668-9360
F: (807) 623-3962
E: entrepreneurcentre@thunderbay.ca
W: entrepreneurcentre.ca





AGENCY AND ORGANIZATION CONTACTS

This section lists agencies and organizations that may be able to assist you in starting your business. They are located in Thunder Bay, the Province of Ontario, and across Canada.



Local

THUNDER BAY AND DISTRICT ENTREPRENEUR CENTRE (EC)

The Entrepreneur Centre is a resource centre with information on government programs, regulations, market data, suppliers and more. Free confidential consulting services are available by appointment to help guide you through the start-up process.

Contact

Suite 701, 34 Cumberland St. N.
Thunder Bay, ON, P7C 5K4
T: (807) 625-3960 or
1 (800) 668-9360
F: (807) 623-3962
E: entrepreneurcentre@thunderbay.ca
W: entrepreneurcentre.ca

BRODIE RESOURCE LIBRARY

Library materials include a wide variety of local, national, and international business directories. Numerous business books, videos, and cassettes are also available.

Contact

216 Brodie St. S.
Thunder Bay, ON, P7E 1C2
T: (807) 345-8275
F: (807) 623-0875
W: www.tbpl.ca

CITY OF THUNDER BAY – DEVELOPMENT SERVICES

The City of Thunder Bay Development Services Department is your point of contact for information on municipal regulations. The Licensing and Enforcement branch is where you can obtain a license to operate your business in Thunder Bay, the Planning Division is where you can obtain information on zoning and the Building Division is where you can obtain building permits.

Contact

111 Syndicate Ave. S.
Thunder Bay, ON, P7E 6S4
Victoriaville Civic Centre
T: (807) 625-2216
F: (807) 623-2206
www.thunderbay.ca

CITY OF THUNDER BAY – FIRE PREVENTION DIVISION

Depending on your type of business license, you may need to arrange to have your business undergo a fire inspection.

Contact

330 Vickers St. N.
Thunder Bay, ON, P7C 4B2
T: (807) 625-2650
F: (807) 623-4545
E: fireinspect@thunderbay.ca
www.thunderbay.ca

CONFEDERATION COLLEGE

Confederation College offers a number of credit courses in Entrepreneurship and Small Business through part-time, full-time and distance education studies.

Contact

1450 Nakina Dr.
P.O. Box 398
Thunder Bay, ON, P7C 4W1
T: (807) 475-6110
www.confederationc.on.ca

LAKEHEAD UNIVERSITY - INGENUITY

Ingenuity offers space and resources for students who are looking to start a business or develop their idea. Ingenuity also offers a learning environment to help develop knowledge and skills that help support business development and growth.

Contact

955 Oliver Rd.
Thunder Bay, ON, P7B 5E1
T: (807) 343-8324
E: amackay@lakeheadu.ca
www.lakeheadu.ca/centre/ingenuity

NORTHERN ONTARIO HERITAGE FUND CORPORATION (NOHFC)

The NOHFC programs support economic development in Northern Ontario by providing financial assistance to projects that stabilize, diversify and foster the economic growth of the region.

Contact

Thunder Bay Area Team
T: (807) 475-1210
W: www.nohfc.ca

NISHNAWBE ASKI DEVELOPMENT FUND (NADF)

NADF is an Aboriginal Financial Institution (AFI) dedicated to supporting the success of Aboriginal entrepreneurs, businesses, and communities across Northern Ontario with business financing and support services.

Contact

Suite 101, 100 Little Lake Rd.
Fort William First Nation, ON,
P7J 0L2
T: (807) 623-5397 or
1 (800) 465-6821
F: (807) 622-8271
W: www.nadf.org

MÉTIS VOYAGEUR DEVELOPMENT FUND (MVDF)

MVDF is a Métis owned and controlled economic development agency, operating independently, whose sole mandate is to provide funding and support to Ontario Métis businesses.

Contact

346 Frank St.
Ottawa, ON, K2P 0Y1
T: (613) 798-0133 or
1 (855) 798-0133
E: info@mvdf.ca
W: www.mvdf.ca

NORTHWESTERN ONTARIO INNOVATION CENTRE (NWOIC)

The NWOIC offers support to innovation entrepreneurs, businesses, and community projects in the region of Northwestern Ontario. In addition, the Centre seeks out new approaches to improve, enhance and invigorate a commercialization system in the region.

Contact

2400 Nipigon Rd.
Thunder Bay, ON, P7C 4W1
T: (807) 768-6682 or
1 (866) 768-6682
F: (807) 768-6683
E: info@nwoinnovation.ca
W: www.nwoinnovation.ca

PARO CENTRE FOR WOMEN'S ENTERPRISE

PARO Centre for Women's Enterprise seeks to empower women within their communities, strengthen small business and promote community economic development through integrated and women-centered program delivery.

Contact

110-105 May St. N.
Thunder Bay, ON, P7C 3N9
T: (807) 625-0328
F: (807) 625-0317
E: info@paro.ca
W: www.paro.ca

THUNDER BAY BUSINESS WOMEN'S NETWORK

The Thunder Bay Business Women's Network is an organization for business and professional women who are committed to the growth and development of themselves, their business and the community.

