

**ASSESSING THE BUSINESS
INFORMATION NEEDS OF
ABORIGINAL ENTREPRENEURS
IN BRITISH COLUMBIA**

APPENDICES

JANUARY 2001



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APPENDICES

Prepared for:
Western Economic Diversification Canada
and the BC Ministry of Small Business, Tourism and Culture

By: Kelly Vodden, Anne Miller and John McBride
With: Jean-Claude Ndungutse, Terry Robertson,
Stephen Ameyaw and Kim Donovan

Simon Fraser University
Community Economic Development Centre

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Appendix 1 - Interview List

Note: As described in Section 2 – Methodology of the report, interviews were conducted to supplement the survey and focus group methods for a number of purposes. First, an initial set of telephone interviews was conducted to get a sense of the current situation with respect to the development of the ABSN and service provision in BC. Second, interviews (many informal) were conducted to seek clarification and further information on the programs, tools and services offered by certain organizations. Some of these were included in the “best practices” research.

Harbans Bains, Regionalization Coordinator, (C/BC BSC)

Angela Boyle, BC Coordinator, Community Access Program

Lara Carden, Project Consultant, Visions First Nations Planning Group

Greg Claeys, BC Association of Aboriginal Friendship Centres

Geri Collins, CFDC of Central Interior First Nations

Vince Price and Ray Gerow, Prince George Aboriginal Business Development Centre

Calvin George, Burrard Band

Len Hartley, Information Manager, Canada BC Business Service Centre (C/BC BSC)

Peggy Hartman, Nuu-Chah-Nulth Economic Development Corporation

Greg Hazel, Tribal Resources Investment Corporation

Dave Hooper, Department of Indian and Northern Affairs

Mike Kelley, One Stop Business Registration Manager, Ministry of Small Business, Tourism and Culture (MSBTC)

Lona MacKay, Council for the Advancement of Native Development Officers (CANDO)

Roy Marsh, Schoolnet Program, Ottawa

Sam Moody, Economic Development Officer, Nuxalk Nation

Leanne Pattaglia, Regional Coordinator, Canada Ontario Business Service Centre (COBSC).

Brian Phillips, Aboriginal Initiatives Coordinator, FEDNOR

Linden Pinay, First Nations Employment and Enterprise Centre

Leonie Rivers, President, Aboriginal Women’s Council

Don Ross, Economic Development Officer, Ktunuxa Kinbasket Tribal Council

Women’s Enterprise Society Staff

Appendix 2 - List of Providers

PROVIDER LIST AND CONTACTS

Government Organizations

Federal Government: Providing business information assistance

Aboriginal Business Canada
Industry Canada
21st Floor, 300 West Georgia Street
Vancouver, British Columbia
V6B 6E2
E-mail: abc.vancouver@ic.gc.ca
Website: www.abc.gc.ca

Phone: (604) 666-3871
Fax: (604) 666-0238

Agri-food Trade Service (ATS)
Agriculture and Agri-Food Canada
Sir John Carlin Building
Ottawa, ON
K1A 0C5
Email: mehrmaneshk@em.agr.ca
Web site: www.atn-riac.agr.ca

Phone: (613) 759-7634
Fax: (613) 759-7506

Canada Council for the Arts
350 Albert Street
PO Box 1047
Ottawa, Ontario
K1P 5V8
Website: www.canadacouncil.ca

Toll Free: 1-800-263-5588
Fax: (613) 566-4390

Canada/British Columbia Business Service Centre
601 West Cordova Street
Vancouver, British Columbia
V6B 1G1
E-mail: hartley.len@cbssc.ic.gc.ca
Website: www.sb.gov.bc.ca

Phone.: (604) 775-5525
Toll Free: 1-800-667-2272
Fax: (604) 775-5520
Info-FAX: (604) 775-5515
Toll Free Info-FAX: 1-800-667-2272

Canadian Heritage
4th Floor – 300 West Georgia Street
Vancouver, BC
V6B 6C6
Contact: Bruce Lund
E-mail: bruce_lund@pch.gc.ca

Phone: (604) 666-0176
Fax: (250) 363-8552

Department of Fisheries and Oceans
555 West Hastings Street
Vancouver, BC
V6B 5G3

Phone: (604) 666-0384
Fax: (604) 666-1847

Foreign Affairs and International Trade
Department of Foreign Affairs and International Trade (DFAIT)
Export Services for Small and Medium-Sized Enterprises (TSME)
125 Sussex Drive
Ottawa, Ontario, K1A 0G2
Tel.: (613) 944-0634
Fax: (613) 996-9265
E-mail: rosi.niedermayer@dfait-maeci.gc.ca
Website: www.dfait-maeci.gc.ca

Human Resources Development Canada
Aboriginal Relations Office
Contact: Jessica Pautz (Ottawa)
E-mail: autochtone-Aboriginal@hrdc-drhc.gc.ca
Website: www.hrdc-drhc.gc.ca

Phone: (819) 994-3297
Fax: (819) 997-2559

INAC British Columbia
Indian and Inuit Affairs
Suite 340
1550 Alberni Street
Vancouver, B.C.
V6G 3C5
Website: www.inac.gc.ca

Phone: (604) 666-7891
Fax: (604) 666-2546

National Research Council Canada
3250 East Mall
Vancouver, British Columbia
V6T 1W5
E-mail: nancy.glass@nrc.ca

Phone: (604) 221-3035
Fax: (604) 221-3003

Public Works and Government Services Canada
Bonnie MacKenzie, Regional Director General
18th Floor, 800 Burrard Street
Vancouver BC V6Z 2V8
E-mail: Bonnie.MacKenzie@pwgsc.gc.ca
Website: <http://www.pwgsc.gc.ca>

Phone: (604) 666-6983
Fax: (604) 666-0398

Status of Women Canada
430 - 757 West Hastings
Vancouver, BC
V6C 1A1

Western Economic Diversification British Columbia
700-601 West Hastings St.
Price Waterhouse Building
Vancouver, British Columbia
V6B 5G9
Website: www.wd.gc.ca

Phone: (604) 666-6256
Toll Free: 1-888-338 WEST (9378)
Fax: (604) 666-2353

Provincial Government

British Columbia Ministry of Small Business,
Tourism and Culture
Small Business Development Branch
1405 Douglas Street, 6th Floor
PO Box 9805, Stn Prov Govt
Victoria, BC Canada
V8W 9W1
Contact: Laura Turta Fax (250) 387-3090
E-mail: laurie.turta@gems9.gov.bc.ca

Phone: (250) 387-2065
Fax: (250) 387-6055,

Information Science & Technology Agency
PO Box 9411, Stn Prov Govt
Victoria
V8V 9V1

Phone: (250) 387-0286
Fax: (250) 356-9287

Ministry of Aboriginal Affairs
PO Box 9100, Stn Prov Govt
3rd Floor, 908 Pandora Avenue
Victoria, BC
V8W 9B1
Website: www.aaf.gov.bc.ca

Phone: (250) 356-1796
Fax (250) 356-6662

Ministry of Agriculture, Fisheries and Food
PO Box 9120, Stn Prov Govt
Victoria, BC
V8W 9B4

Phone: (250) 356-2163
Fax: (250) 953-5162

Ministry of Community Development, Cooperatives
and Volunteers
221 Market Square
560 Johnson Street
Box 9915 Stn Prov. Govt
Victoria, BC
V8W 9R1
Website: www.cdcv.gov.bc.ca

Phone:(250) 387-2191
Fax: (250) 387-2498

Northern Development Commission
#307 - 299 Victoria St.
Prince George, B.C.
V2L 5B8
Contact: Harold Demetzer

Phone: (250) 565-6246
Toll free: 1-888-956-6784
Fax: (250) 565-6357

Regional Community Development Divisions:

Kamloops Regional Development
302-186 Victoria Street
Kamloops, BC
V2C 5R3

Phone: (250) 371-3882
Fax: (250) 371-3888

Nanaimo Regional Development
13 Victoria Crescent
Nanaimo, BC
V9R 5B9

Phone: (250) 741-3634
Fax: (250) 741-3633

Nelson Regional Development
310 Ward Street
Nelson, BC
V1L 5S4

Phone: (250) 741-3633
Fax: (250) 354-6680

Prince George Regional Development
BC Access center
433 Queensway Street
Prince George, BC
V2L 5M2

Phone: (250) 565-6998
Fax: (250) 565-4222

Terrace Regional Development
102 – 3220 Eby Street
Terrace, BC

Phone: (250) 638-6505
Fax: (250) 638-6551

Aboriginal Governments (EDO's)

Sandra Apassin (EDO -Blueberry River)
Box 3009
Buick Creek, BC
V0C 2R0

Phone: (250) 630-2584

George Kalazewski (Bonaparte)
Box 669
Cache Creek, BC
V0K 1H0

Phone: (250) 457-9624
Fax: (250) 457-9550

Bradley Jack (Band Manager - Bridge River)
Box 190
Lillooet, BC
V0K 1V0

Phone: (250) 256-7423

Matthew Thomas (EDO -Burrard) / 924-2338
3082 Ghum Dr.
North Vancouver, BC
V7H 1B3

Phone: (604) 929-3454

Robert Duncan (EDO - Campbell River)
1400 Welwalkum Rd.
Campbell River, BC
V9W 5W8

Phone: (250) 286-6949

Karen Seraphin (EDO - Canium Lake)
Box 1030
100 Mile House, BC
V0K 2E0

Phone: (250) 397-2253

James Wilson (EDO – Cape Mudge)
Box 220
Cape Mudge, BC
V0P 1N0

Phone: (250) 285-3316
Fax: (250) 285-2400

Robert Lagasse (EDO - Chehalis)
RR1, Comp 66
Chehalis Rd.
Agassiz, BC
V0M 1A0

Phone: (250) 796-2116
* Note: # not in service

Jerry Harris (EDO – Chemanius)
RR1 Silverstrand Rd.
Ladysmith, BC
V0R 2E0

Phone: (250) 245-7155
Fax: (250) 245-3012

Leo Lee
(Advisor - Coast Mountain Development Council Inc.)
Box 30052
North Vancouver, BC
V7H 2Y8
Phone: (604) 644-9280

Tracey Simon/Lorraine Moses (Coldwater)
Box 4600
Merritt, BC
V0K 2B0
Phone: (250) 378-6174

Earl Smith (Band Manager - Cook's Ferry)
Box 130
Spences Bridge, BC
V0K 2L0
Phone: (250) 458-2224

Myles McLeod – General Manager (Cowichan)
Box 967
200 Cowichan Way
Duncan, BC
V9L 3Y2
Phone: (250) 746-8350
Fax: (250) 746-9854

Irene Sure (EDO - Esketemc)
Box 4479
Williams Lake, BC
V2K 2V5
Phone: (250) 440-5611

Doug McIntyre (Fraser Canyon tribal Adm.)
Administrator
Box 400
Lytton, BC
V0K 1Z0
Phone: (250) 455-2279

Anne Lewis (EDO - Fraser Thompson Indian Services)
Box 430
Lytton, BC
V0K 1Z0
Phone: (250) 455-2711

Anne Howard, Arlene Morrison
& Mary Swenson (847-3630)
TC – Gitksan Wet'sewut'en
Box 335
Hazelton, BC
V0J 1Y0
Phone: (250) 842-2248
Fax: (250) 842-2219

Edna Tait-McKay (EDO- Gitladamix)
Box 223
New Aiyansh, BC
V0J 1A0

Phone: (250) 633-2215
Fax: (250) 633-2271

Vern Milton (EDO-Gitsegukla)
RR1 36 Cascade Ave.
S.Hazelton, BC
V0J 2R0

Phone: (250) 849-5490

Harry Nyce (Band Manager - Gitwinksihlkw)
Box 1
Gitwinksihlkw, BC
V0J 3T0

Phone: (250) 633-2294

Bruce Reece (EDO - Hartley Bay)
General Delivery
Hartley Bay, BC
V0V 1A0

Phone: (250) 841-2500
Fax: (250) 841-2581

Oscar Koorrea (EDO -Heiltsuk)
Box 880
Waglisla, BC
V0T 1Z0

Phone: (250) 957-2381
Fax: (250) 957-2544

Alice Trenholm (Administrator - Homalco)
1218 Bute Cres.
Campbell River, BC
V9H 1G5

Phone: (250) 923-4979

Jimmy Thomas (EDO -Kamloops)
315 Yellowhead Hwy
Kamloops, BC
V2H 1H1

Phone: (250) 828-9700
Fax: (250) 372-8833

Tom Blackbird (EDO - Katzie)
10946 Katzie Rd.
Pitt Meadows, BC
V3Y 2G6

Phone: (604) 465-8961

Alvin Nelson (EDO - Kincolith)
1304 Broad St.
Kincolith, BC
V0V 1B0

Phone: (250) 326-4212
Fax: (250) 326-4208

Zeno Krekic (EDO - Kitimaat)
Box 1101
Haisla-Kitimaat Village, BC
V0T 2B0

Phone: (250) 632-4638
Fax: (250) 632-4794

Ken Innes (EDO – Kitkatla)
Box 149
Kitkatla, BC
V0V 1C0

Phone: (250) 848-2214
Fax: (250) 848-2238

Don Ross (EDO - Ktunaxa / Kinbasket TC)
SS#3, Site 15, Comp 14
Cranbrook, BC
V1C 6H3

Phone: (250) 489-5762
Fax: (250) 489-2091

Verna Shartrand (EDO - Kwakiutl District Council-TC)
Box 2490
Port Hardy, BC
V0N 2P0

Phone: (250) 949-9433
Fax: (250) 949-9677

Wallace Clark (EDO - Lakalzap)
General Delivery
Greenville, BC
V0J 1X0

Phone: (250) 621-3213
Fax: (250) 621-3320

Position Vacant (EDO - Lax-Kw'alaams)
206 Shashaak Ave.
Port Simpson, BC
V0V 1H0

Phone: (250) 625-3293
Fax: (250) 625-3293

Andrew Leach (EDO - Lillooet)
Box 615
Lillooet, BC
V0K 1V0

Phone: (250) 256-4118

Randall Martin (EDO - Little Shuswap Lake)
Box 1100
Chase, BC
V0E 1M0

Phone: (250) 679-3203

Bernie Malach (EDO - Lower Nicola)
73 Shulus Hwy 8
Merritt, BC
V1K 1N2

Phone: (250) 378-5157

Jim McArthur (EDO - Lower Similkameen)
Box 100
Keremeos, BC
V0X 1N0

Phone: (250) 499-5528

Bernardina Aleck (EDO -Lytton)
Box 20
Lytton, BC
V0K 1Z0

Phone: (250) 455-2304
Fax: (250) 455-2291

Harold Leighton (EDO - Metlakatla)
Box 459
Prince Rupert, BC
V8J 3R2

Phone: (250) 628-3201

Freda Huson (EDO - Moricetown) / 847 4757
RR1 Site15 Box 1
Moricetown, BC
V0J 2N0

Phone: (250) 847-2133
Fax: (250) 847-2484

Christina Leo (EDO - Mount Currie)
Box 602,
Mount Currie, BC
V0N 2K0

Phone: (250) 894-6115
* Note: # not in service

Dawn Nichols (EDO - Musgamagw Tsawataineuk-TC)
Box 90
Alert Bay, BC
V0N 1A0

Phone: (250) 974-5516
Fax: (250) 974-5466

Wanona Scott (EDO - Musqueam)
6735 Salish Drive
Vancouver, BC
V6N 4C4

Phone: (604) 263-3261
Fax: (604) 263-4212

Chief Martin Louie (Nadleh Whut'en)
Box 36
Fort Fraser, BC
V0J 1N0

Phone: (250) 690-7211

Alfred Antoine (Councillor – Nakazdli)
Box 1329
Fort St James, BC
V0J 1P0

Phone: (250) 996-7171
Fax: (250) 996-8010

Jack Sebastian (Band Manager - Nazko) Phone: (250) 992-9085
3574 Hilborn Rd.
Quesnel, BC
V2J 3P7

Eddy Celesta (EDO - North Thompson) Phone: (250) 672-9995
Box 220
Barriere, BC
V0E 1E0

Mark Masso (EDO - Nuu-chah-nulth - TC) Phone: (250) 724-3131
Box 1383
Port Alberni, BC
V9Y 7M1

Lloyd Wilson (EDO - Okanagan) / 542 3444 Phone: (250) 542-4328
RR#7, Site 8, Comp 20 Fax: (250) 542-0541
Vernon, BC
V1T 7C3

Catherine Patterson (EDO - Old Masset Village Council) Phone: (250) 626-3337
Box 189 Phone: (250) 626 5115
Old Masset, BC Fax: (250) 626-5118
V0T 1M0

Chris Scott (EDO - Osoyoos) Phone: (250) 498-4906
RR#3, Site 25, Comp 1
Olivier, BC
V0H 1T0

Sam Moody (EDO - Oweeken/Kitasoo Nuxalk TC) Phone: (250) 799-5448
Box 760 Phone: (250) 799 0048
Bella Coola, BC Fax: (250) 799-5156
V0T 1C0

Bev Martin (Band Manager - Pauquachin) Phone: (250) 656-0191
8960 W Saanich Rd.
Sidney, BC
V8L 5W4

Position Vacant (EDO - Pavilion) Phone: (250) 256-4204
Box 609
Cache Creek, BC
V0K 1H0

Joyce Joe (EDO - Penelakut) Phone: (250) 246-2321
Box 360
Chemanius, BC
V0R 1K0

Chief Stewart Phillip (Penticton) Phone: (250) 493-0048
RR2, Site 80, Comp 19
Penticton, BC
V2A 6J7

Helen Wallace (Band Manager - Quastino) Phone: (250) 949-6245
Box 100
Coal Harbour, BC
V0N 1K0

Stephen Kristoffy (EDO - Sauteau) Phone: (250) 788-3955
Box 414
Chetwynd, BC
V0C 1J0

Dave Monture /Shane Wardrobe (Shuswap Nation - TC) Phone: (250) 828-9789
335 Yellowhead Hwy Fax: (250) 374-6331
Kamloops, BC
V2H 1H1

Paula Lawson (EDO - Skidegate) Phone: (250) 559-8149
Box 1301 Fax: (250) 559-8693
Skidgate, BC
V0T 1S1

Chris O'Conner (EDO - Siska) / 455-2727 Phone: (250) 455-2219
Box 519
Lytton, BC
V0K 1Z0

Chief Phillip Joe (Squamish) Phone: (604) 980-4553
Box 86131 Fax: (604) 980-9601
North Vancouver, BC
V7L 4J5

Jack Quocksister (Band Manager - Songhees) Phone: (250) 386-1043
1500 A Admirals Rd.
Victoria, BC
V9A 2R1

Chief David Luggi (Stellat'en) Phone: (250) 699-8747
Box 760
Fraser Lake, BC
V0J 1N0

James Etibi (EDO - Sto:Lo Nation) Phone: (604) 858-3366
Bldg #1-7201 Veddar Rd. Fax: (604) 824-5226
Chilliwack, BC
V2R 4G5

Position Vacant (EDO - Stony Creek) Phone: (250) 567 5912
RR1, Site 12, Comp 26
Vanderhoof, BC
V0J 3A0

Pat Etzerza (EDO - Tahltan) Phone: (250) 235-3241
Box 46
Telegraph Creek, BC
V0J 2W0

Donna Johnny (EDO - Takla Lake) Phone: (250) 564-9321
#345 - 1460 6th Ave.
Prince George, BC

Loretta Prince (EDO - Tl'azt'en Nations) Phone: (250) 648-3212
Box 670
Fort St James, BC
V0J 1P0

Chief Leslie Stump (Tl'etinqox-t'in [Anaham]) Phone: (250) 394-4212
Box 168 Fax: (250) 394-4275
Alexis Creek, BC
V0L 1A0

Tom Smith (Councillor - Tlowitsis-Mumtagila) Phone: (250) 974-5436
Box 10
Alert Bay, BC
V0N 1A0

Bobbi Smith (Band Manager - Tsartlip) Phone: (250) 652-3988
Box
Brentwood Bay, BC
V8M 1R3

Position Vacant (EDO - Tsay Keh Dene) Phone: (250) 562-8882
#11-1839 First Ave.
Prince George
V2L 2Y8

Position Vacant (Councillor - Ulkatcho)
Box 3430
Anahim Lake, BC
V0L 1C0

Phone: (250) 742-3260

Dan Jorganson (EDO -Upper Nicola)
Box 3700
Merritt, BC
V1K 1B8

Phone: (250) 350-3342

Intermediary Organizations

Community Futures Development Corporations

Community Futures Development Association of BC
#1607 - 1166 Alberni Street
Vancouver, BC
V6E 3Z3
E-mail: CFDABC@telus.net

Phone: (604) 681-7130
Fax: (604) 681-9369

CFDC of 16/37
#204 - 4630 Lazelle Avenue
Terrace, BC
V8G 1S6
E-mail: 1637cfdc@kermode.net

Phone: (250) 635-5449
Fax: (250) 635-2698

CFDC of Alberni Clayquot
4757 Tebo Avenue
Port Alberni, BC
V9Y 8A9
E-mail: cfdc@cedar.alberni.net

Phone: (250) 724-1241
Fax: (250) 724-1028

CFDC of Boundary Area
P.O. Box 459
Greenwood, BC
V0H 1J0
E-mail: darsen@wkpowerlink.com

Phone: (250) 445-6618
Fax: (250) 445-6765

CFDC of Cariboo-Chilcotin
266 Oliver Street
Williams Lake, BC
V2G 1M1
E-mail: karencf@stardate.bc.ca

Phone: (250) 392-3626
Toll Free: 1-888-879-5399
Fax: (250) 392-4813

CFDC of Central Island
420 Albert Street
Nanaimo, BC
E-mail: info@cfnanaimo.org

Phone: (250) 753-6414
Toll Free: 1-877-753-6414
Fax: (250) 753-0722

CFDC of Central Interior First Nations
Site 2, Box 56
Shalalth, BC
V0N 3C0
E-mail: fncfdc@wkpowerlink.com

Phone: (250) 828-9833
Fax: (250) 828-9839

CFDC of Central Kootenay
#201 - 514 Vernon Street
Nelson, BC
V1L 4H9
E-mail: cfdcck@futures.bc.ca

Phone: (250) 352-1933
Fax: (250) 352-5926

CFDC of Central Okanagan
#100 - 2045 Enterprise Way
Kelowna, BC
V1Y 9T5
E-mail: info@cfdccco.bc.ca

Phone: (250) 868-2132
Fax: (250) 868-2173

CFDC of The Cowichan Region
135 Third Street
Duncan, BC
V9L 1R9
E-mail: cfdc@cowichan.com

Phone: (250) 746-1004
Fax: (250) 746-8819

CFDC of Fraser Fort George
1566 - 7th Avenue
Prince George, BC
V2L 3P4
E-mail: general@cfdc.bc.ca

Phone: (250) 562-9622
Fax: (250) 562-9119

CFDC of Greater Trail
2950 Highway Drive
Trail, BC
V1R 2T3
E-mail: info@communityfutures.com

Phone: (250) 364-2595
Fax: (250) 364-2728

CFDC of Haida Gwaii
P.O. Box 40
1730 Hodges Avenue
Masset, BC
V0T 1M0
E-mail: guest2@hgqc.csc.bc.ca

Phone: (250) 626-5594
Toll Free: 1-888-328-5594
Fax: (250) 626-5693

CFDC of Howe Sound
P.O. Box 2539
37760 Second Avenue
Squamish, BC
V0N 3G0
E-mail: cfdc@mountain-inter.net

Phone: (604) 892-5467
Fax: (604) 892-5227

CFDC of Mount Waddington
P.O. Box 458
#8 - 311 Hemlock Street
Port McNeill, BC
V0N 2R0
E-mail: Futures@island.net

Phone: (250) 956-2220
Fax: (250) 956-2221

CFDC of Nadina
P.O. Box 236
Houston, BC
V0J 1Z0
E-mail: nadina@mail.bulkley.net

Phone: (250) 845-2522
Fax: (250) 845-2528

CFDC of Nicola Valley
P.O. Box 159
2185B Voght Street
Merrit, BC
V1K 1B8
E-mail: cfdc@nicolavalley.com

Phone: (250) 378-3923
Fax: (250) 378-3924

CFDC of North Cariboo
679 Highway 97 South
3437 Loloff Road
Quesnel, BC
V2J 4C7
E-mail: greg@cf.quesnelbc.com

Phone: (250) 747-1212
Fax: (250) 747-1270

CFDC of North Fraser
32386 Fletcher Ave.
Mission, BC
V2V 5T1
E-mail: cfdc@northfraser.org

Phone: (604) 826-6252
Fax: (604) 826-0052

CFDC of The North Okanagan
#302 - 3105 - 33rd Street
Vernon, BC
V1T 9P7
E-mail: info@nocdc.bc.ca

Phone: (250) 545-2215
Fax: (250) 545-6447

Nuu Chah Nulth Economic Development Corporation (ACC)
PO Box 1384
5000 Mission Road
Port Alberni, BC
V9Y 7M2
E-mail: nedc@island.net

Phone: (250) 724-3131
Fax: (250) 724-9967

CFDC of Okanagan-Similkameen
#102 - 3115 Skaha Lake Rd.
Penticton, BC
V2A 6G5
E-mail: cfutures@vip.net

Phone: (250) 493-2566
Fax: (250) 493-7966

CFDC of the Pacific Northwest
Suite 200, 515 Third Ave. West
Prince Rupert, BC
V8J 1L9
E-mail: cfdcpnw@citytel.net

Phone: (250) 622-2332
Fax: (250) 622-2334

CFDC of Peace River – Liard
9325 100th Street
Fort St. John, BC
V1J 4N4
Email: cfprpdk@aisl.bc.ca

Phone: (250) 785-6794
Fax: (250) 785-1659

CFDC of Powell River Region
4717 Marine Avenue, 2nd Floor
Powell River, BC
V8A 2L2
E-mail: cfdcpr@aisl.bc.ca

Phone: (604) 485-7901
Fax: (604) 485-4897

CFDC of Revelstoke
P.O. Box 2398
#204 Campbell Avenue
Revelstoke, BC
V0E 2S0
E-mail: cfdcrev@revelstoke.net

Phone: (250) 837-5345
Fax: (250) 837-4223

CFDC of Shuswap
P.O. Box 1930
Salmon Arm, BC
V1E 4R9
E-mail: myers@futureshuswap.bc.ca

Phone: (250) 832-2118
Fax: (250) 832-0248

CFDC of The S.E. Region of B.C.
125 Cranbrook Street North
Cranbrook, BC
V1C 3P8
E-mail: cfdc@cintek.com

Phone: (250) 489-4356
Fax: (250) 489-1886

CFDC of South Fraser
#100 - 32383 South Fraser Way
Abbotsford, BC
V2T 1W7
E-mail: mail@startsmartbiz.com

Phone: (604) 864-5770
Toll Free: 1-877-STARTBIZ
or 1-877-827-8249
Fax: (604) 864-5769

CFDC of Sto:Lo
Unit 29 - 6014 Vedder Road
Chilliwack, BC
V2R 5M4
E-mail: sdcmgr@uniserve.com

Phone: (604) 858-0009
Fax: (604) 858-3829

CFDC of Strathcona
P.O. Box 160
920 Alder Street
Campbell River, BC
V9W 5A7
E-mail: futures@oberon.ark.com

Phone: (250) 830-1141
Fax: (250) 830-1189

CFDC of Stuart-Nechako
P.O. Box 1078
2750 Burrard Avenue
Vanderhoof, BC
V0J 3A0
E-mail: cfdcsn@hwy16.com

Phone: (250) 567-5219
Fax: (250) 567-5224

CFDC of Sun Country
P.O. Box 1480
310 Railway Ave.
Ashcroft, BC
V0K 1A0
General E-mail: suncntry@wkpowerslink.com
Manager's E-mail: arnottd@wkpowerslink.com

Phone: (250) 453-9165
Fax: (250) 453-9500

CFDC of Sunshine Coast
P.O. Box 128
Sechelt, BC
V0N 3A0
E-mail: cfdc@sunshine.net

Phone: (604) 885-1959
Fax: (604) 885-2707

CFDC of Thompson Country
301-340 Victoria St.
Kamloops, BC
V2C 6G4
E-mail: info@cfdcctc.bc.ca

Phone: (250) 828-8772
Fax: (250) 828-6861

Aboriginal Capital Corporations

All Nations Trust Company
Suite 208 West- 345 Yellowhead Hyw.
Kamloops, BC
V2H 1H1
E-mail: antco@antco.bc.ca
Website: <http://www.antco.bc.ca/>

Phone: (250) 828-9770
Fax: (250) 372-2585

Native Fishing Association
Suite 102 - 1500 Howe Street
Vancouver, BC
V6Z 2N1

Phone: (604) 684-0699
Fax: (604) 684-2966

Bella Bella Community Development Society
P.O. Box 880
WAGLISLA, BC
VOT 1Z0
E-mail: ocorrea@bellabella.net

Phone: (250) 957-2381 (Band Office)
Fax: (250) 957-2544

Nuu-chah-nulth Economic Development Corporation
5000 Mission Road
P.O. Box 1384
Port Alberni, BC
V9Y 7M2
E-mail: nedc@island.net

Phone: (250) 724-3131
Fax: (250) 724-9967

First Nations Agricultural Lending Association (F.N.A.L.A.)
Suite 200 - 345 Yellowhead Highway
Kamloops, BC
V2H 1H1
E-mail: fnala@wkpowerlink.com

Phone: (250) 828-9751
Fax: (250) 372-1595

Tribal Resources Investment Corporation (TRICORP)
217 - 3rd Avenue West
Prince Rupert, BC
V8J 1L2
E-mail: tricorp@kaien.com

Phone: (250) 624-3535
Fax: (250) 624-3883

Tale'awtxw Aboriginal Capital Corporation
Units 29 & 30
6014 Vedder Road
Chilliwack, B.C.
V2R 5M4
E-mail: gray@uniserve.com

Phone: (604) 824-2088
Fax: (604) 824-2022

AHRDA Holders

Cariboo-Chilcotin Aboriginal Training Education
Centre Society
204-204 Oliver Street, Williams Lake, BC
V2G 1M1
Contact: Yvonne Smith

Phone: (250) 392-2510
Fax: (250) 392-2570

First Nations Employment & Enterprise Centre
Suite 101A- 440 Cambie Street
Vancouver, BC
V6B 2N5
Contact: Linden Piney
Website: <http://www.firstnationsemployment.com>

Phone: (604) 605-7194
Fax: (604) 605-7195

Metis Provincial Council of BC
13456-108th Avenue
Surrey, BC
V3T 2K1
Contact: Johann Steinmann (AHRDA Coordinator)

Phone: (604) 581-5863
Fax: (604) 581-5865

North East Native Advancing Society
Box 6847
Fort St John, BC
V1J 4J3
Contact: Darly Hargitt

Phone: (250) 785-0887
Fax: (250) 785-0858

North Island / Nuu-chah-nutlth Tribal Councils
Aboriginal Management Society
1441 C 16th Avenue
Campbell River, BC
V9W 2E4
Contact: Bob Anderson
Contact: Jack Cook

Phone: (250) 286-3455 / Fax: (250) 286-3487
Phone: (250) 724-5757 / Fax: (250) 723-0463

Okanagan / Ktunaxa Aboriginal Management Society.
RR #2, Site 80, Comp 19
Westhills Road, Penticton, BC
V2A 6J7

Contact: Florence MacAuthur
Contact: Karen Abramsen

Phone: (250) 493-0048 / Fax: (250) 493-2882
Phone: (250) 769-1977 / Fax: (250) 769-1866

Prince George Nechako
Aboriginal Employment and Training Association/Society
1591 4th Avenue
Prince George, BC
V2L 3K1
Contact: Karin Hunt

Phone: (250) 561-1199
Fax: (250) 561-1149

Shuswap Nation Tribal Council Society
355 Yellowhead Hwy
Kamloops, BC
V2H 1H1
Contact: Nelson Leon / Bill Vass

Phone: (250) 314-1511
Fax: (250) 374-6331

Skeena Pacific Northwest Employment Training
and Development Society
Box 418, Terrence, BC
V8G 4B2
Contact: Clarence Nyce

Phone: (250) 635-1500
Fax: (250) 635-1414

South Vancouver Island Aboriginal Employment &
Training Society.
Box 357
Duncan, BC
V9L 3X5

Contact: Victor Underwood
Contact: Jake Lieberherr

Phone: (250) 748-6210 / Fax: (250) 728-6235
Phone: (250) 475-2422 / Fax: (250) 475-2412

Sto:lo Nation Human Resource Development
Bldg #4 – 7201 Vedder Rd
Chilliwack, BC
V2R 4G5
Contact: Roy Mussell

Phone: (604) 858-3528
Cell: (604) 819-1513
Fax: (604) 858-3691

Vancouver Aboriginal Friendship Society
1607 East Hastings Street
Vancouver, BC
V5L 1S7
Contact: Robert Harry

Phone: (604) 251-4844
Fax: (604) 251-1986

Aboriginal Friendship Centres

Note: All listed but only those with (*) known to be engaged in entrepreneurial activities (e.g. responded to Provider Inventory Survey)

B.C. Association of Aboriginal
Friendship Centres
3 - 2475 Mt. Newton X Road
Saanichton, BC
V8M 2B7

Phone: (250) 652-0210
Fax: (250) 652-3102

Cariboo Friendship Society
99 - 3rd Avenue South
Williams Lake, BC
V2G 1J1

Phone: (250) 398-6831
Fax: (250) 398-6115

* Conayt Friendship Society
P.O. Box 1989
1999 Garcia Street
Merritt, BC
V1K 1B8
E-mail: conayt@uniserve.com

Phone: (250) 378-5107
Fax: (250) 378-6676

* Dze L K and Friendship
Centre Society
P.O. Box 2920
3955 - 3rd Avenue
Smithers, BC
V0J 2N0

Phone: (250) 847-5211
Fax: (250) 847-5144

* First Nations Friendship Centre
2902 - 29th Avenue
Vernon, BC
V1T 1Y7

Phone: (250) 542-1247
Fax: (250) 542-3707

* Fort Nelson Aboriginal Friendship Society
P.O. Box 1266
5012 - 49th Avenue
Fort Nelson, BC
V0C 1R0

Phone: (250) 774-2993
Fax: (250) 774-2998

* Fort St. John Friendship Society
(Keeginaw Friendship Centre)
10208 - 95th Avenue
Fort St. John, BC
V1J 1J2

Phone: (250) 785-8566
Fax: (250) 785-1507

Friendship House Association of Prince Rupert
744 Fraser Street
Prince Rupert, BC
V8J 1P9

Phone: (250) 627-1717
Fax: (250) 627-7533

Hiiye yu Lelum (House of Friendship Society)
P.O. Box 1015
205 - 5462 Trans Canada Highway
Duncan, BC
V9L 3Y2

Phone: (250) 748-2242
Fax: (250) 748-2238

Interior Indian Friendship Society
125 Palm Street
Kamloops, BC
V2B 8J7

Phone: (250) 376-1296
Fax: (250) 376-2275

Kermode Friendship Society
3313 Kalum Street
Terrace, BC
V8G 2N7

Phone: (250) 635-4906
Fax: (250) 635-3013

Ki-Low-Na Friendship Society
442 Leon Avenue
Kelowna, BC
V1Y 6J3

Phone: (250) 763-4905
Fax: (250) 861-5514

* Lillooet Friendship Centre Society
357 Main Street
P.O. Box 2170
Lillooet, BC
V0K 1V0
E-mail: friend@lilloenet.org

Phone: (250) 256-4146
Fax: (250) 256-7928

* Mission Indian Friendship Centre
33150A - 1st Avenue
Mission, BC
V2V 1G4

Phone: (604) 826-1281
Fax: (604) 826-4056

Nawican Friendship Centre
1320 - 102nd Avenue
Dawson Creek, BC
V1G 2C6
E-mail: nawican@pris.bc.ca

Phone: (250) 782-5202
Fax: (250) 782-8411

* Port Alberni Friendship Centre
3555 - 4th Avenue
Port Alberni, BC
V9Y 4H3

Phone: (250) 723-8281
Fax: (250) 723-1877

Prince George Native Friendship Centre
1600 3rd Avenue
Prince George, BC
V2L 3G6

Phone: (250) 564-3568
Fax: (250) 563-0924

Quesnel Tillicum Society
319 North Fraser Drive
Quesnel, BC
V2J 1Y9

Phone: (250) 992-8347
Fax: (250) 992-5708

Skookum Jim Friendship Centre
3159 - 3rd Avenue
Whitehorse, Yukon
Y1A 1G1

Phone: (867) 633-7680
Fax: (867) 668-4460

Smithers Indian Friendship Centre Society
(see Dze L K ant Friendship Centre)

* Tansi Friendship Centre Society
P.O. Box 418
5301 South Access Road
Chetwynd, BC
V0C 1J0

Phone: (250) 788-2996
Fax: (250) 788-2353

Tillicum Haus Friendship Centre
927 Haliburton Street
Nanaimo, BC
V9R 6N4

Phone: (250) 753-8291
Fax: (250) 753-6560

Vancouver Aboriginal Friendship Centre
1607 East Hastings Street
Vancouver, BC
V5L 1S7

Phone: (604) 251-4844
Fax: (604) 251-1986

* Victoria Native Friendship Centre
220 Bay Street
Victoria, BC
V9A 3K5

Phone: (250) 384-3211
Fax: (250) 384-1586

Aboriginal Women's Council

Note: All listed but only those with (*) known to be engaged in entrepreneurial activities (e.g. responded to Provider Inventory Survey)

* Aboriginal Women's Council
415B West Esplanade
North Vancouver, BC
V7M 1A6
Contact: Leonie Rivers
Email: riverslb@home.com
Phone: (604) 984-5207
Fax: (250) 499-7897

BC Native Women's Society
345 Yellowhead Hwy
Kamloops, BC
V2H 1H1
Contact: Jane Godfreidson
Phone: (250) 499-7897
Fax: (250) 499-7897

First Nations Women's Access to Training
& Employment Coalition
#100 - 323 Seymour Blvd.
North Vancouver, BC
V7L 4J5
Contact: Christine Baker
Phone: (604) 988-8807
Fax: (604) 988-8917

Fort St. James Aboriginal Womens Association
P.O. Box 2012
Fort St. James, BC
V0J 1P0
Contact: Cynthia Monk
Phone: (250) 648-3326
Fax: (250) 648-3326

Gitxsan Women's Group
P.O. Box 598
Kitwanga, BC
V0J 2R0
Contact: Alice Jeffrey
Phone: (250) 842-5189
Fax: (250) 842-0037

Kwakiutl Women's Council
R.R. #5, site 503-C4
Comox, BC
Contact: Mary Everson
Phone: (250) 339-4234
Fax: (250) 890-0486

Nisga'a Women's Association
P.O. Box 231
General Delivery
New Aiyansh, BC
V0J 1A0
Contact: Peggy Nyce
Phone: (250) 633-2601
Fax: (250) 633-2367

Prince George Metis Women's Elders Society
1600 Third Ave.
Prince George, BC
V2L 3G6
Contact: Leona Nielson

Phone: (250) 562-2771
Fax: (250) 563-0924

Sko'mish Women, Youth & Children Alliance
415 B West Esplanade
North Vancouver, BC
V7M 1A6
Contact: Lorrie Cole

Phone: (604) 980-8171
Fax: (604) 980-8171

Upper Island Women of Native Ancestry
P.O. Box 3316
Courtney, BC
V9N 5N5
Contact: Doris Weislein

Phone: (604) 338-2352
Fax: (604) 338-9515

Corporations

Crown Corporations

BC Hydro
Aboriginal Relations
333 Dunsmuir St. - 14th Floor
Vancouver, BC
V6B 5R3
Kevin Dove, Acting Manager, Aboriginal Relations
E-mail: <http://eww.bchydro.bc.ca/ard/>
Phone: (604) 623-4048
Fax: (604) 623-3716

BC Rail
Aboriginal Relations
P.O. Box 8770
Vancouver, BC
V6B 4X6
Contact: Leonie Rivers
Email: rivers@bc.rail.com
Phone: (604) 984-5207
Fax: (604) 984-5200

Business Development Bank of Canada
505 Burrard Street
Bentall Tower 1, Main Floor
Vancouver, BC
Website: <http://www.bdc.ca>
Phone: (604) 666-7850
Fax: (604) 666-7859

Forest Renewal BC
Box 9908, Station Provincial Government
Victoria, BC
Contact: George MacRay
Fax: (250) 356 2227

Fisheries Renewal BC
#405 - 960 Quayside Drive
New Westminster, BC
V3M 6G2
Email: mail@fishrenewal.gov.bc.ca
Website: <http://www.fishrenewal.gov.bc.ca>
Phone: (604) 660-0939
Fax: (604) 660-0938

Finance Corporations

CIBC
Darrell Mancy
Regional Manager, Aboriginal Banking, B.C. & Yukon
400 Burrard Street, 5th Floor
Vancouver, BC
V6C 3A6
Phone: (604) 665-1254
Fax: (604) 665-1114

Royal Bank
Matt Vickers
Senior Manager Aboriginal Banking, BC & Yukon
108 N. Tsawwassen Drive
Delta, BC
V4M 4C2

Phone: (604) 665 8459
or (604) 943 6735

TD Bank
Michael Tees
Manager, Aboriginal Financial Services
1031 Park Royal South
West Vancouver, BC
V7T 2W4

Phone: (604) 981-5860
Fax: (604) 981-5804

Bank of Nova Scotia
Beverly Voice
B.C Northwest and Yukon Office
3rd Floor, 602 West Hastings
Vancouver, BC
V6B 1P3

Phone: (604) 668 2721
Fax: (604) 390 2283

Bank of Montreal
Richard George
Manager of Aboriginal Banking

Phone: (604) 668 1360
Fax: (604) 668-1096

Peace Hills Trust
Kelowna Office
Kelly Bitternose, Regional Manager
515 Highway 97 South
Kelowna, BC
V1Z 3J2
E-mail: pht@peacehills.com
Website: <http://peacehills.com>

Phone: (250) 769-9081
Fax: (250) 769-9082

Private Corporations

Aboriginal Times
Clicks and Bits Publishing Inc
1902B 11st. SE
Calgary, Alberta
T2G 3G2
E-mail: belleror@internode.net

Phone: (403) 265-5361
Fax: (403) 234-7061

Business Design Group
35323 Belanger Drive
Abbotsford, BC
V3G 1K3
Contact: Debra Hoggan

Phone: 604 854 4166
Fax: 604 854 4156

Centre for Community Enterprise
3024-2nd Ave.
Port Alberni, BC
V9Y 1Y9

Phone: (250) 724-3394
Fax: (250) 723-0299

Deloitte & Touche Inc
General Inquiries
2100 1055 Dunsmuir
Vancouver, BC

Phone: (604) 669-4466

Gahnada Management Group
Suite 408, 100 Park Royal
West Vancouver, BC
V7T 1A2
E-mail: ganhada@infoserve.net

Phone: (604) 922-8661
Fax: (604) 922-8646

Haida Kloo Training
Box 1000
Masset, BC
V0T 1M0
Contact: Ernest Gray

Phone: (250) 626-3830
Fax: (250) 626-3898

Indigenous Business Magazine
523-119 W. Pender Street
Vancouver, BC
V6B 1S5
E-mail: trex@cyberspc.mb.ca

Phone: (604) 688-2166
Fax: (604) 688-5149

KPMG Aboriginal Services Group
Box 10426, Pacific Centre
777 Dunsmuir Street
Vancouver, BC
V7Y 1K3

Phone: (604) 691-3000
Fax: (604) 691-3031

Labrador Communications (Business at the Summit)
#8 - 1551 Johnston St.
Vancouver, BC
V6H 3R9
Contact: Marcia Smith