Contact

P.O. Box 10188
Thunder Bay, ON, P7B 6T7
E: info@www.tbbwn.com
W: www.tbbwn.com

THUNDER BAY CHAMBER OF COMMERCE

The Chamber of Commerce is an action agency designed to meet business community needs. It is a voluntary organization of individuals and businesses who join together to advance the interests of the community.

Contact

Thunder Bay Chamber of Commerce
Suite 702, 34 Cumberland St. N.
Thunder Bay, ON, P7A 4L3
T: (807) 624-2626
F: (807) 622-7752
E: chamber@tbchamber.ca
W: www.tbchamber.ca

THUNDER BAY AND DISTRICT HEALTH UNIT (TBDHU) – PUBLIC HEALTH INSPECTION DEPARTMENT

If you are starting a food or beverage service business, you will need to contact the TBDHU's Public Health Inspection Department to arrange for a health inspection.

Contact

Thunder Bay and District Health Unit, Public Health Inspection Department
999 Balmoral St.
Thunder Bay, ON, P7B 6E7
T: (807) 625-5900 or 1 (888) 294-6630
F: (807) 623-2369
W: www.tbdhu.com

THUNDER BAY VENTURES

As a Community Futures Development Corporation (CFDC), Thunder Bay Ventures finance new businesses and expansions, provides business services and referrals, and funds economic development projects.

Contact

955 Alloy Dr.
Thunder Bay, ON, P7B 6T6
T: (807) 768-6650
F: (807) 768-6655
W: www.thunderbayventures.com

Provincial

SERVICE ONTARIO

At Service Ontario you can register or renew a business name, run an immediate business name search, and register to pay Employer Health Tax (EHT) and Workplace Safety and Insurance Board (WSIB) premiums.

Contact

Suite 113, 435 James St. S.
Thunder Bay, ON, P7E 6T1
T: (807) 475-1425 or 1 (800) 267-8097
W: www.serviceontario.ca



Federal and National

BUSINESS DEVELOPMENT BANK OF CANADA (BDC)

BDC may provide term loans to acquire fixed assets, purchase an existing business, and/or increase working capital on both fixed and floating interest rates. Business counselling, training, feasibility studies and business planning services are available.

Contact

Suite 201, 973 Balmoral St.
Thunder Bay, ON, P7B 0E2
T: 1 (888) 463-6232
F: (807) 346-1790
W: www.bdc.ca

CANADIAN FEDERATION OF INDEPENDENT BUSINESS (CFIB)

CFIB has represented the interests of the small business community to all three levels of government in their fight for tax fairness, reasonable labour laws and reduction of regulatory paper burden.

Contact

401-4141 Yonge St. N.
Toronto, ON, M2P 2A6
T: (416) 222-8022
F: (416) 222-4337
W: www.cfib.ca

FUTUREPRENEUR

Futurepreneur is the only national, non-profit organization that provides financing, mentoring and support tools to aspiring business owners aged 18-39.

Contact

C/O Thunder Bay and District
Entrepreneur Centre
Suite 701, 34 Cumberland St. N.
Thunder Bay, ON, P7C 5K4
T: (807) 625-3960 or
1 (800) 668-9360
F: (807) 623-3962
E: entrepreneurcentre@thunderbay.ca
W: entrepreneurcentre.ca

FEDNOR

FedNor, the Government of Canada's regional development organization for Northern Ontario, works with a variety of partners, as both a facilitator and catalyst, to help create an environment in which communities can thrive, business can grow and innovation can prosper.

Contact

Suite 301, 201 May St. N.
Thunder Bay, ON, P7C 3P4
T: 1 (877) 333-6673
F: (807) 346-8474
W: www.fednor.ic.gc.ca

NATIONAL ABORIGINAL CAPITAL CORPORATION ASSOCIATION (NACCA)

The NACCA is the association for a network of Aboriginal Financial Institutions (AFIs) dedicated to economic growth for First Nations, Métis and Inuit businesses by promoting Aboriginal business development. NACCA provides business financing and support, which can include: business loans, financial consulting services, aftercare and start-up support.

Contact

Suite 908, 75 Albert St.
Ottawa, ON, K1P 5E7
T: (613) 688-0894
F: (613) 688-0895
E: office@nacca.net
W: www.nacca.ca

FEDDEV ONTARIO SMALL BUSINESS SERVICES (SBS)

SBS is part of the Federal Economic Development Agency; they help Ontario entrepreneurs access government business information and services.

Contact

151 Yonge St.
Toronto, ON, M5C 2W7
T: 1 (888) 576-4444
W: sbs-spe.feddevontario.canada.ca

**Thunder Bay and District
Entrepreneur Centre**

P.O. Box 800
Suite 701, 34 Cumberland St. N.
Thunder Bay, ON, Canada
P7C 5K4

T. (807) 625-3972 | 1-800-668-9360 (toll-free)
F. (807) 623-3962
E. entrepreneurcentre@thunderbay.ca
W. entrepreneurcentre.ca