Phone: (604) 689-9993
Fax: (604) 689-5434

Matt Vickers Management Consultant
108 N Tsawwassen Drive
Delta, BC
V4M 4G2

Milne Consulting
P O Box 384
Invermere, BC
V0A 1K0
Contact: Dave Milne

Phone/Fax: (250) 342-9304

Numa Communications
Contact: Beverley O'Neil
E-mail: bevoneil@netcom.ca

Phone: (604) 924-3805
Fax: (604) 924-3806

O'Neil Marketing and Consulting
1609 – 935 Marine Drive
West Vancouver, BC
V7T 1A7
Contact: Beverley O'Neil

Phone: (604) 925-6115
Fax: (604) 925-6119

S.N.P and Associates
Contact: Tom Danyk
E-mail: snpassoc@canada.com

Phone: (250) 426-8255
Cell: (250) 489-8710

Umeek Human Resource Development
#206 - 14727 108th Avenue
Surrey, BC
V3R 1V9
E-mail: umeekhrd@direct.ca

Phone: (604) 581-0267
Fax: (604) 581-4267

Visions First Nations Planning Group
#905 - 100 Park Royal
West Vancouver, BC
V7T 1A2
Contact: Joe Gallagher
Email: joegall@axionet.com

Phone: (604) 913-0321
Fax: (604) 913-0322

Aboriginal Development Corporations

Note: All listed but only those with (*) known to be engaged in entrepreneurial activities (e.g. responded to Provider Inventory Survey)

Ashcroft Band Development Corporation
Box 440
Ashcroft, BC
V0K 1A0

Phone: (250) 453-9151
Fax: (250) 453-9156

Atlin Tlingit Development Corporation
Box 132
Atlin, BC
V0W 1A0

Phone: (604) 651-7793

* Burns Lake Native Development Corporation
Box 1030
Burns Lake, BC
V0J 1E0

Phone: (250) 692-3188
Fax: (250) 692-7483

Campbell River Indian Development Corporation
1400 Weiwaitum Rd.
Campbell River, BC
V9W 5W8

Phone: (250) 287-2614
Fax: (250) 287-8939

Central Interior Native Business Development Center
#315 - 345 Yellowhead Hwy
Kamloops, BC

Phone: (250) 828-9824
Fax: (250) 828-9839

Coast Salish Economic Development Corp.
130 North Tsawwassen Dr.
Delta, BC
V4K 3N2

Phone: (604) 943-6712
Fax: (604) 943-5367

Cowichan Development Corporation
Box 967
Duncan, BC
V9L 3Y2

Phone: (250) 746-8350
Fax: (250) 746-9854

Dene Development Corporation
59 S First Ave.
Williams Lake, BC
V2G 1H4

Phone: (250) 398-7535
Fax: (250) 398-6329

Dididaht Development Corporation
Box 340
Port Alberni, BC

Phone: (604) 745-3333
Fax: (604) 745-3332

Dz'ilh K'az Kwa Economic Development Corporation Box 1030 Burns Lake, BC V0J 1E0	Phone: (250) 692-3110 Fax: (250) 692-7483
Gingolx Development Corporation 1304 Broad Street Kincolith, BC V0V 1B0	Phone: (250) 326-4212 Fax: (250) 326-4208
Gwaalagaa Naaya Development Corporation Box 1297 Skidegate, BC V0T 1E0	Phone: (250) 559-1133 Fax: (250) 559-8693
Gwinaha Development Corporation Box 70 Gitwinksihlkw, BC V0T 3T0	Phone: (250) 638-1133 Fax: (250) 638-7970
Haisla Development Corporation Box 1057 Kitimati Village, BC V0T 2B0	Phone: (250) 632-5011 Fax: (250) 632-5029
Iskut First Nation Development Corporation Box 30 Iskut, BC V0J 1K0	Phone: (250) 234-3331 Fax: (250) 234-3200
Kamloops Indian Band Development Corporation 316 Yellowhead Hwy Kamloops, BC	Phone: (250) 372-9575 Fax: (250) 372-8833
Khowutzun Development Corporation	
Kitsumkalum Development Corporation Box 544 Terrace, BC V8G 4B5	Phone: (250) 635-6177 Fax: (250) 635-4622
* Ktunaxa Kinbasket Development Corporation RR #3, Site 15, Comp 14 Cranbrook, BC V1C 6H3	Phone: (250) 417-0065 Fax: (250) 489-5760

Kwakiutl Economic Development Center
1441 B North Island Hwy
Campbell River, BC
V9W 2E4

Phone: (250) 287-8882
Fax: (250) 287-9719

Lillooet Economic Development
Box 650
Lillooet, BC V0K 1V0
Lower Similkameen Corporation
Box 100
Keremeos, BC
V0X 1N0

Phone: (250) 256-7775
Fax: (250) 256-7262

Phone: (250) 499-5528
Fax: (250) 499-5335

Metlakatla Development Corporation
Box 224
Prince Rupert, BC
V8G 3P6

Phone: (250) 638-3201
Fax: (250) 628-9259

Nak'azdli Development Corporation
Box 985
Fort St James, BC
V0J 1P0

Phone: (250) 996-7001
Fax: (250) 996-8010

Nicola Valley Indian Development Corporation
Bag 3000
Merritt, BC
V0K 2B0

Phone: (250) 378-5527
Fax: (250) 378-5824

Nisga'a Development Corporation
Box 231
New Aiyansh
V9J 1A0

Phone: (250) 633-2601
Fax: (250) 633-2367

Nisga'a Economic Development Enterprise Inc.
Box 68
Greenville, BC
V0J 1X0

Phone: (250) 621-3236
Fax: (250) 621-3236

Nisga'a Economic Enterprises Inc.
Box 220
New Aiyansh, BC
V0J 1A0

Phone: (250) 633-2681
Fax: (250) 633-2568

North Coast Economic Development Corporation
100 First Ave. West
Prince Rupert, BC
V8J 1A8

Phone: (250) 624-4666

Nuu-chah-nulth Business Association
Box 453
Tofino, BC
V0R 2Z0

Phone: (604) 725-2888

Old Massett Economic Division and Heritage
Box 175
Old Massett, BC

Phone: (250) 626-5115
Fax: (250) 626-5118

Skidegate Economic Development
Box 699
Queen Charlotte Island, BC
V0T 1S0

* Sto:lo Development Corporation
29 – 6014 Vedder Road
Chilliwack, BC
V2R 5M4

Phone: (604) 858-0009
Fax: (604) 858-3829

Tahltan First Nation Development Corporation
Box 250
Dease Lake, BC
V0C 1L0

Phone: (250) 771-5482
Fax: (250) 771-5454

Takla Development Corporation
345-1460 Sixth Ave.
Prince George, BC
V2L 3N2

Phone: (250) 564-9321
Fax: (250) 564-9521

Tobacco Plains Indian Development Corporation
General Delivery
Roosville, BC
V0B 1R0

Phone: (250) 887-3461

Ucluth Development Corporation
Box 699
Ucluelet, BC
V0R 3A0

Phone: (250) 726-7342
Fax: (250) 726-7552

Umista Economic Development Corporation
Box 253
Alert Bay, BC
V0N 1A0

Phone: (250) 974-5403
Fax: (250) 974-5900

Whyeek Development Corporation
Box 400
Lytton, BC
V0K 1Z0

Phone: (250) 455-2279
Fax: (250) 455-2772

All Nations Development Corporation
#213 - 345 Yellowhead Hwy
Kamloops, BC V2H 1H1

Phone: (250) 314-1573

Non-Government Organizations

Aboriginal Skill Development and
Training Centre
c/o United Native Nations
2nd Floor, 626 Bute Street
Vancouver, BC
V6E 3M1

Phone: (604) 688-1821
Fax: (604) 688-1823

British Columbia Chamber Of Commerce
1607 – 700 West Pender Street
Vancouver, BC
V6C 1G8
Website: www.bcchamber.org

Phone: (604) 683-0700
Fax: (604) 683-0416

Canadian Council for Aboriginal Business
BC Chapter
#208 - 190 Alexander
Vancouver, BC

Phone: (604) 684-2999
Fax: (604) 684-2988

CESO Aboriginal Services
212 - 1999 Marine Drive
North Vancouver, BC
V7P 3J3
Email: BritishColumbia@ceso_saco.com
Website: www.ceso-saco.com

Phone: (604) 986-4566
Fax: (604) 984-3584

Collaborative Visions
#304 - 355 Yellowhead Hwy
Kamloops, BC
V2H 1H1

Phone: (250) 828-9752

Council for the Advancement of Native
Development Officers
Suite 240 - 10036 Jasper Avenue
Edmonton, AB
T5J 2W2
E-mail: cando@ccinet.ab.ca

Phone: 1-800 -463-9300
Fax: (403) 429-7487

Interior Salish Employment & Training
Box 2265
Lillooet, BC
V0K 1V0

Phone: (250) 256-7523

Kootenay Regional Metis Association
320 – 2 Cranbrook St. North
Cranbrook, BC
V1C 2P6

Phone: (250) 426-0854
Fax: (250) 426-2741

Metis Employment & Training Program
#208 - 444 Victoria Street
Kamloops, BC

Phone: (250) 851-9263

National Aboriginal Business Association
#108 - 100 Park Royal South
West Vancouver, BC
V7T 1A7

Phone: (604) 913-0557
Fax: (604) 913-0559

Native Investment and Trade Association
508-100 Park Royal
West Vancouver, BC
V7T 1A2
E-mail: nita@telus.net
Website: <http://www.native-invest-trade.com>

Phone: (604) 925-6677
Fax: (604) 913-0559

Northeast BC Aboriginal Business Association
Box 6141
Fort St. John, BC
V1J 4H6

Phone: (250) 261-5779
Fax: (250) 261-5773

Shuswap Training and Employment Program
355 Yellowhead Hwy
Kamloops, BC
V2H 1H1

Phone: (250) 314-1511

Secwepemc Cultural Education Society
355 Yellowhead Hwy
Kamloops, BC
V2H 1H1

Phone: (250) 828-9779

Skeena Native Development Society
Email: csamb@kermode.net

Phone: (250) 635-1500

Prince George Aboriginal Business Development Assn
3845-15th Avenue
Prince George, BC
V2N 1A4

Phone: (250) 562-6325
Fax: (250) 562-6326

Women's Enterprise Society of BC
#103-1635 Abbott Street
Kelowna, BC
V1Y 1A9
E-mail: info@wes.bc.ca
Website: www.wes.bc.ca

Tel: (250) 868-3454
Fax: (250) 868-2709

Youth & Employment & Street Services
(formerly Native Employment Outreach)
220 Bay Street
Victoria, BC
V9A 3K5

Phone: (250) 384-3211
Fax: (250) 384-1586
Or: (250) 384-3261

Sector Organizations

Forestry

National Aboriginal Forestry Association
875 Bank St.
Ottawa, Ontario
K1S 3W4
Contact:
E-mail: nafa@web.net
Website: <http://sac.ca/nafa>

Phone: (613) 233-5563
Fax: (613) 233-4329

Natural Resources Canada (Canadian Forest Service)
Mr. Nello Cataldo
Canadian Forest Service
Pacific Forestry Centre
Natural Resources Canada
506 West Burnside Road
Victoria, BC
V8Z 1M5
E-mail: Info@fnfp.gc.ca
Website: <http://www.fnfp.gc.ca>

Phone: (604) 363-6014
Fax: (604) 363-0775

Mining

Canadian Aboriginal Minerals Association
25 Cowley Ave.
Toronto, Ontario
M9B 2E2
Contact: Anne Osler
E-mail: osler@interlog.com

Phone: (416) 925-0866
Toll free: 1-800-443-6452
Fax: (416) 925-1709

Oil and Gas

Indian Oil and Gas
Suite 100
9911 Chula Blvd.
Tsuu T'ina, Alberta
T2W 6H6

Phone: (403) 292-5625
Fax: (403) 292-5618

Indian Resource Council

Fishing

B.C. Aboriginal Fisheries Commission (Crown)
Box 52038
231 Mountain Hwy
North Vancouver, BC
V7J 3T2
Website: <http://www.bcafc.org>

Phone: (604) 987-6225
Fax: (604) 987-6683

Native Fishing Association (ACC)
102 - 1500 Howe Street
Vancouver, B.C.
V6Z 2N1

Phone: (604) 684-0699
Fax: (604) 684-2966

Construction/Transportation

Northeast BC Aboriginal Business Association
#200 - 10003, 110th Avenue
Fort St. John, BC
Contact: Betty Deck

Phone: (250) 261-5779
Fax: (250) 261-5773

Arts and Crafts

Consortium of Indigenous Arts
#58 – 1445 Craig Flowers Rd
Victoria, BC
Contact: Lou-ann Neel
E-mail: lou-ann@home.com

Phone: (250) 383-1342
Fax: (250) 383-1345

Finance

Aboriginal Financial Officers Association of BC
Suite 60, 1959 Marine Drive
North Vancouver, BC
V7P 3G1

Phone: (604) 988-5564

Canadian Bankers Association
Suite 345 - 625 Howe Street
Vancouver, BC
V6C 2T6
Website: www.cba.ca

Phone: (604) 806-3000
Fax: (604) 806-3011

Indian Taxation Advisory Board
321 - 345 Yellowhead Hwy
Kamloops, BC V2H 1H1
Chief C.T. (Manny) Jules
E-mail: ken@itab.org
Website: www@itab.org

Phone: (250) 828-9857
Fax (250) 828-9858

Retail

Intertribal Retailers Association
Box 5047
Penticton, BC
V2A 8L8
Contact: Adam Eneas

Phone: (250) 490-0909

Tourism

Aboriginal Tourism Association
of British Columbia
3082 Ghum-lye Drive
North Vancouver, BC
V7H 1B3

Phone: (604) 924-3322
Toll Free 1-877-266-2822
Fax: (604) 924-3695

First Host Tourism Workshop
P.O. Box 3088
3082 Ghum-lye Drive
North Vancouver, BC
V7H 2V5

Phone: (604) 929-3917
Fax: (604) 929-3915

Education Organizations (B.C.)

Community Economic Development Centre (CEDC)
Simon Fraser University
8888 University Drive
Burnaby, BC
V5A 1S6
Program: CED

Phone: (604) 291-5849
Fax: (604) 291-5473

Captus Press Inc.
York University Campus
Contact: Andres Khambalia
Program: Aboriginal entrepreneurship and Business Development (multimedia)

Phone: (416) 736-5537
Fax: (416) 736-5793

Chemainus Native College
Box 730
Ladysmith, BC
V0R 2E0
Contact: Bev Knight
Program: Aboriginal CED

Phone: (604) 245-7696
Fax: (604) 245-7696

First Nations Commerce
Faculty of Commerce and Business Admin
The University of BC
2053 Main mall
Vancouver, BC
V6T 1Z2
E-mail: roze@excalibur.commerce.ubc.ca
Website: www.commerce.ubc.ca/firstnations/welcome.html

Phone: (604) 822-8289
Fax: (604) 822-8468

Native Education Centre
285 East 5th Ave.
Vancouver, BC
V5T 1H2
Contact: Wenonah Justin
Program: Aboriginal Tourism Management

Phone: (604) 873-3761
Fax: (604) 873-3761

Nicola Valley Institute of Technology
Box 399
Merritt, BC
V0K 2B0
Contact: Gordon Prest
Program: Aboriginal CED

Phone: (250) 378-3342
Fax: (250) 378-3332

North Coast Tribal Council Education Centre
820-3rd Avenue West
Prince Rupert, BC
V8J 1M6
Program: Accounting Technologist

Phone: (250) 627-8822
Fax: (250) 624-2813

Public Policy Program
Continuing Studies
Simon Fraser University
Burnaby, BC
V5A 1S6
Program: First Nations Business Training Workshops

Phone: (604) 291-4940
Phone: (604) 291-3792
Fax: (604) 291-3851

Secwepemc Cultural Education Society
Simon Fraser University
345 Yellowhead Hwy
Kamloops, BC
V2H 1H1
Contact: Dr. Marianne Ignace
Program: CED

Phone: (250) 828-9799
Fax: (250) 828-9864

Appendix 3 - Provider Inventory Survey Instrument

Please answer with an X in the box beside the correct answer

1. Please enter your **Organization's Name**: _____

2. Please select the **category your organization** belongs to:

Government Organizations:

<input type="checkbox"/>	Federal Government	<input type="checkbox"/>	Provincial Government	<input type="checkbox"/>	Aboriginal Government (EDO's)
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Intermediary Organizations:

<input type="checkbox"/>	Community Futures Development Corporations	<input type="checkbox"/>	Aboriginal Capital Corporations
<input type="checkbox"/>	AHRDA Holders / Societies	<input type="checkbox"/>	Friendship Centres
<input type="checkbox"/>	Aboriginal Women's Council	<input type="checkbox"/>	Other (specify):

Corporations:

<input type="checkbox"/>	Finance Corporations	<input type="checkbox"/>	Crown Corporations
<input type="checkbox"/>	Private Corporations	<input type="checkbox"/>	Aboriginal Corporations

Sectoral Organizations:

<input type="checkbox"/>	Fishing	<input type="checkbox"/>	Forestry	<input type="checkbox"/>	Manufacturing
<input type="checkbox"/>	Mining	<input type="checkbox"/>	Tourism	<input type="checkbox"/>	Oil and Gas / Energy
<input type="checkbox"/>	Arts and Crafts	<input type="checkbox"/>	Construction Trades	<input type="checkbox"/>	Finance
<input type="checkbox"/>	Retail	<input type="checkbox"/>	Agriculture	<input type="checkbox"/>	High Tech

<input type="checkbox"/>	Educational / Training Organizations
--------------------------	---

3. Please select the primary **Region Served** by your organization. (Please see the map at the end of the questionnaire). If you serve more than one region, rank the top 3 regions served.

	Lower Mainland Southwest		Okanagan
	Kootenay		Cariboo
	Nechako		Peace River
	Vancouver Island / Coast		North Coast
	All		

4. Please select the **Target Clientele** group for your organization:

	General Public (Including Aboriginal)
	Aboriginal Only

- 4b. Approximate / average number of Aboriginal clients served per month:

5. Please number the forms of **information or service provided by the stage of business development** from 1 to 4:

	Introduction to Entrepreneurial Concepts
	Traning and other Start-up Support
	Aftercare
	Growth

6. Please select the **primary** forms of **information or service provided by information type**:

	Government Regulations / Registration
	How to Start Business / Business Planning
	Business Management
	Government Programs and Services
	Financing
	Market Information
	Contacts and Directories
	Aboriginal Specific Information
	Sector Specific Information
	Other (please specify):

7. Please provide further details of any **unique materials ceated by your organization** (or fax a list of publications if available).

8. Please select the primary **Type of Media** used to relay information:

	All
	Print (Brochures, manuals, books, newsletters)
	Web-based information
	Interactive media (CD-Rom, videos, tapes)
	Training (classroom)
	Conferences
	Forums / workshops
	Mentoring

9. Please select the **Primary Method** used by entrepreneurs to access information or services from your organization:

	Walk-in / library / center		Phone
	Fax-back		Internet based
	Classroom		Extension workers

9b. Please select the **Secondary Method** used by entrepreneurs to access information or services from your organization:

	Walk-in / library / center		Phone
	Fax-back		Internet based
	Classroom		Extension workers

9c. Please select the **Tertiary Method** used by entrepreneurs to access information or services from your organization:

	Walk-in / library / center		Phone
	Fax-back		Internet based
	Classroom		Extension workers

9d. Is your organization using all of the above methods?

	Yes		No
--	-----	--	----

10. What is the primary location of your **Target Clientele**?

	Off Reserve		On Reserve		Both
--	-------------	--	------------	--	------

11. If there are other organizations that deliver services to Aboriginal entrepreneurs on your behalf, please list them (**Delivery Agencies**).

Name of delivery agency: 1. _____
Name of delivery agency: 2. _____
Name of delivery agency: 3. _____
Name of delivery agency: 4. _____
Name of delivery agency: 5. _____

12. **If willing**, please list your organizations **Sources of Funding** in order of priority.

Name of funding agency: 1. _____
Name of funding agency: 2. _____
Name of funding agency: 3. _____
Name of funding agency: 4. _____
Name of funding agency: 5. _____
Name of funding agency: 6. _____
Name of funding agency: 7. _____
Name of funding agency: 8. _____

13. Please provide us with the appropriate **contact information** to request information from your organization:

Contact Name 1: _____
Contact Name 2: _____
Mailing address: _____
Phone Number: _____
E-mail Address 1: _____
E-mail Address 2: _____

Web Page Address: _____

Appendix 4 - Provider Inventory Results – Summary

(*) Refers to those organizations which completed and returned an inventory survey form.

Survey 1 - Provider Inventory

1. Please enter your Organization's Name (# of Respondents 167)

- | | |
|---|---|
| * Aboriginal Business Canada | * CFDC of Powell River Region |
| * Aboriginal Women's Council | * CFDC of Revelstoke |
| * All Nations Trust Company (ACC) | * CFDC of S.E. Region of BC |
| BC Hydro Aboriginal Relations | * CFDC of Shuswap |
| * BC Ministry of Comm. Development Co-
op & Volunteers (Urban Community
Development Unit) | CFDC of South Fraser |
| Bella Bella Community Devel. Soc. (ACC) | CFDC of Sto:Lo |
| * Burns Lake Native Development Corp | * CFDC of Strathcona |
| * Business Development Bank of Canada | * CFDC of Stuart-Nechako |
| * Canadian Aboriginal Minerals Association | * CFDC of Sun County |
| * Canadian Heritage | CFDC of Sunshine Coast |
| * Cariboo Chilcotin Aboriginal Training
Education Centre Society (AHRDA) | * CFDC of Thompson Country |
| * CBCBSC | * CIBC |
| * CESO Aboriginal Services | * Community Futures Devel. Assn. of BC |
| * CFDC Mt. Waddington | * Conayt Friendship Society |
| * CFDC of 16/37 | * Consortium of Indigenous Arts |
| * CFDC of Alberni Clayoquot | * Department of Fisheries and Oceans |
| * CFDC of Boundary Area | * Dze L K'ant Friendship Centre |
| * CFDC of Cariboo Chilcotin | EDO - Blueberry River |
| * CFDC of Central Interior First Nations | EDO - Bonaparte |
| * CFDC of Central Island | EDO - Burrard |
| * CFDC of Central Kootenay | * EDO - Bridge River |
| * CFDC of Central Okanagan | EDO - Campbell River |
| * CFDC of Cowichan Region | EDO - Canium Lake |
| CFDC of Fraser Fort George | EDO - Cape Mudge |
| * CFDC of Greater Trail | * EDO - Chawathil First Nations |
| CFDC of Haida Gwaii | EDO - Chemainus |
| * CFDC of Howe Sound | * EDO - Coast Mountain Development
Council Inc |
| * CFDC of Nadina | EDO - Cook's Ferry |
| * CFDC of Nicola Valley | EDO - Cowichan |
| * CFDC of North Cariboo | * EDO - Coldwater Band |
| * CFDC of North Fraser | * EDO - Esketemc |
| CFDC of North Okanagan | EDO - Fraser Canyon Tribal Admin. |
| * CFDC of Okanagan-Similkameen | EDO - Fraser Thompson Indian Services |
| * CFDC of Pacific Northwest | EDO - Gitladamix |
| * CFDC of Peace River - Laird | * EDO - Gitsegukla |
| | EDO - Gitwinksihlkw |
| | * EDO - Hartley Bay |

Survey 1 - Provider Inventory

1. Please enter your Organization's Name (Continued)

- | | |
|--|--|
| EDO - Heiltsuk | EDO - Takla Lake |
| EDO - Homalco | EDO - Tl'azt'en Nations |
| EDO - Kamloops | EDO - Tl'etinqox-t'in (Anahim) |
| EDO - Katzie | EDO - Tlowitsis-Mumtagila |
| EDO - Kincolith | * EDO - Tsartlip |
| * EDO - Kitamaat | EDO - Ulkatcho |
| * EDO - Kitkatla | EDO - Upper Nicola |
| EDO - Ktunaxa Kinbasket - TC | * First Nations Agricultural Lending Association (ACC) |
| * EDO - Kwakiutl District Council - TC | First Nations Employment & Enterprise Centre (AHRDA) |
| EDO - Lakalzap | * First Nations Friendship Centre |
| * EDO - Lillooet | * Foreign Affairs and International Trade: Department of Foreign Affairs and International Trade (DFAIT) |
| EDO - Little Shuswap Lake | * Forest Renewal BC |
| * EDO - Lower Nicola | Fort Nelson Aboriginal Friendship Soc. |
| EDO - Lower Similkameen | * Fort St John Friendship Society |
| EDO - Lytton | * Human Resources Development Canada Aboriginal Relations Office |
| EDO - Metlakatla | * INAC British Columbia |
| * EDO - Moricetown | * Khowutzun Development Corp. |
| * EDO - Musgamagw Tsawataineuk - TC | * KPMG Aboriginal Services Group |
| EDO - Musqueam | * Ktunaxa Kinbasket Development Corp. |
| EDO - Nadleh Whut'en | * Labrador Communications Ltd. |
| EDO - Nakazdli | * Lillooet Friendship Centre Society |
| * EDO - Nazko | Metis Provincial Council of BC (AHRDA) |
| EDO - North Thompson | * Ministry of Aboriginal Affairs |
| EDO - Nuu Cha Nulth TC | * Min. of Small Bus., Tourism & Culture |
| EDO - Okanagan | * Mission Indian Friendship Centre |
| EDO - Old Masset Village Council | * National Aboriginal Business Association |
| * EDO - Osoyoos | * National Research Council Industrial Research Assistance Program |
| * EDO - Oweeken/Kitasoo Nuxalk | * Native Education Centre |
| EDO - Pauquachin | Native Fishing Association (ACC) |
| EDO - Penelakut | * Native Investments Trade Association - |
| EDO - Penticton | * North Island/Nuu-chah-nulth Tribal Councils Aboriginal Management Society |
| * EDO - Quastino | * Northeast BC Aboriginal Bus. Association |
| EDO - Saulteau | * Northeast Native Advancing Society |
| EDO - Shuswap Nation - TC | * Northern Development Commission |
| EDO - Siska | * Nuu-chah-Nulth Economic Devel. Corp. (CFDC & ACC) |
| * EDO - Skitigate | |
| * EDO - Sliammon | |
| * EDO - Songhees | |
| * EDO - Squamish | |
| EDO - Stellat'en | |
| EDO - Sto:Lo Nation | |
| EDO - Tahltan | |

Survey 1 - Provider Inventory

1. Please enter your Organization's Name (Continued)

- | | |
|--|---|
| * Okanagan/Ktunaxa Aboriginal Management Society (AHRDA) | * Sto:lo Development Corp. |
| * Port Alberni Friendship Centre | * Sto:lo Nation Human Resource Development (AHRDA) |
| * Prince George Aboriginal Business Development Association | * Tale'awtxw Aboriginal Capital Corp (ACC) |
| Prince George Nechako Aboriginal Employment and Training Association/Society (AHRDA) | * Tansi Friendship Centre Society |
| * Public Works and Govt Services Canada | * TC - Gitksan Wet'sewut'en (EDO & Aboriginal Corp) |
| * Shuswap Nations Tribal Council Society (AHRDA) | * Tribal Resources Inv Corp (TRI Corp) (ACC) |
| * Skeena Pacific Northwest Employment Training (AHRDA) | Vancouver Aboriginal Friendship Society (AHRDA) |
| * South Vancouver Island Aboriginal Employment Training Society (AHRDA) | * Victoria Native Friendship Centre |
| | * Western Economic Diversification BC |
| | * Women's Enterprise Society of BC |

2a. Government Organizations (# of Respondents 85)

# of Respondents	Answer
71	Aboriginal Government (EDO's)
11	Federal Government
82	N/A
6	Provincial Government

2b. Intermediary Organizations (# of Respondents 70)

# of Respondents	Answer
7	Aboriginal Capital Corporations
1	Aboriginal Women's Council
12	AHRDA Holders/Societies
34	Community Futures Development Corporations
11	Friendship Centres
97	N/A
3	Other: Aboriginal Business Assoc.
1	Other: Aboriginal Development Association
1	Other: Community Co-op
1	Other: NGO
1	Other: See mission statement
1	Other: Women oriented

Survey 1 - Provider Inventory

2c. Corporations (# of respondents 10)

# of Respondents	Answer
6	Aboriginal Corporations
3	Crown Corporations
2	Finance Corporations
157	N/A
2	Private Corporations

2d. Sectoral Organizations (# of respondents 22)

# of Respondents	Answer	# of Respondents	Answer
9	Agriculture	4	High Tech
1	All	3	Manufacturing
13	Arts and Crafts	4	Mining
8	Construction Trades	145	N/A
5	Finance	3	Oil and Gas/Energy
7	Fishing	9	Retail
15	Forestry	15	Tourism

2e. Educational/Training Organizations (# of respondents 4)

# of Respondents	Answer
163	N/A
4	Yes

3. Please select the primary region served by your organization If you serve more than on region, rank the top 3 served. (# of respondents 166)

# of Respondents	Answer	# of Respondents	Answer
27	All	9	Nechako
14	Cariboo	19	North Coast
6	Kootenay	28	Okanagan
26	Lower Mainland SW	8	Peace River
1	N/A	29	Van Island / Coast

Survey 1 - Provider Inventory

4a. Please select the target clientele group for your organization (# of respondents 155)

# of Respondents	Answer
98	Aboriginal only (Organizations listed Below)
	<ul style="list-style-type: none"> * Aboriginal Business Canada * Aboriginal Women's Council * Burns Lake Native Dev. Corp. * Cariboo-Chilcotin Aboriginal Training & Education Centre Society * CESO * CFDC of Central Interior First Nations * Conayt Friendship Centre * Consortium of Indigenous Arts <ul style="list-style-type: none"> EDO – Blueberry River EDO – Bonaparte EDO – Burrard EDO – Campbell River EDO – Canium Lake EDO – Cape Mudge EDO – Chemanius * EDO – Coast Mountain Dev. Council Inc. * EDO – Coldwater <ul style="list-style-type: none"> EDO – Cook's Ferry EDO – Cowichan * EDO – Esketemc <ul style="list-style-type: none"> EDO – Fraser Canyon Tribal Admin. EDO – Fraser Thompson Indian Services * EDO – Gitsegukla <ul style="list-style-type: none"> EDO – Gitladamix EDO – Gitwinksihlkw * EDO – Hartley Bay <ul style="list-style-type: none"> EDO – Heiltsuk EDO - Homalco EDO – Kamloops EDO – Katzie EDO – Kincolith * EDO – Kitamaat * EDO – Kitkatla <ul style="list-style-type: none"> EDO – Ktunaxa Kinbasket * EDO – Kwakiutl District Council – TC <ul style="list-style-type: none"> EDO – Lakalzap * EDO – Lillooet <ul style="list-style-type: none"> EDO – Little Shuswap Lake * EDO – Lower Nicola EDO – Lower Similkameen EDO – Lytton EDO – Metlakatla * EDO – Moricetown * EDO – Musgamagw Tsawataineuk – TC <ul style="list-style-type: none"> EDO – Musqueam EDO – Nadleh Whut'en EDO – Nakazdli * EDO – Nazko <ul style="list-style-type: none"> EDO – North Thompson EDO – Nuu-Chah-Nulth - TC EDO – Old Masset Villiage Council EDO – Okanagan * EDO – Osoyoos <ul style="list-style-type: none"> EDO – Pauquachin EDO – Penelakut EDO – Penticton * EDO – Quastino <ul style="list-style-type: none"> EDO – Saulteau EDO – Shuswap Nation - TC EDO – Siska * EDO – Skidegate * EDO – Sliammon * EDO – Songhees <ul style="list-style-type: none"> EDO – Stelat'en EDO – Sto:Lo Nation EDO – Tahltan EDO – Takla Lake EDO – Tl'etinqox-t'in (Anaham) EDO – Tl'azt'en Nation EDO – Tlowitsis-Mumtagila * EDO – Tsartlip <ul style="list-style-type: none"> EDO – Ulkatcho EDO – Upper Nicola * First Nations Agricultural Lending Assn. First Nations Friendship Centre * Fort St. John Friendship Centre * Khowutzun Development Corporation

Survey 1 - Provider Inventory

**4a. Please select the target clientele group for your organization
(Continued)**

- | | |
|---|---|
| <ul style="list-style-type: none"> Metis Provincial Council of BC * Ministry of Aboriginal Affairs * Native Education Centre * Northeast Native Advancing Society * Northeast BC Aboriginal Business Assn. * North Island/Nuu-Chah-Nulth Tribal Councils Aboriginal Mgmt. Soc. * Nuu-Chah-Nulth Economic Dev. Corp. * Okanagan/Ktunaxa Aboriginal Mgmt. Soc. * Prince George Aboriginal Bus. Dev. Assn. Prince George/Nechako Aboriginal Employment & Training Assoc. | <ul style="list-style-type: none"> * Shuswap Nation Tribal Council – AHRDA * Skeena Pacific NW Employment Training * South Vancouver Island Aboriginal Employment Training Society * Sto:Lo Development Corporation * Sto:Lo Human Resource Development * Tale’awtxw Aboriginal Capital Corporation * Tribal Resouces Invest. Corp – TRICORP Vancouver Aboriginal Friendship Society * Victoria Native Friendship Centre |
|---|---|

4a. Please select the target clientele group for your organization (Continued)

of Respondents Answer

57 General Public (including Aboriginal) (Organizations listed below)

- | | |
|--|---|
| <ul style="list-style-type: none"> * BC Hydro: Aboriginal Relations Dept. * BC Ministry of Community Development Business Development Bank of Canada * Canadian Aboriginal Minerals Association * Canadian Heritage * CBCBSC * CFDC of 16/37 * CFDC of Alberni-Clayoquot * CFDC of Boundary Area * CFDC of Cariboo-Chilcotin * CFDC of Central Island * CFDC of Central Kootenay * CFDC of Central Okanagan * CFDC of Cowichan Region * CFDC of Greater Trail * CFDC of Howe Sound * CFDC of Mt. Waddington * CFDC of Nadina * CFDC of Nicola Valley * CFDC of North Cariboo | <ul style="list-style-type: none"> * CFDC of North Fraser * CFDC of Okanagan-Similkameen * CFDC of Pacific Northwest * CFDC of Peace River - Liard * CFDC of Powell River * CFDC of Revelstoke * CFDC of Shuswap * CFDC of S.E. Region of BC * CFDC of Strathcona * CFDC of Stuart Nechako * CFDC of Sun Country * CFDC of Thompson Country * CIBC * Department of Fisheries & Oceans * Dze L K’ant Friendship Centre Society * EDO – Bridgeriver * EDO – Chawathil First Nations * Foreign Affairs & International Trade * Forest Renewal BC Fort Nelson Aboriginal Friendship Society |
|--|---|

Survey 1 - Provider Inventory

**4a. Please select the target clientele group for your organization
(Continued)**

# of Respondents	Answer
57	General Public (including Aboriginal) (Organizations listed below)

- | | |
|---|---|
| * Human Resources Development Canada | * National Research Council |
| * INAC British Columbia | * NITA: Native Investment & Trade Assn. |
| * KMPG – Aboriginal Services Group | * Northern Development Commission |
| * Ktunaxa/Kinbasket Development Corp. | * Port Alberni Friendship Centre |
| * Labrador Communications | * Public Works & Government Services |
| * Lillooet Friendship Centre | * Tansi Friendship Centre Society |
| * Ministry of Small Bus., Tourism & Culture | * Western Economic Diversification |
| * Mission Indian Friendship Centre | * Women’s Enterprise Society of BC |
| * National Aboriginal Business Association | |

**4a. Please select the target clientele group for your organization
(Continued)**

# of Respondents	Answer
12	N/A (Organizations listed below)

- All Nations Trust Company
- Bella Bella Community Devel Society
- CFDC – Fraser Fort George
- CFDC – Haida Gwaii
- CFDC – North Okanagan
- CFDC – South Fraser
- CFDC – Sto:Lo
- CFDC – Sunshine Coast
- * Community Futures Association of BC
- EDO – Oweeken/Kitasco Nuxalk
- * EDO – Squamish
- Native Fishing Association

Survey 1 - Provider Inventory

4b. Average number of Aboriginal clients served per month (# of respondents 47)

Cariboo Chilcotin Aboriginal Training Education Centre Society: 15 Bands, 3 Tribal Councils, and 2 Friendship Centres

CESO: 50

CFDC of 16/37: 50

CFDC of Alberni Clayoquot: 1

CFDC of Cariboo/chilcotin: 51 per week

CFDC of Central Kootenay: 4

CFDC of Central Okanagan: 1 maybe (trying to encourage youth)

CFDC of Cowichan Region: 3 per year (Huge Indian Band services in this area - Cowichan)

CFDC of Greater Trail: 100 - 250

CFDC of Howe Sound: 3

CFDC of Mt. Waddington: 4

CFDC of Nadina: 6

CFDC of Nicola Valley: 300

CFDC of North Fraser: Unknown

CFDC of S.E. Region of BC: 3

CFDC of Sun County: 5 to 10

CIBC: 1,000

Conayt Friendship Society: 300 plus

Consortium of Indigenous Arts: 50 - 60

EDO - Esketemc: 15

EDO - Esketemc: 15

EDO - Gitsegukla: 8

EDO - Hartley Bay: 10

EDO - Ktunaxa Kinbasket- TC: 6

EDO - Kwakiutl District Council - TC: 7

EDO - Lower Nicola: 5

EDO - Moricetown: 4

EDO - Musgamagw Tsawataineuk - TC: 40

EDO - Nazko: 10

Survey 1 - Provider Inventory

4b. Average number of Aboriginal clients served per month (Continued)

EDO - Quastino: 10

EDO - Songhees: 5-10

First Nations Agricultural Lending Assoc: 10

First Nations Friendship Centre: 500

Forest Renewal BC: Can't tell - 12% are Aboriginal clients & 7% of funding to Aboriginal

Fort St John Friendship Society: 150 children & youth included

Khowutzun Development Corp.: 10

Ktunaxa Kinbasket Development Corp.: - 8

Lillooet Friendship Centre Society: 300

Mission Indian Friendship Centre: 4000 visits per month, some multiple visits, approximately 60% Aboriginal

National Research Council: 12

Native Education Centre: 75 - 100 (including phone calls)

Northern Development Commission: 15-20

Nuu-chah-nulth Economic Development Corporation: 180

Prince George Aboriginal Business Development Association: 45

Skeena Pacific Northwest Employment Training: Hundreds, have 4 Friendship Centres & 25 Tribal Councils

TC Gitksan Wet'sewut'en (EDC & EDO): 30

TRI Corp: Approximately 3-4 loans per month & 6-10 persons advised/counseled per month

Women's Enterprise Society of BC: 20

118 N/A

Survey 1 - Provider Inventory

5. Please number the forms of information or service provided by the stage of business (# of respondents 91)

# of Respondents	Answer
76	N/A

For Priority 1:

3	Growth
74	Introduction to Entrepreneurial Concepts
15	Training and other start-up support

For Priority 2:

7	Aftercare
5	Growth
8	Introduction to Entrepreneurial Concepts
66	Training and other start-up support

For Priority 3:

46	Aftercare
18	Growth
1	Introduction to Entrepreneurial Concepts
6	Training and other start-up support

For Priority 4:

21	Aftercare
38	Growth
3	Introduction to Entrepreneurial Concepts

For Priority 5:

2	Growth
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Survey 1 - Provider Inventory

6. Please select the primary forms of information or service provided by information type (# of respondents 99)

# of Respondents	Answer
55	Aboriginal Specific information
47	Business Management
59	Contacts and directories
62	Financing
80	Government Programs and Services
48	Government Regulations/Registration
75	How to start Business/Business Planning
48	Market information
69	N/A
1	Other: Aboriginal Fishing Strategy
1	Other: Advisory / Consulting
1	Other: All General information that may be requested
1	Other: Employment Skills Training
1	Other: Entrepreneurial Training & Proposal Development
1	Other: Family support, mental health, pregnancy outreach, and youth/elder programs
1	Other: Internet access to OSBR & Reach
1	Other: Media Relations, Communication Strategies, and Writing Projects
1	Other: Step purchases the training from CFDCCIFN Aboriginal Clients
1	Other: Youth programs - Apprenticeships
44	Sector specific information

7. Please provide further details of any unique materials created by your organization (or fax list of publications if available) (# of respondents 47)

Aboriginal Business Canada:

Brochures, pamphlets, books, videos, plus a variety of other printed materials

Aboriginal Women's Council:

"The Spirit Lives" - Entrepreneurs Business Kit plus website to assist youth & women starting their home based businesses.

BC Hydro Aboriginal Relations:

- 1) Newsletter: "Talking Circle" published every season
- 2) Aboriginal Business Directory
- 3) Guide to applying for the Aboriginal Business Program

BC Ministry of Community Development Co-op & Volunteers (Urban Community Development Unit):

We do not provide services to entrepreneurs

Survey 1 - Provider Inventory

7. Please provide further details of any unique materials created by your organization (or fax list of publications if available) (Continued)

Business Development Bank of Canada:

A list of some of our products and services is attached. Should you wish to receive copies of our brochure or our newsletter, please call Wendy at (204) 983-3594 and provide a mailing address

Canadian Heritage:

Young Canada Works - for Aboriginal urban youth

CBCBSC:

- 1) Website
- 2) Business Contacts; Tradeshows (BC), Government Programs & Services, Associations (BC)
- 3) Small Business start up library
- 4) International Trade Library

CESO:

Said they will fax information to the office

CFDC of 16/37:

Sent fax of services provided (Loan Guarantee program, Aboriginal Infrastructure loan)

CFDC of Alberni Clayoquot:

We carry a large selection of Braille business material

CFDC Cariboo/Chilcotin:

Opening pilot "Service Canada" site. Will be in operation until Oct 1/00. Information on more than 1000 federal programs and services. Have one step business centre

CFDC of Central Okanagan:

Provide course material on Business Plan Development, sample business plans by sector, Disabilities specific material, adapted entrepreneurial material, larger print (for those with disabilities (high # of aboriginal in this area.

CFDC of Cowichan Region:

Published Crossroads book for entrepreneurs with disabilities to become self-employed or job ready

CFDC of Greater Trail:

Please see our website. www.communityfutures.com

CFDC of North Cariboo:

Starting a business guide, business planning guide, top 100 business opportunities, business management worksheets, etc.

Survey 1 - Provider Inventory

7. Please provide further details of any unique materials created by your organization (or fax list of publications if available) (Continued)

CFDC of North Fraser:

Please note there is a CFDC established to look after specific First Nation needs in our area.

CFDC of Peace River - Laird:

We maintain a large resource library in Fort St. John with too many resources to mention

CFDC of Powell River Region:

Sent a List of library publications

CFDC of S.E. Region of BC:

Aboriginal Lending Circle (just started) in partnership with Royal Bank and BC Government

CFDC of Sun County:

Business Plan workbooks & All Federal & Provincial publications

CIBC:

SFU, CIBC & FIND put together 3 packages. Contact Mangit Nance downtown campus for more information

Consortium of Indigenous Arts:

Currently developing information and curriculum to re-establish artistic disciplines (ie: traditional arts) to contrast & complement existing post secondary & professional development studies in the arts. Long term goal of information and curriculum is to establish industry standards for the Aboriginal arts industry in BC and Canada. Also includes discussions on copyright & intellectual properties & its impacts on the development of industry standards.

EDO - Chawathil First Nations:

Overlook proposals for business, some of the staff provide clients with assistance in developing proposals

EDO - Esketemc:

Application forms, manuals & notices

EDO - Gitsegukla:

Fish habitat information

EDO - Moricetown:

Business Directory Locally

EDO - Musgamagw Tsawataineuk - TC:

Funding source manual

Survey 1 - Provider Inventory

7. Please provide further details of any unique materials created by your organization (or fax list of publications if available) (Continued)

EDO - Squamish:

(survey not complete) - reason provided below "As per Chief Phillip Joe - they do not provide information to Entrepreneurs. Nobody does that in the nation. He's the EDO and he manages the money.

Affairs and International Trade Department of Foreign Affairs and International Trade (DFAIT):

- 1) Guide for Canadian Exporters of Aboriginal Arts & Crafts
- 2) Canadian Aboriginal Arts & Craft Market study for upper Midwest & Rocky Mountain States
- 3) Aboriginal Export Directory

Human Resources Development Canada Aboriginal Relations Office:

Aboriginal Human Resources Development Strategy

Labrador Communications:

Provide business at the summit & our website has more information www.lab-com.com

Ministry of Small Business, Tourism & Culture:

Visions (brochures)

Mission Indian Friendship Centre:

Just developed: Mission/Abbotsford resource card, specific to youth. Includes: needs directory that deals with employment, social services, self help. Cross section of company numbers

Native Education Centre:

Designed their own curriculum for over 30 years, career fairs

North East Native Advancing Society:

Sent fax of brochure listing all services provided and contact information

Okanagan/Ktunaxa Aboriginal Management Society:

Brochure

Port Alberni Friendship Centre:

Youth Entrepreneurship Program Video

Public Works and Government Services Canada:

PWGSC Aboriginal Initiatives - Building Our Future (brochure)

Skeena Pacific Northwest Employment Training:

Marketing material - being revised now, Posters

Survey 1 - Provider Inventory

7. Please provide further details of any unique materials created by your organization (or fax list of publications if available) (Continued)

Sto:lo Nation Human Resource Development:

Funded the creation of "Business Directories"

Tale'awtxw Aboriginal Capital Corporation:

Interactive Business Planner (a copy was already provided to Kelly Vodden)

TC Gitksan Wet'sewut'en (EDC & EDO):

We do an annual publication which explains what our organization does. If you would like a copy please call (250) 842-2248 /ext 368 and provide proper mailing address. We do assist non-Aboriginals with business information, but not with financing a loan

TRI Corp:

Annual report on TRI Corp & TRI Corp newsletter

Western Economic Diversification British Columbia:

See our website

Women's Enterprise Society of BC:

We server the general public (including Aboriginal), but women only

119 N/A

Community Futures Development Association of BC:

N/A - Please note: did not complete survey - they say it does not apply to them as their clients are the CFDC's

EDO - Sliammon:

N/A - Please note: did not complete whole survey, just first 4 questions. They say "nobody provides them any information at all".

Survey 1 - Provider Inventory

8. Please select the primary type of media used to relay information (# of respondents 99)

# of Respondents	Answer
3	All
54	Conference
77	Forums/workshops
34	Interactive media (CD-Rom, video, tapes)
63	Mentoring/Coaching
71	N/A
96	Print (brochure, manuals, books, newsletters)
73	Training (classroom)
62	Web-based information

9a. Please select the primary method used by entrepreneurs to access information or services from your organization (# of respondents 98)

# of Respondents	Answer
9	Classroom
10	Extension-workers
8	Fax-back
10	Internet based
68	N/A
47	Phone
51	Walk-in / library / centre

9b. Please select the secondary method used by entrepreneurs to access information or services from your organization (# of respondents 90)

# of Respondents	Answer
4	Classroom
14	Extension-workers
8	Fax-back
13	Internet based
77	N/A
47	Phone
21	walk-in / library / centre

Survey 1 - Provider Inventory

9c. Please select the tertiary method used by entrepreneurs to access information or services from your organization (# of respondents 78)

# of Respondents	Answer
21	Classroom
19	Extension-workers
10	Fax-back
20	Internet based
89	N/A
16	Phone
16	Walk-in / library / centre

9d. Is your organization using all the above methods? (# of respondents 99)

# of Respondents	Answer
68	N/A
59	No
40	Yes

10. What is the primary location of your target clientele? (# of respondents 147)

# of Respondents	Answer
69	Both
20	N/A
14	Off Reserve
64	On Reserve

11. If there are other organizations that deliver services to aboriginal entrepreneurs on your behalf, please list them (Delivery Agencies) (# of respondents 35)

Aboriginal Business Canada:

1) ACC

Aboriginal Women's Council:

- 1) BC Native Women's Society
- 2) Prince George Native Women's Society
- 3) Upper Island Women of Native Ancestry

Survey 1 - Provider Inventory

11. If there are other organizations that deliver services to aboriginal entrepreneurs on your behalf, please list them (Delivery Agencies) (Continued)

Canadian Heritage:

- 1) Friendship Centres
- 2) Aboriginal Women's

Cariboo Chilcotin Aboriginal Training Education Centre Society:

- 1) Colleges
- 2) Private Consultants

CESO:

- 1) Aboriginal Consultants

CFDC of 16/37:

No other organizations deliver our programs, however, they are all away of what we do and are, so we all work together for the betterment of the individual and the area.

CFDC of Alberni Clayoquot:

- 1) Nuuchahnulth Economic Division Corp.

CFDC of Pacific Northwest:

- 1) Skeena Queen Charlotte Regional District

Conayt Friendship Society:

- 1) Aboriginal Training Centre
- 2) Aboriginal youth program

Consortium of Indigenous Arts:

- 1) Mixalan First Nations Consulting Service
- 2) Cultural Bridges Consulting Services
- 3) Victoria Kwagiulth Urban

Department of Fisheries and Oceans:

- 1) First Nations
- 2) First Nations organizations

EDO - Bridge River:

- 1) CFDC of Sun Country
- 2) Community Futures All Nations

EDO - Chawathil First Nations:

- 1) Sto:lo Business Group

Survey 1 - Provider Inventory

11. If there are other organizations that deliver services to aboriginal entrepreneurs on your behalf, please list them (Delivery Agencies) (Continued)

EDO - Moricetown:

- 1) Office of Wet'suwet'en
- 2) Gitksan Wet'sewet'en Economic Development Corp.

EDO - Oweeken/Kitasoo Nuxalk:

- 1) Community Futures
- 2) Bella Coola Outreach

EDO - Skitegate:

- 1) Community Futures

EDO – Tsartlip:

- 1) Ministry of Aboriginal Affairs
- 2) Nuu-Chah-Nulth Economic Development Corp.
- 3) Business Development Bank of Canada

Forest Renewal BC:

- 1) CFDC's
- 2) Capital Corporations - ACC's

Fort St John Friendship Society:

- 1) NNAS - Northern Native Advancing Society

Human Resources Development Canada Aboriginal Relations Office:

- 1) AHRDA Holders

INAC British Columbia:

- 1) CEDO's
- 2) ACC's
- 3) CFDC's

Ktunaxa Kinbasket Development Corporation:

- 1) Employment Services

Lillooet Friendship Centre Society:

- 1) Employment Service
- 2) Community Futures

Ministry of Aboriginal Affairs:

- 1) Aboriginal Capital Corporations
- 2) Friendship Centres

Survey 1 - Provider Inventory

11. If there are other organizations that deliver services to aboriginal entrepreneurs on your behalf, please list them (Delivery Agencies) (Continued)

Mission Indian Friendship Centre:

- 1) Mission Community Skills Centre (partner)

National Research Council:

- 1) Several IRAP "agents" based at various locations throughout the Province

Native Education Centre:

- 1) Outreach Training programs at different Bands

Okanagan/Ktunaxa Aboriginal Management Society:

- 1) ABE - Adult Basic Education
- 2) Learning Centres - on or off reserve

Public Works and Government Services Canada:

- 1) DIAND - Aboriginal Supply Inventory

Shuswap Nation Tribal Council Society:

- 1) CFDC/CFN
- 2) Aboriginal Planning and Training Centre

Sto:lo Development Corporation:

- 1) Sto:lo Nation Business Advisory Service

Sto:lo Nation Human Resource Development:

- 1) Sto:lo Employment Service

Tale'awtxw Aboriginal Capital Corporation:

- 1) Vision First Nation Planning - North Vancouver
- 2) Ko-Puth Society - Nanaimo

TC - Gitksan Wet'sewut'en (EDC & EDO):

- 1) CFDC of 16/37
- 2) Royal Bank

Western Economic Diversification British Columbia:

- 1) CFDC's
- 2) WED
- 3) Canada Business Service Centre
- 4) Other ad/hoc centres/programs

131 N/A

Survey 1 - Provider Inventory

12. If willing, please list your organization's source of funding in order of priority (# of respondents 116)

Aboriginal Business Canada:

- 1) Federal Government

Aboriginal Women's Council:

- 1) Aboriginal Business Canada
- 2) INAC
- 3) Ministry of Women's Equity
- 4) Women's Programs
- 5) Canadian Heritage

Burns Lake Native Development Corporation:

- 1) Self Funding
- 2) Government of Canada
- 3) Government of BC

Canadian Heritage:

- 1) Government of Canada

Cariboo Chilcotin Aboriginal Training Education Centre Society:

- 1) HRDC

CESO:

- 1) CIDA
- 2) INAC
- 3) Trust Funds
- 4) Donations
- 5) Partnership

CFDC of 16/37:

- 1) Federal Government Ministries/programs
- 2) Provincial Government Ministries/programs
- 3) Local organizations

CFDC of Central Interior First Nations:

- 1) WED
- 2) HRDC
- 3) FRBC

Survey 1 - Provider Inventory

12. If willing, please list your organization's source of funding in order of priority (Continued)

CFDC of Central Island:

- 1) WED
- 2) HRDC
- 3) DFO
- 4) FRBC
- 5) Various local partnerships

CFDC of Central Okanagan:

- 1) WD
- 2) HRDC

CFDC of Cowichan Region:

- 1) WED
- 2) HRDC
- 3) Small Business & Tourism - per contract
- 4) Social Development & Economic Security

CFDC of Mt. Waddington:

- 1) WED
- 2) FRBC (Forestry)
- 3) FRBC (Fishing)
- 4) HRDC

CFDC of Nicola Valley:

- 1) WD
- 2) HRDC
- 3) FRBC

CFDC of Okanagan-Similkameen:

- 1) HRDC

CFDC of Shuswap:

- 1) WED
- 2) HRDC

CFDC of the SE Region of BC

- 1) HRDC (SE Program)
- 2) WED (Lending Program)
- 3) FRBC (Lending Program)
- 4) Columbia Basin (Lending Program)

Survey 1 - Provider Inventory

12. If willing, please list your organization's source of funding in order of priority (Continued)

CFDC of Alberni Clayoquot:

- 1) HRDC
- 2) WED

CFDC of Strathcona:

- 1) WED

CFDC of Stuart-Nechako

- 1) WD
- 2) Human Resource Development Canada

CIBC:

- 1) CIBC Budget

Conayt Friendship Society:

- 1) Federal Funding (Ottawa Friendship Centre Nations)
- 2) HRDC
- 3) CVC

Consortium of Indigenous Arts:

(We are still preparing funding submissions to each of the following)

- 1) Ministry of Small Business Tourism & Culture
- 2) WED
- 3) Canadian Heritage
- 4) Ministry of Community Development

Dze L K'ant Friendship Centre:

- 1) HRDC
- 2) MSDES
- 3) Ministry of Children & Families
- 4) Health Canada
- 5) Heritage Canada
- 6) Aboriginal Health Div
- 7) NW Aboriginal Health Foundation
- 8) Aboriginal Health Foundation
- 9) Skeena Native Development

EDO - Blueberry River:

- 1) INAC

EDO - Bonaparte:

- 1) INAC

Survey 1 - Provider Inventory

12. If willing, please list your organization's source of funding in order of priority (Continued)

EDO - Burrard:

1) INAC

EDO - Campbell River:

1) INAC

EDO - Canium Lake:

1) INAC

EDO - Cape Mudge:

1) INAC

EDO - Chawathil First Nations:

- 1) Talawxe Corp
- 2) FN Citizen Funds
- 3) Commercial Banks

EDO - Chemainus:

1) INAC

EDO - Coast Mountain Development Council Inc:

- 1) INAC
- 2) Provincial Ministries

EDO - Cook's Ferry:

1) INAC

EDO - Cowichan:

1) INAC

EDO - Esketemc:

1) INAC

EDO - Fraser Canyon Tribal Administration:

1) INAC

EDO - Fraser Thompson Indian Services:

1) INAC

EDO - Gitladamix:

1) INAC

Survey 1 - Provider Inventory

**12. If willing, please list your organization's source of funding in order of priority
(Continued)**

EDO - Gitwinksihlkw:

1) INAC

EDO - Heiltsuk:

1) INAC

EDO - Kamloops:

1) INAC

EDO - Katzie:

1) INAC

EDO - Kincolith:

1) INAC

EDO - Ktunaxa Kinbasket - TC:

1) INAC

EDO - Kwakiutl District Council - TC:

1) INAC

EDO - Lakalzap:

1) INAC

EDO - Lillooet:

1) INAC

EDO - Little Shuswap Lake:

1) INAC

EDO - Lower Nicola:

1) INAC

EDO - Lower Similkameen:

1) INAC

EDO - Lytton:

1) INAC

EDO - Metlakatla:

1) INAC

Survey 1 - Provider Inventory

12. If willing, please list your organization's source of funding in order of priority (Continued)

EDO - Moricetown:

1) INAC

EDO - Musgamagw Tsawataineuk - TC:

1) DIAND

EDO - Musqueam:

1) INAC

EDO - Nadleh Whut'en:

1) INAC

EDO - Nakazdli:

1) INAC

EDO - Nazko:

1) Receive no DIAND funds for it

EDO - North Thompson:

1) INAC

EDO - Nuw Cha Nulth TC:

1) INAC

EDO - Okanagan:

1) INAC

EDO - Old Masset Village Council:

1) INAC

EDO - Osoyoos:

1) INAC

EDO - Oweeken/Kitasoo Nuxalk:

1) INAC

2) HRDC

- Forest Renewal

- Fisheries Renewal

3) CEDTAP

Dept of Fisheries and Oceans:

1) Government of Canada

Survey 1 - Provider Inventory

**12. If willing, please list your organization's source of funding in order of priority
(Continued)**

EDO - Pauquachin:

1) INAC

EDO - Penelakut:

1) INAC

EDO - Quastino:

1) INAC

EDO - Saulteau:

1) INAC

EDO - Shuswap Nation - TC:

1) INAC

EDO - Siska:

1) INAC

EDO - Skitegate:

1) INAC

EDO - Songhees:

1) INAC

EDO - Stelat'en:

1) INAC

EDO - Sto:Lo Nation:

1) INAC

EDO - Tahltan:

1) INAC

EDO - Takla Lake:

1) INAC

EDO - Tl'azt'en Nations:

1) INAC

EDO - Tl'etinqox-t'in (Anaheim):

1) INAC

Survey 1 - Provider Inventory

12. If willing, please list your organization's source of funding in order of priority (Continued)

EDO - Tlowitsis-Mumtagila:

- 1) INAC

EDO – Tsartlip:

- 1) INAC

EDO - Ulkatcho:

- 1) INAC

EDO - Upper Nicola:

- 1) INAC

First Nations Agricultural Lending Association:

- 1) Federal Government originally
- 2) Now self sufficient

Foreign Affairs and International Trade Department of Foreign Affairs and International Trade (DFAIT):

- 1) Government of Canada

Fort St John Friendship Society:

- 1) Aboriginal Friendship Centre Program
- 2) Ministry for Children & Families
- 3) Legal Services Society
- 4) Gaming Commission (bingo funds)
- 5) NNAS
- 6) 1st Citizens Fund - Ministry of Aboriginal Affairs

Human Resources Development Canada Aboriginal Relations Office:

- 1) Government of Canada

INAC British Columbia:

- 1) Parliament

Khowutzun Development Corporation:

- 1) Tale'awtxw Aboriginal Capital Corp.
- 2) Aboriginal Business Canada
- 3) DIAND

Ktunaxa Kinbasket Development Corporation:

- 1) FRBC

Survey 1 - Provider Inventory

12. If willing, please list your organization's source of funding in order of priority (Continued)

Lillooet Friendship Centre Society:

- 1) NAFC/BCAAFC

Ministry of Aboriginal Affairs:

- 1) Government of BC

Ministry of Small Business, Tourism & Culture:

- 1) BC Government

Mission Indian Friendship Centre:

- 1) Health Canada
- 2) Department of Indian Affairs
- 3) HRDC
- 4) Social Services
- 5) Provincial Department of Health

National Aboriginal Business Association:

- 1) Annual Membership by Members
- 2) One time start up - ABC & INAC

National Research Council:

- 1) Government Funding Agency

Native Education Centre:

- 1) Urban Native Indian Funding Education Society
- 2) Vancouver Community College
- 3) DIAND

Native Investment and Trade Association (NITA):

- 1) ABC
- 2) DIANO
- 3) WED

We do not receive any government core funding, much of the work we do is paid for by conference registrations. We do get monies from ABC, DIANO for certain projects, also WED on occasion.

North Island/Nuu-chah-nulth Tribal Councils Aboriginal Management Society:

- 1) HRDC

Northern Development Commission:

- 1) Provincial Government

Okanagan/Ktunaxa Aboriginal Management Society:

- 1) HRDC

Survey 1 - Provider Inventory

12. If willing, please list your organization's source of funding in order of priority (Continued)

Port Alberni Friendship Centre:

- 1) Ministry of Children & Families
- 2) Secretary of State (Heritage Canada)
- 3) HRDC
- 4) Native Assoc. of Friendship Society
- 5) Legal Services Society
- 6) 1st Citizens Fund
- 7) Health Canada
- 8) Private Donations

Prince George Aboriginal Business Development Association:

- 1) HRDC
- 2) INAC
- 3) FRBC
- 4) First Citizens Fund

Public Works and Government Services Canada:

- 1) Government of Canada

Shuswap Nation Tribal Council Society:

- 1) HRDC
- 2) MSD & ES

Skeena Pacific Northwest Employment Training:

- 1) HRDC

South Vancouver Island Aboriginal Employment Training Society:

- 1) HRDC

Sto:lo Development Corporation:

- 1) Sto:lo Nation

Sto:lo Nation Human Resource Development:

- 1) HRDC

Tale'awtxw Aboriginal Capital Corporation:

- 1) Aboriginal Business Canada
- 2) Indian & Northern Affairs

TRI Corp:

- 1) Self sufficient

Survey 1 - Provider Inventory

12. If willing, please list your organization's source of funding in order of priority (Continued)

Western Economic Diversification British Columbia:

1) Federal Government

Women's Enterprise Society of BC:

1) WED

54 N/A

13. Please provide us with the appropriate contact information to request information from your organization (# of respondents 162)

Aboriginal Business Canada

21st Floor, 300 West Georgia Street

Vancouver, British Columbia

V6B 6E2

E-mail: abc.vancouver@ic.gc.ca

Website: www.abc.gc.ca

Phone: (604) 666-3871

Fax: (604) 666-0238

Aboriginal Women's Council

Contact: Leonie Rivers

415b W. Esplanade

North Vancouver, BC

V7M 1A6

E-mail: riverslb@home.com

Phone: (604) 984-5207

All Nations Trust Company

Contact: Phyllis Jack

#208 West - 345 Yellowhead Hwy

Kamloops, BC

V2H 1H1

E-mail: antco@antco.bc.ca

Website: www.antco.bc.ca

Phone: (250) 828-9770

Fax: (250) 372-2585

BC Hydro Aboriginal Relations

Contact: Bryan Bodell

14th Floor

333 Dunsmuir St

Vancouver, BC V6B 5R3

E-mail: byran.bodell@bchydro.bc.ca

Website: www.bchydro.bc.ca/ard

Phone: (604) 623-3718

Fax: (604) 623-3716

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

BC Ministry of Community Development

Co-op & Volunteers
(Urban Community Development Unit)
Contact: Paul Clairmont

Phone: (604) 660-3479

Fax: (604) 660-6554

Bella Bella Community Development Society

Contact: Oscar Correa
PO Box 880
Waglisla, BC
V0T 1Z0
E-mail: ocorrea@bellabella.net

Phone: (250) 957-2381

Fax: (250) 957-2544

Burns Lake Native Development Corp.

Contact: Bill Moore
PO Box 1118
Burns Lake, BC
E-mail: blade01@futurenet.bc.ca

Phone: (250) 692-3188

Fax: (250) 692-7483

Business Development Bank of Canada

Contact: Wendy MacLain & Jim Richardson

Canadian Aboriginal Minerals Association

Contact: Hans Matthews & Anne Osler
25 Cowley Avenue
Toronto, Ontario
M9B 2E2
E-mail 1: osler@interlog.com
E-mail 2: aboriginal.mineral@sympatico.ca

Phone: (416) 925-0866

Fax: (416) 925-1709

Canadian Heritage

Contact: Bruce Lund
E-mail: bruce-lund@pch.gc.ca

Phone: (250) 363-8552

Cariboo Chilcotin Aboriginal Training Education Centre Society

Contact: Yvonne Smith & Rhonda LaBelle

CBCBSC

Contact: Len Hartley
601 W. Cordova St.
Vancouver, BC
Website: www.sb.gov.bc.ca

Phone: (604) 775-5525

Fax: (604) 775-5520

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

CESO Aboriginal Services

Contact: John Webster & Janis Mooney
#212 - 1999 Marine Drive
North Vancouver, BC
V7P 3J3

E-mail 1: jwebster@ceso-saco.com

E-mail 2: british.columbia@ceso-saco.com

Website: In development (will mail national web page address)

Phone: (604) 986-4566

Toll Free: 1-800-986-4566

Fax: (604) 984-3584

CFDC of 16/37

Contact: Joe Whitney & Dave Andrews
#204 - 4630 Lazelle Ave
Terrace, BC
V8C 1S6

E-mail: 1637cfdc@kermode.net

Website: www.1637cfdc.bc.ca

Phone: (250) 635-5449

Fax: (250) 635-2698

CFDC of Alberni Clayoquot

Contact: Yvonne Van Heek & Phyllis Chivers (Horn)
4757 Tebo Avenue
Port Alberni, BC
V9Y 8A9

E-mail: cfdc@cedar.alberni.net

Website: www.alberni.net/-cfdc

Phone: (250) 724-1241

Fax: (250) 724-1028

CFDC of Boundary Area

Contact: David Arsenault
Box 549
Greenwood, BC
V0H 1J0

E-mail: darsen@idmail.com

Website: www.cfdcba.bc.ca

Phone: (250) 442-2722

Fax: (250) 442-5311

CFDC of Cariboo/Chilcotin

Contact: Leslie Craig
266 Oliver St.
Williams Lake, BC
V2G 1M1

E-mail: lesleycf@stardate.bc.ca

Website: www.stardate.bc.ca/cfdc

Phone: (250) 392-2621

Fax: (250) 392-4813

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

CFDC of Central Interior First Nations

Contact: Geri Collins
Site #2, Box 56
Shalalth, BC
V0N 3C0
E-mail: fncfdc@wkpowerlink.com

Phone: (250) 828-9833
Fax: (250) 828-9839

CFDC of Central Island

Contact: Bob Van Schubert, Exec. Director
Jane Rose, Exec. Assistant
420 Albert Street
Nanaimo, BC
V9R 2V7
E-mail: info@cfnanaimo.org
Website: www.cfnanaimo.org

Phone: (250) 753-6414
Fax: (250) 753-0722
Fax: (250) 753-0722

CFDC of Central Kootenay

Contact: Lynn Lock & Carmen Harrison
#201 - 514 Vernon St.
Nelson, BC
V1L 4E7
E-mail 1: llock@futures.bc.ca
E-mail 2: charrison@futures.bc.ca
Website: www.futures.bc.ca

Phone: (250) 352-1933
Fax: (250) 352-5926

CFDC of Central Okanagan

Contact: Nancy Darling
#100 - 2045 Enterprise Way
Kelowna, BC
V1Y 9T5
E-mail: nancy@cfdccco.bc.ca
Website: www.cfdcco.bc.ca

Phone: (250) 868-2132
Fax: (250) 868-2173

CFDC of The Cowichan Region

Contact: Dianne Myrden & Joanna Rotherham
135 Third St
Duncan, BC
V9L 1R9
E-mail: cfdc@cowichan.com
Website: www.cowichan.com/comfut/comfut.html

Phone: (250) 746-1004
Fax: (250) 746-8819

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

CFDC of Fraser Fort George

Contact: Don Zurovski

1566 - 7th Avenue

Prince George, BC

V2L 3P4

E-mail: general@cfdc.bc.ca

Phone: (250) 562-9622

Fax: (250) 562-9119

CFDC of Greater Trail

Contact: Kristi Loughlin & Christy Anderson

2950 Highway Drive

Trail, BC

V1R 2T3

E-mail 1: kristi@communityfutures.com

E-mail 2: Christy@Communityfutures.com

Website: www.communityfutures.com

Phone: (250) 364-2595

Fax: (250) 364-2728

CFDC of Haida Gwaii

Contact: Marie Gallant

PO Box 40

1730 Hodges Avenue

Masset, BC

V0T 1M0

E-mail: guest2@hgqc.csc.bc.ca

Phone: (250) 626-5594

Toll Free: 1-888-328-5594

Fax: (250) 626-5693

CFDC of Howe Sound

Contact: Jeff Dawson

Box 2539

Squamish, BC

V0N 3G0

E-mail: cf-gm@mountain-inte

Website: www.cfdchs.com

Phone: (604) 892-5467

Fax: (604) 892-5227

CFDC of Mt. Waddington

Contact: Steven Evens & Cathy Denham

Box 458

Port McNeil, BC

V0N 2R0

E-mail 1: Futures@island.net

E-mail 2: Cdenham@island.net

Phone: (250) 956-2220

Fax: (250) 956-2221

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

CFDC of Nadina

Contact: Jerri Botti

Box 736

Houston, BC

V0J 1Z0

Email: nadina@mail.bulkley.net

Phone: (250) 845-2522

Fax: (250) 845-2528

CFDC of Nicola Valley

Contact: Sherree Walter & Connie Rauch

Box 159,

Merritt, BC

V1K 1B8

E-mail 1: swalter@nicolavalley.com

E-mail 2: CFDC@nicolavalley.com

Website: www.Nicolavalley.com/-cfdc

Phone: (250) 378-3923

Fax: (250) 378-3924

CFDC of North Cariboo

Contact: Greg Lawrence

697 Highway 97 South

3437 Loloff Road

Quesnel, BC

V2J 4C7

E-mail: greg@cf.quesnelbc.com

Website: www.sd28.bc.ca/communityfutures

Phone: (250) 747-1212

Fax: (250) 747-1270

CFDC of North Fraser

Contact: K.B. Werner

302386 Fletcher Avenue

Mission, BC

V2V 5T1

E-mail: KWERNER@NorthFraser.org

Website: www.NorthFraser.org

Phone: (604) 826-6252

Fax: (604) 826-0052

CFDC of The North Okanagan

Contact: Susan Neilly

#302 - 3105 33rd Street

Vernon, BC

V1T 2P7

E-mail: info@nocdc.bc.ca

Phone: (250) 545-2215

Fax: (250) 545-6447

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

CFDC of Okanagan-Similkameen

Contact: Bruce Dehart, Manager
Maryellen Heidt, Business Analyst
#102 - 3115 Skaha Lake Road
Penticton, BC
V2A 6G6
E-mail: cfutures@vip.net

Phone: (250) 493-2566

Fax: (250) 493-7966

CFDC of Pacific N.W.

Contact: Maynard Angus
#200 - 515 3rd Ave. West
Prince Rupert, BC
V8J 1L9
E-mail: maynard@cfdc.pnw.com

Phone: (250) 622-2332

Fax: (250) 622-2334

CFDC of Peace River - Laird

Contact: Jessie Lees
9325 100th Street
Fort St. John, BC
V1J 4N4
E-mail: cfprpdk@aisl.bc.ca

Phone: (250) 785-6794

Fax: (250) 785-1659

CFDC of Powell River Region

Contact: Elke Cummings & Pam Krompocker
4717 Marine Ave. 2nd Floor
Powell River, BC
V8A 2L2
E-mail: cfdcprrr@aisl.bc.ca
Website: www.aisl.bc.ca/comfuture

Phone: (604) 485-7901

Fax: (604) 485-4897

CFDC of Revelstoke

Contact: Darryl Willoughby
Box 2398
204 Campbell Avenue
Revelstoke, BC
V0E 2S0
E-mail: dwilloughby@revestoke.net

Phone: (250) 837-5345

Fax: (250) 837-4223

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

CFDC of Shuswap

Contact: Joe Myers

Box 1930

Salmon Arm, BC

V1E 4P9

E-mail: myers@futureshuswap.bc.ca

Phone: (250) 832-2118

Fax: (250) 832-0248

CFDC of South Fraser

Contact: Wilfred Victor

#100 - 32383 South Fraser Way

Abbotsford, BC

V2T 1W7

E-mail: mail@startsmartbiz.com

Phone: (604) 864-5770

Fax: (604) 864-5769

Toll Free: 1-877-STARTBIZ

or 1-877-827-8249

CFDC of the S.E. Region of BC

Contact: Debra Lacey & Jenna Calder

125 Cranbrook St

N. Cranbrook, BC

V1C 3P8

E-mail: cfdc@cintek.com

Website: www.cintek.com/cdfc

Phone: (250) 48-4356

Fax: (250) 489-1886

CFDC of Strathcona

Contact: Marc Crane & Tonia Babin

PO Box 160

Campbell River, BC

V9W 5A7

E-mail 1: marc.crane@crcn.net

E-mail 2: tonia.babin@strathfutures.bc.ca

Website: www.strathfutures.bc.ca

Phone: (250) 830-1141

Fax: (250) 830-1189

CFDC of Sto:Lo

Contact: Mike Bonshor

#29 - 6014 Vedder Road

Chilliwack, BC

V2R 5M4

E-mail: sdcmgr@uniserve.com

Phone: (604) 858-0009

Fax: (604) 858-3829

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

CFDC of Stuart-Nechako

Contact: Trudy Vanderlaar
Box 1078
Vanderhoof, BC
E-mail: cfdcsn@hwy16.com
Website: www.hwy16.com/~cfdcsn

Phone: (250) 567-5219
Fax: (250) 567-5224

CFDC of Sun Country

Contact: Debbie Arnott
Box 1480
Ashcroft, BC
V0K 1A0
E-mail: arnottd@wicpowerlink.com
Website: www.cfcdsuncountry.bc.ca

Phone: (250) 453-9165
Fax: (250) 453-9500

CFDC of Sunshine Coast

Contact: Judy Moore
PO Box 128
Sechelt, BC
V0N 3A0
E-mail: cfdc@sunshine.net

Phone: (604) 885-1959
Fax: (604) 885-2707

CFDC Thompson Country

Contact: Phil A. Lindsay & Jennifer Henry
#301 - 340 Victoria Street
Kamloops, BC
V2C 2G9
E-mail 1: plindsay@cfdctc.bc.ca
E-mail 2: jhenry@cfdctc.bc.ca
Website: www.cfdctc.bc.ca

Phone: (250) 828-8772
Fax: (250) 828-6861

CIBC

Contact: Darrell Mounsey
5th Floor
400 Burrard St.
Vancouver, BC
E-mail: DarrellCIBC@netscape.net

Phone: (604) 665-1254
Fax: (604) 665-1114

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

Community Futures Development Association of BC Phone: (604) 681-7130
Contact: Ron Trepanier Fax: (604) 681-9369
#1607 - 1166 Alberni Street
Vancouver, BC
V6E 2Z3
E-mail: cfdbc@telus.net

Conayt Friendship Society Phone: (250) 378-5107
Contact: Dennis Francis, Executive Director Fax: (250) 378-6676
1999 Garcia Street
Merritt, BC
V1K 1B8
E-mail: conayt@uniserve.com

Consortium of Indigenous Arts Phone: (250) 383-1342
Contact: Lou-Anne Neel & Dianne Blin Fax: (250) 383-1345
#58 - 1445 Craigflower Road
Victoria, BC
E-mail 1: lou-ann@home.com
E-mail 2: cultural_bridges@msn.com

Dept of Fisheries and Oceans: N/A

Dze L'Kant Friendship Centre Phone: (250) 847-5211
Contact: Debra Ison & Fanny Creyke Fax: (250) 847-5144
PO Box 2920
Smithers, BC
V0J 2N0
E-mail: executive@Bulkley.net

EDO - Blueberry River Phone: (250) 630-2307
Contact: Sandra Apassin & Howard Southwell Fax: (250) 785-5474
Box 3009
Buick Creek, BC
V0C 2R0

EDO - Bonaparte Phone: (250) 457-9624
Contact: George Kalazewski Fax: (250) 457-9550
Box 669
Cache Creek, BC
V0K 1H0

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

EDO - Bridge River

Contact: Bradley Jack, Band Manager
& Susan James
Box 190
Lillooet, BC
V0K 1V0
E-mail: vola@islandnet.com

Phone: (250) 256-7423
Fax: (250) 256-7999

EDO - Burrard

Contact: Matthew Thomas
3082 Ghum Rd
North Vancouver, BC
V7H 1B3

Phone: (604) 929-3454
Fax: (604) 924-2339

EDO - Campbell River

Contact: Robert Duncan
1400 Welwalkum Rd
Campbell River, BC
V9W 5W8

Phone: (250) 286-6949
Fax: (250) 287-8838

EDO - Canium Lake

Contact: Karen Seraphin
Box 1030
100 Mile House, BC
V0K 2E0

Phone: (250) 397-2253
Fax: (250) 397-2424

EDO - Chawathil First Nations

Contact: Allan Bunjun & Rose Peters
Box 1659
Hope, BC
E-mail: Chawah@uniserve.com

Phone: (604) 869-9994
Fax: (604) 869-7614

EDO - Coast Mountain Development Council Inc

Contact: Leo Lee
Po Box 30052
North Vancouver, BC
V7H 2Y8
E-mail: leomlee@canada.com
Website: cmdc@uniserve.com

Phone: (604) 644-9280
Fax: (604) 929-2382

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

EDO - Cape Mudge

Contact: James Wilson
Box 220
Cape Mudge, BC
V0P 1N0

Phone: (250) 285-3316

Fax: (250) 285-2400

EDO - Chemainus

Contact: Jerry Harris
RR #1 Silverstrand Rd
Ladysmith, BC
V0R 2E0

Phone: (250) 245-7155

Fax: (250) 245-3012

EDO - Coldwater Band

Contact: Tracey Simon & Lorraine Moss
Box 4600
Merritt, BC
V0K 2B0

Phone: (250) 256-7423

Fax: (250) 256-7999

EDO - Cook's Ferry

Contact: Earl Smith, Band Manager
Box 130
Spences Bridge, BC
V0K 2L0

Phone: (250) 458-2224

Fax: (250) 458-2312

EDO - Cowichan

Contact: Myles McLeod
Box 967
200 Cowichan Way
Duncan, BC
V9L 3Y2

Phone: (250) 746-8350

Fax: (250) 746-9854

EDO - Esketemc

Contact: Irene Sure
Box 4479
Williams Lake, BC
V2K 2V5

Phone: (250) 440-5611

Fax: (250) 440-5885

EDO - Fraser Canyon Tribal Administration

Contact: Doug McIntyre, Administrator
Box 400
Lytton, BC
V0K 1Z0

Phone: (250) 455-2279

Fax: (250) 455-2772

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

EDO - Fraser Thompson Indian Services

Contact: Anne Lewis
Box 430
Lytton, BC
V0K 1Z0

Phone: (250) 455-2711
Fax: (250) 455-2565

EDO - Gitladamix

Contact: Edna Tait-McKay
Box 223
New Aiyansh, BC
V0J 1A0

Phone: (250) 633-2215
Fax: (250) 633-2271

EDO - Gitsegukla

Contact: Vern Milton & Dave Ryan
RR #1, 36 Concorde Ave
S. Hazelton, BC
V0J 2R0
E-mail 1: gitsegukla.water@cermode.net
E-mail 2: gitsegukla.water@cermode.net

Phone: (250) 849-590
Fax: (250) 849-5492

EDO - Gitwinksihlkw

Contact: Alice Trenholm
Box 1
Gitwinksihlkw, BC
V9H 1G5

Phone: (250) 633-2294

EDO - Hartley Bay

Contact: Bruce Reese
General Deliver
Hartley Bay, BC
V0V 1A0

Phone: (250) 841-2500
Fax: (250) 841-2581

EDO - Heiltsuk

Contact: Oscar Koorrea
Box 880
Waglisla, BC
V0T 1Z0

Phone: (250) 957-2381
Fax: (250) 957-2544

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

EDO - Homalco

Contact: Alice Trenholm
1218 Bute Crescent
Campbell River, BC
V9H 1G5

Phone: (250) 923-4979

EDO - Kamloops

Contact: Jimmy Thomas
315 Yellowhead Hwy
Kamloops, BC
V2H 1H1

Phone: (250) 828-9700
Fax: (250) 372-8833

EDO - Katzie

Contact: Tom Blackbird
10946 Katzie Road
Pitt Meadows, BC
V3Y 2G6

Phone: (604) 465-8961
Fax: (604) 465-5949

EDO - Kincolith

Contact: Alvin Nelson
1304 Broad St
Kincolith, BC
V0V 1B0

Phone: (250) 326-4212
Fax: (250) 326-4208

EDO - Kitamaat

Contact: Zeno Zrekcic
Box 1101
Haisla-Kitimaat Village, BC
V0T 2B0

Phone: (250) 632-4638
Fax: (250) 632-4794

EDO - Kitkatla

Contact: Ken Innes
Box 149
Kitkatla, BC
V0V 1V0

Phone: (250) 848-2214
Fax: (250) 848-2338

EDO - Ktunaxa Kinbasket - TC

Contact: Don Ross
SS #3, Site 15, Comp 14
Mission Road
Cranbrook, BC V1C 6H3
E-mail: donross@interlink.bc.ca

Phone: (250) 489-5762
Fax: (250) 489-2091

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

EDO - Kwakiutl District Council - TC

Contact: Verna Shartrand
Box 2490
Port Hardy, BC
V0N 2P0
E-mail: kdc@island.net

Phone: (250) 949-9433
Fax: (250) 949-9677

EDO - Lakalzap

Contact: Wallace Clark
General Delivery
Greenville, BC
V0J 1X0

Phone: (250) 621-3213
Fax: (250) 621-3320

EDO - Li lloet

Contact: Dean Billy
Box 615
Lillooet, BC
V0K 1V0
E-mail: deanbilly@yahoo.com

Phone: (250) 256-4118
Fax: (250) 256-4544

EDO - Little Shuswap Lake

Contact: Randall Martin
Box 1100
Chase, BC
V0E 1M0

Phone: (250) 679-3203
Fax: (250) 679-3220

EDO - Lower Nicola

Contact: Bemie Malach
73 Shulus Highway 8
Merritt, BC
V1K 1N2
E-mail: bemiemalach@direct.ca

Phone: (250) 378-5157
Fax: (250) 378-6188

EDO - Lower Similkameen

Contact: Jim McArthur
Box 100
Keremeos, BC
V0X 1N0

Phone: (250) 499-5528
Fax: (250) 499-5335

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

EDO - Lytton

Contact: Bernadina Aleck
Box 20
Lytton, BC
V0K 1Z0

Phone: (250) 455-2304

Fax: (250) 455-2291

EDO - Metlakatla

Contact: Harold Leighton
Box 459
Prince Rupert, BC
V8J 3R2

Phone: (250) 628-3201

Fax: (250) 628-9259

EDO - Moricetown

Contact: Freda Huson - EDO
RR#1, Site 15, Box 1
Moricetown, BC
V0J 2N0

Phone: (250) 847-4757

Fax: (250) 847-4284

EDO - Musgamagw Tsawataineuk - TC

Contact: Yvon Gesinghaus & Dawn Nicholson
Box 90
Alert Bay, BC
V0N 1A0
E-mail: mttc@island.net

Phone: (250) 974-5516

Fax: (250) 974-5466

EDO - Musqueam

Contact: Wanona Scott
6735 Salish Drive
Vancouver, BC
V6N 4C4

Phone: (604) 263-3261

Fax: (604) 263-4212

EDO - Nadleh Whut'en

Contact: Chief Marin Louie
Box 36
Fort Fraser, BC
V0J 1N0

Phone: (250) 690-7211

Fax: (250) 690-7316

EDO - Nakazdli

Contact: Alfred Antoine, Councilor
Box 1329
Fort St. James, BC
V0J 1P0

Phone: (250) 996-7171

Fax: (250) 996-8010

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

EDO - Nazko

Contact: Jack Sebastian, Band Manager
3574 Hilborn Road
Quesnel, BC
V2J 3P7

Phone: (250) 992-9085

Fax: (250) 992-7982

EDO - North Thompson

Contact: Eddy Celesta
Box 220
Barriere, BC
V0E 1E0

Phone: (250) 672-9995

Fax: (250) 672-5858

EDO - Nuu Cha Nulth TC

Contact: Mark Masso
Box 1383
Port Alberni, BC
V9Y 7M1

Phone: (250) 724-3131

EDO - Okanagan

Contact: Lloyd Wilson
RR #7, Site 8, Comp 20
Vernon, BC
V1T 7C3

Phone: (250) 542-4328

Fax: (250) 542-0541

EDO - Old Masset Village Council

Contact: Catherine Patterson
Box 189
Old Massett, BC
V0T 1M0

Phone: (250) 626-3337

Fax: (250) 626-5118

EDO - Osoyoos

Contact: Chris Scott
RR #3, Site 25, Comp #1
Oliver, BC
V0H 1T0

Phone: (250) 498-4906

EDO - Oweeken/Kitasoo Nuxalk

Contact: Sam Moody & Dan Moody
Box 760
Bella Coola, BC
V0T 1C0
E-mail: capacity@belco.bc.ca

Phone: (250) 799-5400

Fax: (250) 799-5156

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

EDO - Pauquachin

Contact: Bev Martin, Band Manager
8960 W. Saanich Road
Sidney, BC
V8L 5W4

Phone: (250) 656-0191

Fax: (250) 656-6134

EDO - Penelakut

Contact: Joyce Joe
Box 360
Chemainus, BC
V0R 1K0

Phone: (250) 246-2321

Fax: (250) 246-2725

EDO - Penticton

Chief Stewart Phillip
RR #2, Site 80, Comp 19
Penticton, BC
V2A 6J7

Phone: (250) 493-0048

EDO - Quastino

Contact: Helen Wallace, Band Manager
& Chief Bob Charlie
Box 100
Coal Harbour, BC
V0N 1K0

Phone: (250) 949-6245

Fax: (250) 949-6249

EDO - Saulneau

Contact: Stephen Kristoffy
Box 414
Chetwynd, BC
V0C 1J0

Phone: (250) 788-3955

EDO - Shuswap Nation - TC

Contact: Dave Monture & Shane Wardrobe
335 Yellowhead Hwy
Kamloops, BC
V2H 1H1

Phone: (250) 828-9789

Fax: (250) 374-6331

EDO - Siska

Contact: Chris O'Connor
Box 519
Lytton, BC
V0K 1Z0

Phone: (250) 455-2219

Fax: (250) 455-2539

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

EDO - Skitegate

Contact: Paula Lawson
PO Box 1297
Skitegate, BC
V0T 1S1
E-mail: gncorp@haidagwaii.net

Phone: (250) 559-8149
Fax: (250) 559-8693

EDO - Sliammon

Contact: Tony Gill & Allan Okabe, Business Managers
RR #2, Sliammon Road
Powell River, BC
V8A 4Z3

Phone: (604) 922-8661

EDO - Songhees

Contact: Jackie Quocksister, Band Manager
1500 a Admirals Road
Victoria, BC
V9A 2R1

Phone: (250) 386-1043
Fax: (250) 386-4161

EDO - Squamish

Contact: Chief Phillip Joe
Box 86131
North Vancouver, BC
V7L 4J5
E-mail: jseward@squamish.net

Phone: (604) 980-4553
Fax: (604) 980-9601

EDO - Stelat'en

Contact: Chief David Luggi
Box 760
Fraser Lake, BC
V0J 1N0

Phone: (250) 699-8747
Fax: (250) 699-6430

EDO - Sto:Lo Nation

Contact: James Etibi
Bldg #1 - 7201 Vedder Rd
Chilliwack, BC
V2R 4G5

Phone: (604) 858-3366
Fax: (604) 824-5226

EDO - Tahltan

Contact: Pat Etzerza
Box 46
Telegraph Creek, BC
V0J 2W0

Phone: (250) 235-3241

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

EDO - Takla Lake

Contact: Donna Johnny
#345 - 1460 6th Avenue
Prince George, BC

Phone: (250) 564-3704

Fax: same

EDO - Tsartlip

John Jensen, EDO
Box 70
Brentwood Bay, BC
V8M 1R3

Phone: (250) 881-2728

Phone: (250) 652-3988

Fax: (250) 652-3788

EDO - Tl'azt'en Nations

Contact: Loretta Prince
Box 670
Fort St. James, BC
V0J 1P0

Phone: (250) 648-3212

Fax: (250) 648-3250

EDO - Tl'etinqox-t'in (Anahim)

Contact: Chief Leslie Stump
Box 168
Alexis Creek, BC
V0L 1A0

Phone: (250) 394-4212

Fax: (250) 394-4275

EDO - Tlowitsis-Mumtagila

Contact: Tom Smith
Box 10
Alert Bay, BC
V0N 1A0

Phone: (250) 923-6728

Fax: (250) 923-6192

EDO - Ulkatcho

Contact: Brenda Cahoose
Box 3430
Anahim Lake, BC
V0L 1C0

Phone: (250) 732-3260

Fax: (250) 742-3411

EDO - Upper Nicola

Contact: Loren McCall
Box 3700
Merritt, BC
V1K 1B8

Phone: (250) 350-3342

Fax: (250) 350-3311

First Nations Friendship Centre: N/A

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

First Nations Agricultural Lending Association

Contact: Gordon Giles
#200 - 345 Yellowhead Hwy
Kamloops, BC
V2H 1H1
E-mail: fnala@direct.ca

Phone: (250) 828-9751
Fax: (250) 372-1595

First Nations Employment & Enterprise Centre

Contact: Linden Piney
#101A - 440 Cambie St.
Vancouver, BC
V6B 2N5
Website: www.firstnationsemployment.com

Phone: (604) 605-7194
Fax: (604) 605-7195

Foreign Affairs and International Trade

Department of Foreign Affairs and International Trade DFAIT
125 Sussex Drive
Ottawa, Ontario
K1A 0G2
E-mail: rosi.niedermayer@dfait.maeci.gc.ca
Web: www.drait-maeci.gc.ca

Phone: (613) 944-0634
Fax: (613) 996-9265

Forest Renewal BC

Ft. Nelson Aboriginal Friendship Centre

Contact: Terry-Rae LeBreton
Box 1266,
Fort Nelson, BC
V0C 1R0
E-mail: lebreton@pris.bc.ca

Phone: (250) 774-2993
Fax: (250) 774-2998

Fort St John Friendship Society

E-mail: cfrank@solarwinds.com

Human Resources Development Canada

Aboriginal Relations Office
Jessica Patz
E-mail: autochtone-aboriginal@hrdc.gc.ca
Website: www.hrdc.gc.ca

Phone: (819) 997-2559
Fax: (819) 994-3297

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

INAC British Columbia

D. Hooper & Bill Guerin
1550 Alberni St
Vancouver, BC
E-mail: hooperd@inac.gc.ca
Website: www.inac.gc.ca

Phone: (604) 666-7762
Fax: (604) 666-9812

Khowutzun Development Corp.

Contact: Susan Pike & Francine Peter
PO Box 967
200 Cowichan Way,
Duncan, BC
V9L 3Y2
E-mail 1: susan_pike@cowichan.ca
E-mail 2: development@cowichan.ca
Website: Under construction

Phone: (250) 746-8350
Fax: (250) 746-9854

KPMG Aboriginal Services Group

Box 10426
Pacific Centre
777 Dunsmuir St
Vancouver, BC
V7Y 1K3

Phone: (604) 691-3000
Fax: (604) 691-3031

Ktunaxa Kinbasket Development Corp.

Contact: Chris Jenkins
SS #3, Site 15-14
Cranbrook, BC
V1C 6H3
Email: devco@cyberlink.bc.ca

Phone: (250) 417-0065
Fax: (250) 489-5760

Labrador Communications Ltd.

Zdenka Buric & Marcia Smith
#325 - 744 W. Hastings St,
Vancouver, BC
E-mail: zdenka@lab-com.com
Website: www.lab-com.com

Phone: (604) 689-9993
Fax: (604) 689-5434

Lillooet Friendship Centre Society

Contact: Gail Madrigga (E.D.) & Colleen LeDoux
Box 2170
Lillooet, BC

Phone: (250) 256-7928
Fax: (250) 256-0644

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

Ministry of Small Business, Tourism & Culture

Contact: Laurie Turta

PO Box 9805

Stn. Prov. Govt.

Victoria, BC

V8W 9W1

E-mail: laurie.turta@gems9.gov.bc.ca

Website: www.sb.gov.bc.ca

Phone: (250) 387-2065

Fax: (250) 387-3090

Ministry of Aboriginal Affairs

PO Box 9100

Stn. Prov. Govt.

Victoria, BC

V8W 9B1

Website: www.aaf.gov.bc.ca

Phone: (250) 356-1796

Fax: (250) 356-6662

Mission Indian Friendship Centre

Contact: Wilson Sieg & Bill Wilson

E-mail: wsieg@idmail.com

Metis Provincial Council of BC

Contact: Johann Steinmann

13456 - 108th Avenue

Surrey, BC

V3T 2K1

Phone: (604) 581-5863

Fax: (604) 583-5865

National Research Council

Contact: Chris Taggart & Arlene McCarthy

265 W. Esplanade Ave

North Vancouver, BC

E-mail: christine.taggart@nrc.ca

Website: www.bc.ctn.nrc.ca

Phone: (604) 986-8595

Fax: (604) 985-2862

Native Fishing Association

#102 - 1500 Howe St.

Vancouver, BC

V6Z 2N1

Phone: (604) 684-0699

Fax: (604) 684-2966

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

Native Investment and Trade Association (NITA)

Contact: Bythe Rogers & Alan Milbank
#508 - 100 Park Royal
West Vancouver, BC
V7T 1A2
E-mail: nita@telus.net

Phone: (604) 925-6677

Fax: (604) 925-6694

Northeast Native Advancing Society

Contact: Daryl Hargitt
#307 - 9900 100 Ave
Fort St. John, BC
V1J 5S7
E-mail: dhargitt@nenas.org
Website: www.nenas.org

Phone: (250) 785-0887

Fax: (250) 785-0858

Northern Development Commission

Contact: Harold Demetzer & Leslie Lax
#307 - 299 Victoria St
Prince George, BC
V2L 5B8
E-mail 1: Harold.Demetzer@gems8.gov.bc.ca
E-mail 2: Leslie.Lax@gems4.gov.bc.ca

Phone: 1-888-956-6784

Fax: (250) 565-6357

Native Education Centre

Contact: Wenonah Justin
258 E. 5th Avenue
Vancouver, BC
V5T 1H2
E-mail: wjustin@helix.net
Website: www.nec.van.org

Phone: (604) 873-3761

Fax: (604) 873-3761

North Island/Nuu-chah-nulth Tribal

Council Aboriginal Management Society
Contact: Bob Anderson or Jack Cook
E-mail 1: anderson@island.net
E-mail 2: netd@island.net

National Aboriginal Business Association

Contact: Jim Hope-Ross
#400 - 933 17th Ave. S.W.
Calgary, AB
T2T 5R6
E-mail: nationalaboriginal@home.com

Phone: (403) 244-6100

Fax: (403) 244-6067

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

Northeast BC Aboriginal Business Association

Contact: Betty J. Deck
Box 6141
Fort St. John, BC
V1J 4H6

Phone: (250) 261-5779
Fax: (250) 261-5773

Nuu-chah-nulth Economic Development Corporation

Contact: Al Little & Peggy Hartman
PO Box 1384
5000 Mission Road
Port Alberni, BC
V9Y 7M2
E-mail 1: nedc@island.net
E-mail 2: peghar@island.net

Phone: (250) 724-3131
Fax: (250) 724-9967

Okanagan/Ktunaxa Aboriginal Management Society

Florence Mac Arthur
Contact: Karen Abramsen
E-mail 1: fmacarthur@pib.ca
E-mail 2: kareneh@silk.net

Prince George Aboriginal Business Development Association

Prince George Nechako Aboriginal Employment and Training Association/Society

Contact: Karin Hunt
1591 4th Avenue
Prince George, BC
V2L 3K1

Phone: (250) 561-1199

Public Works and Government Services Canada

Contact: Bonnie MacKenzie
18th Floor
800 Burrard St.
Vancouver, BC
V6Z 2V8
E-mail: bonnie.mackenzie@pwgsc.gc.ca
Website: www.pwgsc.gc.ca

Phone: (604) 666-6983
Fax: (604) 666-0398

Port Alberni Friendship Centre

Contact: Cindy Stevens
E-mail: stevens@alberni.net
Website: www.bcaafc.com

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

Skeena Pacific Northwest Employment Training

Contact: Clarence Nyce, CEO

E-mail: cmedeek@osg.net

South Vancouver Island Aboriginal Employment Training Society

Contact: Henrietta Charlie

#103b - 456 Transcanada Hwy

Phone: (250) 748-6210

Fax: (250) 778-6235

Sto:lo Development Corporation

#29 - 6014 Vedder Road

Chilliwack, BC

V2R 5M4

E-mail: sdcmgr@uniserve.com

Phone: (604) 858-0009

Fax: (604) 858-3829

Sto:lo Nation Human Resource Development

Contact: Roy Mussel

E-mail: su_rba@utoulinw.com

Shuswap Nation Tribal Council Society – AHRDA

Contact: Francyne Joe

#304 - 355 Yellowhead Hwy

Kamloops, BC

E-mail: sntcstep@Shuswapnation.org

Website: www.shuswapnation.org

Phone: (205) 314-1511

Fax: (250) 374-6331

Tansi Friendship Centre Society

Contact: Bea Gladue & Brenda Tupper

P.O. Box 418

5301 South Access Road

Chetwynd, B.C.

V0C 1J0

E-mail: Tansifca@pris.bc.ca

Phone: (250) 788-2996

Fax: (250) 788-2353

Survey 1 - Provider Inventory

13. Please provide us with the appropriate contact information to request information from your organization (Continued)

Tale'awtxw Aboriginal Capital Corporation

Contact: Wayne Gray & Leslie Schroeder

#20 & 30 - 6014 Vedder Rd

Chilliwack, BC

V0R 5M4

E-mail 1: gray@uniserve.com

E-mail 2: lschroeder@uniserve.com

Website: www.nacca.net

Phone: (604) 824-2088

Fax: (604) 824-2022

TC Gitksan Wet'sewut'en (EDC & EDO)

Contact: Anne Howard & Arlene H. Morrison

Box 335

Hazelton, BC

E-mail 1: ahoward_gwedc@kermode.net

E-mail 2: amorrison_gwedc@kermode.net

Phone: (250) 842-2248

Fax: (250) 842-2219

TRI Corp

Contact: Clifford Anderson

217 3rd Avenue W.

Prince Rupert, BC

V8J 1L2

E-mail: tricorp@rapidnet.net

Phone: (250) 624-3535

Fax: (250) 324-3883

Vancouver Aboriginal Friendship Society

Contact: Robert Harry

1607 E. Hastings St.

Vancouver, BC

V5L 1S7

Phone: (604) 251-4844

Fax: (604) 251-1986

Victoria Native Friendship Centre

Contact: Bruce Parisian & Brian Zdancewicz

220 Bay Street

Victoria, BC

V9A 3K5

Phone: (250) 384-3211

Fax: (250) 384-3261

Western Economic Diversification British Columbia

Contact: Tammy Schulz

#700 - 601 W. Hastings St.

Price Waterhouse Building

Vancouver, BC

V6B 5G9

Website: www.wd.gc.ca

Phone: (604) 666-6256

Toll Free: 1-888-338-9378

Fax: (604) 666-2353

Survey 1 - Provider Inventory

- 13. Please provide us with the appropriate contact information to request information from your organization (Continued)**

Women's Enterprise Society of BC

Sharon Huges-Geekie & Diana Groffin

#103 - 1635 Abbot St

Kelowna, BC

V1Y 1A9

E-mail 1: sharon@wes.bc.ca

E-mail 2: Diana@wes.bc.ca

Website: www.wes.bc.ca

Appendix 5 - Entrepreneur Survey Instrument

Assessing the Business Information Needs of Aboriginal Entrepreneurs in British Columbia

Survey of Aboriginal Entrepreneurs

The Community Economic Development Centre of Simon Fraser University is conducting this survey with one main purpose – to offer empirically-based recommendations to Western Economic Diversification and the BC Ministry of Small Business, Tourism and Culture aimed at improving the relevance and delivery of business information and the client experience.

In accordance with accepted social research ethical practices and to protect your interests, Simon Fraser University requires us to inform you of the conditions pertaining to your participation in the following survey.

1. We are asking you to fill in a survey about your experience as an Aboriginal entrepreneur using business services and information.
2. Participation in the survey is voluntary. You are free to stop participating at any time.
3. All the information that you provide in the survey will be treated as strictly confidential. Your name will never appear together with the survey materials or responses.
4. By beginning the survey, you are indicating you understand and accept the above framework.
5. If you have any questions about the survey, please feel free to contact Dr. Mark Roseland, Director of the Community Economic Development Centre at (604) 291-4161, roseland@sfu.ca or Kelly Vodden, Project Coordinator, at (604) 291-3117, kmvodden@sfu.ca. If you have any complaints about the survey, you may contact Dr. John Pierce, Dean of Arts (604) 291-4415, or john_pierce@sfu.ca. The report on this project, when it has been published, will be available through the offices of the project sponsors, Western Economic Diversification and the BC Ministry of Small Business, Tourism and Culture, as well as through the Community Economic Development Centre Webpage www.sfu.ca/cedc.
6. Thank you for your contribution to this important research.

**PLEASE DO NOT WRITE YOUR NAME
ANYWHERE ON THE SURVEY**

Appendix 6 - Entrepreneur Survey Results

Survey 2: Survey of Aboriginal Entrepreneurs

PART A – Please tell us something about your business

A 1. Which of the following best describes your business? (# of responses 101)

# of Respondents	Answer
5	Band or Tribal Council owned business
3	Economic Development Corp
11	Family owned and operated
10	Partnership
69	owned/operated
1	Other: Aboriginal Women's Council
1	Other: Combined
1	Other: Incorporate

A 2. How long has your organization been in operation? (# of responses 101)

# of Respondents	Answer
31	More than five years
33	One to five years
14	One year or less
23	Pre-operation/planning stage

A 3. How would you describe your main business sector? (# of responses 100)

# of Respondents	Answer
4	Agriculture
16	Arts and Crafts
3	Automotive repair /service station
11	Construction/building trades
12	Consulting Services
4	Fishing
13	Forestry
1	Gaming
5	Manufacturing
15	Professional Services
8	Retail
18	Tourism and hospitality
6	Transportation (e.g. trucking)

Survey 2: Survey of Aboriginal Entrepreneurs

A 3. How would you describe your main business sector? (Continued)

# of Respondents	Answer
1	Other: Archival Research
1	Other: Auto wrecking
1	Other: Ethnobotanist
1	Other: Film and video
1	Other: Health and fitness
1	Other: Janitorial
1	Other: Multimedia Developer
1	Other: not specified
1	Other: Pressure washing
1	Other: Research
1	Other: Residential Recycling Service
1	Other: Resource Management
1	Other: Road construction/ Maintenance
1	Other: Value-Added Wood
1	Other: Web pages
1	Other: Wholesale

A 4. What would you say was the primary reason for going into business? (# of responses 101)

# of Respondents	Answer
73	To be financially independent
26	To create employment
24	To meet the needs of the community
1	Other: Chief's orders
1	Other: Experience
1	Other: Fishing downfall
1	Other: From forestry FRBC displaced
1	Other: Meet First Nations needs
1	Other: Not specified
1	Other: Off fishing industry
1	Other: Realize a goal
1	Other: Self Fulfillment
1	Other: To do what I love
1	Other: To explore other types of business/entrepreneurial opportunities
1	Other: Learn about my culture

Survey 2: Survey of Aboriginal Entrepreneurs

PART B – Information needs

B 1a. As you were preparing to start your business, what kinds of information did you need? (# of responses 101)

# of Respondents	Answer
45	Banking
27	Business location
78	Business planning
59	Financial management (e.g. Accounting)
81	Financing
42	General business management
23	Human resources
42	Legal/legislation
11	Manufacturing / production process
55	Markets/marketing info
34	Mentors
15	Partnering and joint ventures
51	Taxation & First Nations Taxation

B 1b. Contacts such as: (# of responses 90)

# of Respondents	Answer
7	Export
55	Government programs
53	Suppliers/distributors
1	Other: business relating to job
11	Other: Not specified
1	Other: TACC
1	Other: training

B 1c. Information specific to: (# of responses 87)

# of Respondents	Answer
31	Business Structure
60	First Nations entrepreneurs
72	Sources
42	Home base business
8	Legislation
25	Women entrepreneurs
1	Other: Community Development & Organizational Development
1	Other: Consulting
1	Other: Marine
1	Other: Processing & Marketing

Survey 2: Survey of Aboriginal Entrepreneurs

B 2. What kind of information was easiest to obtain? (# of responses 79)

# of Respondents	Answer
2	All
18	Banking
6	Business location
38	Business planning
5	Business Structure
6	Financial Management (e.g. Accounting)
21	Financing
6	First Nations Entrepreneurs
12	Funding Sources
12	General Business Management
7	Government Programs
5	Home Based Businesses
5	Human Resources
8	Legal/legislation
2	Manufacturing/Production Process
7	Markets/Marketing info
8	Mentors
5	Partnering and joint ventures
10	Suppliers / Distributors
7	Taxation & First Nations Taxation
1	Other: All of it was relatively easy to obtain
1	Other: Attended 1 month program by CFDCIFN, most info was supplied
1	Other: Community Treasurers
1	Other: first nations entrepreneur programs
1	Other: None - had to look very hard to find info on everything
1	Other: None were easy to obtain
1	Other: None, looked everywhere all I could find was T.A.C.
1	Other: TACC

B 2b. And why was it easy to obtain? (# of responses 81)

# of Respondents	Answer
17	Access to computers
24	Advice from information provider
35	It was free
46	Knowledge of where to get it
32	Location
1	Other: Connections
3	Other: Not specified
1	Other: They want your business

Survey 2: Survey of Aboriginal Entrepreneurs

B 3. What kind of information was most difficult to obtain? (# of responses 56)

# of Respondents	Answer
1	All
4	Banking
7	Business location
5	Business planning
3	Business Structure
3	Export
8	Financial Management (e.g. Accounting)
19	Financing
6	First Nations Entrepreneurs
10	Funding Sources
4	General business management
4	Government Programs
5	Human Resources
12	Legal/legislation
10	Mfg/Production process
13	Markets/marketing info
6	Mentors
2	Suppliers/distributors
18	Taxation & First Nations Taxation
4	Women Entrepreneurs
1	Other: Local support
1	Other: Marine

B 3b. And why was it difficult to obtain? (# of responses 75)

# of Respondents	Answer
13	It was too expensive
7	Lack of access to computers
25	Lack of advice from information provider
46	Lack of knowledge of where to get it
14	Location
1	Other: Business is on reserve, banks reluctant to lend money & bonding is
1	Other: Competitiveness in the industry from government organizations
1	Other: Information was not available in 1981 when starting business
1	Other: Lack of relevant information material for on reserve sole
1	Other: Lack of time
1	Other: Manual research required at the time
1	Other: Needed to clarify and streamline operations
1	Other: Not many choices
1	Other: Not too many consulting businesses, info hard to find

Survey 2: Survey of Aboriginal Entrepreneurs

PART C – Sources of Business Information

**C 1. When you were starting your business, where did you obtain business information?
(# of responses 98)**

# of Respondents	Answer
13	Aboriginal Capital Corporation
28	Aboriginal Community Futures Development Corporation
1	Aboriginal Women's Council
14	Accountant / Insurance Agency / Lawyer
11	Band Administration office
47	Business people in my community
9	Chamber of Commerce or Board of Trade
6	Community Economics Development Corporation
32	Community Futures Development Corporation
10	Economic Development officer
55	Family and friends
14	Federal Business and Development Bank, Bank or Credit Union
9	Friendship Centre
1	Metis Provincial Council
1	Other: Aboriginal Peoples Business Development Program
1	Other: AHRDA - Northern Island Aboriginal Management Society
1	Other: Business Service Centre
1	Other: Conferences, FNE & EC
1	Other: Consultant
1	Other: Experience in Non-Aboriginal consulting, will not do consulting with Aboriginals
1	Other: From my other partners
1	Other: Government Ministry - BC/Fed
1	Other: Hecate Strait Employment Development Society
1	Other: Hired people who had business experience and success
2	Other: Internet
2	Other: Library
1	Other: Licenses, MOF
1	Other: Ministry of Small Business
1	Other: Other Designers, Suppliers, and Competitors
4	Other: Prince George Aboriginal Business Development Association
1	Other: Private contractors
1	Other: School
1	Other: Self-employment programs for entrepreneurs
1	Other: Special ARDA program in 1980's - CESO (five days mentoring with 2 retired professionals)
1	Other: Through a college instructor who teaches a course on starting your own business

Survey 2: Survey of Aboriginal Entrepreneurs

**C 1. When you were starting your business, where did you obtain business information?
(Continued)**

1	Other: UCC Business Program
1	Other: Visions
1	Other: Worked in field before and generally knew what the requirements for business
24	public agencies
12	Trade or professional organizations (please specify):
	AFBC, Colleges
	Cineworks, Independent Film
	Community Fisheries
	FNE & EC
	Indian Taxation
	International Health & Racquets Sports Assoc., BCRPA, Canfit Pro
	Internet / school
	NAFA
	NITA
	Not specified
	Welders
	Western Designer's Association

C 2. If you were going to refer someone which would be the first place you would suggest? (# or responses 85)

# of Respondents	Answer
6	Aboriginal Capital Corporation
13	Aboriginal Community Futures Development Corporation
1	Aboriginal Women's Council
4	Accountant / Insurance Agency/ Lawyer
4	Band Administration Office
10	Business people in my community
20	Community Futures Development Corporation
1	Economic Development Office
5	Family and friends
4	Federal Business Development Bank, Bank or Credit Union
1	Friendship Centre
2	Other: Aboriginal Business Development Centre
1	Other: Business Service Centre
1	Other: Consultant
2	Other: FNE & EC
1	Other: Hecate Strait Employment Development Society
1	Other: Library

Survey 2: Survey of Aboriginal Entrepreneurs

C 2. If you were going to refer someone which would be the first place you would suggest? (Continued)

- | | |
|---|---|
| 1 | Other: None |
| 2 | Other: Prince George Aboriginal Business Development Assoc. |
| 1 | Other: Self-employment programs for entrepreneurs |
| 1 | Other: Visions - First Nations Planning Group |
| 1 | Other Public Agencies |
| 3 | Trade or professional organization (please specify): |
| | - Internet / school |
| | - NITA |
| | - Not specified |

C 3. Which were the most useful sources of information listed in question C1? (# of responses 89)

# of Respondents	Answer
12	Aboriginal Capital Corporation
20	Aboriginal Community Futures Development Corporation
1	Aboriginal Women's Council
8	Accountant / Insurance Agency / Lawyer
5	Band Administration Office
32	Business people in my community
5	Chamber of Commerce or Board of Trade
3	Community Economic Development Corporation
29	Community Futures Development Corporation
7	Economic Development officer
32	Family and friends
8	Federal Business and Development Bank, Bank or Credit Union
2	Friendship Centre
1	Other: AHRDA
1	Other: Business Service Centre
1	Other: Colleagues, people in same business
1	Other: College teacher who teaches a course on starting your own business
1	Other: Conferences, FNE, EC
1	Other: Consultant
1	Other: Experience in Non-Aboriginal consulting, will not do consulting with Aboriginals
1	Other: Government Ministry BC Fed
1	Other: Hecate Strait Employment Development Society
1	Other: Knowledge of field, working experience
1	Other: Library / Internet
1	Other: Licensees, MOF

Survey 2: Survey of Aboriginal Entrepreneurs

C 3. Which were the most useful sources of information listed in question C1? (Continued)

1	Other: Other designers, suppliers, competitors
4	Other: Prince George Aboriginal Business Development Association
1	Other: school
1	Other: Self-employment programs for entrepreneurs
1	Other: UCC Business Program
1	Other: Visions
12	Other public agencies
3	Trade or professional Organizations: Not specified
10	Trade or professional Organizations (please specify):
	- AFBC, College
	- Cineworks, Independent Film
	- FNE & EC
	- Indian Taxation
	- International Health & Racquet Sports Assoc, BCRPA, Canfit Pro
	- Internet / School
	- NAFA
	- NITA
	- Welders
	- Western Designer's Association

C 3b Why did you find these sources of information most useful? (# of responses 94)

# of Respondents	Answer
40	Easily accessible in person, in or near my community
11	Easily accessible over the Internet
27	Easily accessible printed material
56	Inexpensive or free
41	People who are actually in business provided information
57	Provided by approachable individuals
71	Provided by people who are knowledgeable about the business
48	Provided in a friendly and or welcoming environment
49	Provided specifically for Aboriginal entrepreneurs
39	Quality of information was high

Survey 2: Survey of Aboriginal Entrepreneurs

**C 4. I didn't use the sources of information listed in question C1 above because:
(# of responses 65)**

# of Respondents	Answer
7	Difficult to access a computer
36	I wasn't aware they existed
18	I would prefer to deal with services delivered in my community
3	I would prefer to deal with services delivered outside my community
20	Provider doesn't understand First Nations business environment
7	Too expensive
1	Other: Business located outside community & info is hard to obtain
1	Other: Community
1	Other: Haven't been able to get help from the Band
1	Other: I already had most of the information
1	Other: Inaccessible
1	Other: Information was self obtained
1	Other: Not applicable to my business
3	Other: Not specified
1	Other: Safety Services field is unique and info isn't readily available
1	Other: Some of the info did not apply to my business

C 5. I prefer to receive business information: (# of responses 98)

# of Respondents	Answer
30	By fax
26	By phone
31	Conferences
7	Extension Workers
83	In person (one on one)
59	In print (brochures, reports, etc.)
16	Multi-Media (Videos, CD-Rom, etc.)
66	Seminars, Workshops or Other Training Sessions
35	Through the Internet

Survey 2: Survey of Aboriginal Entrepreneurs

C 6. Does your business use the Internet? (# of responses 100)

# of Respondents	Answer
59	Yes
41	No

If yes, for what purpose?

55	Email
13	To locate suppliers
14	To locate suppliers, distributors, etc.
31	To market your product
1	Other: Banking
2	Other: Research
1	Other: To locate information
1	Other: To search out new avenues (i.e.: bird watching)
1	Other: To write web pages
1	Other: Website

C 7. If you don't use the Internet very much, is this because: (# of responses 61)

# of Respondents	Answer
17	I/we find using the Internet very time consuming
31	I/we need more training to use the Internet effectively
26	My/our business does not have the necessary equipment
13	The connections in my community are poor
1	The quality of information on the net is not very good
1	Other: Needing correct net addresses
1	Other: networked
4	Other: not specified
1	Other: Population using Internet for local business information is low

Survey 2: Survey of Aboriginal Entrepreneurs

PART D – Suggestions for Better Meeting Your Information Needs

**D 1. As you are operating your business, what kinds of information do you need?
(# of responses 94)**

# of Respondents	Answer
39	Banking
17	Business location
48	Business planning
47	Financial Management (e.g. Accounting)
64	Financing
40	General business management
21	Human resources
39	Legal/legislation
11	Manufacturing/Production process
52	Market/marketing information
25	Mentors
18	Partnering and joint ventures
52	Taxation & First Nations Taxation

**D 2. Meeting challenges in operating your business, how important is access to the agencies?
(# of responses 91)**

# of Respondents	Answer
33	Important
5	Not important at all
4	Not very important
50	Very important

**D 3. What do the organizations that provide information services to Aboriginal entrepreneurs do well?
(# of responses 89)**

# of Respondents	Answer
42	Make you aware of government programs
49	Point you to others who can help you
39	Provide some review and suggestion throughout the business planning/operation process
49	Provide support and encouragement
1	Other: create bureaucracy
1	Other: Have not dealt with information service providers

Survey 2: Survey of Aboriginal Entrepreneurs

D 3. What do the organizations that provide information services to Aboriginal entrepreneurs do well? (Continued)

2	Other: Haven't found any yet
1	Other: Haven't received info
1	Other: Haven't seen benefit yet
1	Other: Make you feel comfortable
2	Other: Nothing, need improvement
1	Other: They can improve on all of these, I don't hear from any of these
1	Other: What services? ABC?

D 4. Where can they improve? (# of responses 78)

# of Respondents	Answer
21	Less paperwork
22	More approachable/welcoming atmosphere
28	More aware of First Nations protocols
33	More entrepreneurial
1	Other: Assist in actual business plan writing fee of charge
1	Other: Be more informed
1	Other: Be more open minded about ALL businesses
1	Other: Be more visible
1	Other: Be more visual - I am unaware of any programs
1	Other: By having other programs like this one
1	Other: Easier access
1	Other: East link access
1	Other: In the community
1	Other: Knowledge of First Nations taxation issues
1	Other: Less expensive, legal fees are very high
1	Other: More conferences
1	Other: More field workers needed
1	Other: More financial information
1	Other: More information about options
1	Other: More information across the board
1	Other: More resource centres & more funding
1	Other: Not specified
1	Other: Research on more financial/ Government programs..more accessible
1	Other: Speeding up process of funding
1	Other: They are ok they way they are

Survey 2: Survey of Aboriginal Entrepreneurs

D 5. If there were opportunities, how important do you feel that networking with other businesses both within and outside the First Nations community, is to your information needs? (# of responses 94)

# of Respondents	Answer
23	Important
4	Not important at all
9	Not very important
58	Very important

D 6a. Are you a member of any Aboriginal business networking group? (if yes, please specify) (# of responses 96)

# of Respondents	Answer
77	No
2	Yes: Aboriginal Business Club
2	Yes: Aboriginal Tourism BC
1	Yes: BC Gas, BC Hydro, BC Ministry of forests
1	Yes: Collaborative Visions Committee
1	Yes: DIAND - Aboriginal Business Directory
1	Yes: First Nations Employment Society
1	Yes: Native Brotherhood
1	Yes: Native Youth Fine Arts Movement
1	Yes: NITA
2	Yes: Northeast BC Aboriginal Association
4	Yes: Not specified
1	Yes: Prince George Aboriginal Business Development
1	Yes: Sto:lo Office Supplies, Sto:lo Development Corp.

D 6b. Local Boards or Charities, trade Associations or Chamber of Commerce? (if yes, please specify) (# of responses 44)

Boards or Charities:

# of Respondents	Answer
1	Yes: BC Children's Interior Hospital
1	Yes: CFDC & CIFN
1	Yes: Interior Indian Friendship Society
1	Yes: International Trade
1	Yes: Lytton Education Fundraising Committee
1	Yes: NIF Centre
4	Yes: But not specified
1	Yes: Some catering on a charity basis

Survey 2: Survey of Aboriginal Entrepreneurs

**D 6b. Local Boards or Charities, trade Associations or Chamber of Commerce?
(if yes, please specify) (Continued)**

Chamber of Commerce:

# of Respondents	Answer
9	Yes: But not specified

Trade Associations:

# of Respondents	Answer
1	Yes: Central Interior Lessing Association
1	Yes: Industry Canada Listing
1	Yes: Microsoft
2	Yes: But not specified
1	Yes: VINVA, ATBC

Other:

# of Respondents	Answer
1	Yes: VINVA, TVI - Tourism Associations

D 7. In order of importance (1 being most important) what limits your ability to grow and/or succeed as an entrepreneur? (# of responses 86)

For Priority 1:

# of Respondents	Answer
22	Communications
11	Distance from markets
9	Labour force availability
21	Lack of enthusiasm for private entrepreneurship in community
1	Other: Age
1	Other: Banking, line of credit
1	Other: Cash Flow
1	Other: Debts
1	Other: Diversification
3	Other: Financing
1	Other: I have a full time day job as well
1	Other: Identifying a niche market with little or no competition

Survey 2: Survey of Aboriginal Entrepreneurs

D 7. In order of importance (1 being most important) what limits your ability to grow and/or succeed as an entrepreneur?

For Priority 1: (continued)

2	Other: Lack of funding & costs of ICBC, WCB and Taxes
1	Other: Not specified
1	Other: Old equipment
1	Other: politics
1	Other: Racism & Discrimination
1	Other: Re-education of public
1	Other: Systematic barriers that limit opportunities to bid as a small company

For Priority 2:

# of Respondents	Answer
18	Communications
14	Distance from markets
9	Labour force availability
12	Lack of enthusiasm for private entrepreneurship in community
1	Other: BC's Economic climate
1	Other: Difficult to access assistance
1	Other: Doing business on reserve
1	Other: Not specified
1	Other: Small size of market

For Priority 3:

# of Respondents	Answer
10	Communications
12	Distance from markets
9	Labour force availability
8	Lack of enthusiasm for private entrepreneurship in community
1	Other: Financing for development/expansion & funding for advanced training
1	Other: Government taxation of small business
1	Other: Transportation

Survey 2: Survey of Aboriginal Entrepreneurs

D 7. In order of importance (1 being most important) what limits your ability to grow and/or succeed as an entrepreneur? (Continued)

For Priority 4:

# of Respondents	Answer
4	Communications
6	Distance from markets
12	Labour force availability
12	Lack of enthusiasm for private entrepreneurship in community

For Priority 5:

# of Respondents	Answer
4	Distance from markets
4	Labour force availability

PART E - Profile

E 1. Does your business operate year round? (# of responses 95)

# of Respondents	Answer
20	No
75	Yes

E 2. Is your business located: (# of responses 93)

# of Respondents	Answer
44	Off-reserve
49	On reserve

Survey 2: Survey of Aboriginal Entrepreneurs

E 3. Are your customers from: (# of responses 93)

# of Respondents	Answer
48	Both on and off-reserve
38	Mainly off-reserve
7	Mainly on reserve

E 4. Do you have customers: (# of responses 76)

# of Respondents	Answer	# of Respondents	Answer
19	All of the above		
36	In the near vicinity of your business		
6	In the US		
26	Inside BC		
16	Outside of BC		
5	Overseas		

E 5. How many employees did you have in 1999? (# of responses 85)

# of Respondents	Answer	# of Respondents	Answer
49	1-5 employees		
8	6-20 employees		
2	More than 20 employees		
22	Owner operator only		
1	Season - high/low: 2		
1	Season - high/low: 43		
1	Season - high/low: High 80 / Low 10		
3	Season - high/low: Not specified		

E 6a. Have you noticed any trends in the way your business is changing in terms of: (of responses 50)

# of Respondents	Answer
31	Markets
26	New information needs
9	None of the above
17	Product mix
19	Service mix

Survey 2: Survey of Aboriginal Entrepreneurs

E 6b. What is the nature of these trends/changes? (# of responses 27)

AB 01:

Need information on who to contact in my community to help me with business building

JC 03:

Adding products, using a distributor

JC 04:

Tends to be with the money that people have to spend on service/consulting

JC 05:

Less work from traditional sources

JC 06:

We have been aware of what is happening in the oil and gas industries (i.e.: which company is buying what, who the successful bidders were in land sale) so that we can plan etc.

JC 07:

Blend of economic realities in First Nations communities coupled with political realities.

K 01:

As word gets out business improves

K 02:

Need to keep up with customer needs

K 04:

Diversifying and expanding

K 06:

Very trendy, retail is especially changing from season to season, year to

K 08:

Computer

K 10:

Awareness and respect for Aboriginals

K 11:

Expanding, spreading my wings

K 14:

They are always changing

PG 05:

Competition makes for better service

T 01:

Higher quality, faster service, better more aggressive marketing

T 02:

Seasonal employment for customer base business is better when people on reserve are working.

Survey 2: Survey of Aboriginal Entrepreneurs

E 6b. What is the nature of these trends/changes? (Continued)

T 03:

Wages / Contracts

T 04:

Ever growing market for tourism

T 05:

Forest Market Fluctuations

T 06:

Economy not as good as when we first started, need fresh ideas

T 07:

Seasonal

V 01:

Services are changing for the better. New information is becoming available. I want to help in any way I can by enhancing both of these.

V 03:

Food habits, environmental issues

V 04:

Growth, International awareness, multi-media enhancing

V 06:

Demographics, global changes

V 10:

More European market, diversify into extended expeditions, wood lot

E 7. Is there other information you would like to share? (# of responses 49)

03AF:

She is now a senior, who started her business in 1981 as a one person operation. Her daughter assists if and when she can. Business has been small but steady and she sees no reason to expand in view of all the circumstances, including her age.

12 AF:

ABC needs to have follow-up programs available for the 1st few years of business with approachable people. Maybe even mentors that have succeeded in business could hold seminars for the new entrepreneurs.

14 AF:

One sponsor at the Merrit music festival

Survey 2: Survey of Aboriginal Entrepreneurs

E 7. Is there other information you would like to share? (Continued)

15AF:

Have not been able to locate an area of location to discover business support for new & growth requirements of small native businesses (for example, where to get a listing of agencies that provide loan/grant information to support business development, expansion education, marketing, etc). Low interest or longer term. High interest/short term loans are difficulty factors in initial years of operation.

24AF:

A person can obtain a business loan without a business plan as long as they have a diploma or belong to a recognized trade or profession and a savings account at a bank. My hairdresser secured a loan to rent a shop and equipment with having to write a business plan. I secured a business loan by securing my own funds as principal. Did not have to write a business plan. Access you skills do something you like to do and know you are good at doing. There was no Internet when I started. Advertising only got me more news media to advertize from which I did not do. No bands phoned me for hire.

26 AF:

I am unaware of any programs that are out there to help me and my business grow. I would like to know more about any programs that would help me. Accounting, promotions and networking, etc.

29AF:

At the start up of my business when I was looking for financial loans & funding I approached Aboriginal Business Canada. I was shocked by the lack of support and information. When I finally met with the Federal representative he informed me that there was no money available and that I required a business plan to go with my application. At this time I handed over my business plan. I was then informed that my application would be looked at and that I would be contacted. Two weeks after no response I called, and was told that my business plan had not been read, and that no funds were available for individual businesses.

The response I received from Tale'Awtxw Aboriginal Capital Corporation was VERY supportive. I was informed within days that I had a very good solid business plan and that funds were available. In one week I was able to purchase the new equipment to start my business. This month was my last loan payment. My business would not have survived with out the support from the Aboriginal Capital Corporation. With the trend toward self employment and home based businesses, there should be more support on behalf of the Federal Government for Aboriginal Small Business.

35 AF:

I find that unless you live on a reserve, the bands and other Aboriginal agencies are not very helpful. My band is in Alberta (Driftpile Band), and they have never been a source of help to myself. Until U.N.N. point us towards P.G. Aboriginal Business Development, we found that being native was a hindrance. Knowing how to communicate with the right people and places is what is most important in any funding of this kind. Once we were told of P.G. Aboriginal Business Development and talked to Vince Prince at the office, he helped us through the whole process. They've been a great deal of help ever since, with any type of questions and problems that arise.

Survey 2: Survey of Aboriginal Entrepreneurs

E 7. Is there other information you would like to share? (Continued)

36 AF:

Without my fulltime (day) job I would not be able to succeed in my business venture. I need more equipment, but I am maxed out financially. I hear of people getting grants for business expansion, start-ups, etc. But I can't..

37 AF:

There are so many young people out there who have no resources and don't know where to look to get started. Info in the mail is a good place to start. The only complaint I have concerns how slow the whole financing process form CFDC was. It was worth it for me, but there was unnecessary waiting time. The whole business process was very hard. I am finding that there are so many youths lacking the ambition and drive to be self sufficient.

45 AF:

My business is on hold for now because I work full time as the housing manager for our band. I also do housing inspections on reserve - both new housing and renovations. I am starting to bid on small jobs again, but nothing to big because I just don't have the time.

50AF:

In my market survey, I found no other services of this kind provided to remote areas of BC. The response to my market survey was overwhelmingly in favour of such a service.

51 AF:

As indicated in C-3, in the first aid & safety services field for industry, it is a specialized field, and a person wanting to start in the business will have to work in the field for at least 5 years to learn about the business. CFDC/CFIN were very supportive with financial assistance for operating capital etc.

53AF:

I have gotten tremendous support from Community Futures and Prince George Aboriginal Business Development Assoc. In trying to acquire a grant through ABC I have been very frustrated. ABC is a very slow moving organization. My business plan has been with them for over 7 months and they still have not processed it. They have lost information that has had to be re-sent, and Eric Murray does not return my phone calls. For 4 months any time he is contacted he reports is will be processed in 2-3 weeks. I feel this service should be provided through the local office where they actually care about the clients.

64 AF:

Speeding up lending process and procedures such lease agreements etc.

Survey 2: Survey of Aboriginal Entrepreneurs

E 7. Is there other information you would like to share? (Continued)

71 AF:

In regards to question D7, Generally there are no limits to my ability to grow or succeed, with in the first nations community there may be some reluctance to use my services, or there are insufficient community resources to use my services. I have not, however, aggressively marketed my services to the First Nations community as I am extremely busy and relatively successful without having to do so.

73 AF:

I would like to receive more info on: Partnerships, Insurance, Training employees & payroll

75 AF:

I would like to share later on as my business succeeds

02 DT:

We offer resource management, silviculture, planting, spacing, fire protection, pruning, forest health, fisheries, habitat assessment, lake assessment, watershed etc.

03 DT:

Our business is very successful, and it always has been moderately successful in business terms. It has provided approx 15 million in wages to our community in 30 years which was our reasons for starting our vineyard. However, because of our experience and knowledge of our industry we are known throughout the world as a successful operation that consistently produces a premium quality product year after year.

05DT:

I would like to see more unity between bands and tribal councils in BC. Presently there is turmoil between natives because individuals are looking after their concerns on needs not that which is best for all. A united native BC could solve many social and economic barriers found today.

14 DT:

Just moved here and restarted business, the area is very easy to work in

15 DT:

I don't understand the purpose of these questions. I feel that sections of B, C & D are basically common sense, some of this information IS hard to find, YES you have to go out there and talk to EVERYONE and EVERY organization you can find. Government programs need to be advertised more and more people need to be made aware of them. I didn't enjoy filling out this survey it was too long and wordy, it took much time away from my work and I am not sure what good it will be used for.

18 DT:

I want to get the training done first then the major business plan comes in

Survey 2: Survey of Aboriginal Entrepreneurs

E 7. Is there other information you would like to share? (Continued)

23 DT:

Our B&B is executive style, catering to the needs of the professional or business traveler. There is very little tourism to MacKenzie, therefore we target the businessman

29 DT:

Every year it has gotten harder and harder to make a living in my business as the bands & village get their own equipment so they don't hire dump trucks, loaders, graders like they used to. Highways went private so they don't hire out unless they need an extra machine.

AB 02:

Need a business entrepreneurial office in Alert Bay. Need field workers to assess First Nation development. Need tourism Co-ordinator. There is no structure in local organizations to assist entrepreneurs. Was difficult to find information, but the quality of information was high when finally found.

AB 03:

Need info on how to find market changes to be able to advertise in more successful areas.

B 01:

Who can help me with my business in my community?

JC 05:

All work in Oil & Gas as well as some forestry is given to Reserve members and is not shared

JC 06:

It seems that the First Nations business community is using intimidation to get contracts that would normally go to companies like ours. When I say First Nations I mean status on reserve people. We are of the Aboriginal decent and we compete in an open market system that is being held hostage by threats of discrimination. We have no representation at government and no input into the permissions process. We are, as we have always been on able to get and keep contracts through quality of service.

JC 07:

Opinion: Many existing government programs and services are still founded on the wrong assumption about the potential for business growth by First Nations Entrepreneurs. Governments cannot ignore the fact that institutions such as Aboriginal schools have had a serious effect on business basics such as financial management & planning. The Indian sect remains a major barrier while government policies continue to severely limit what should be basic rights and freedoms afforded all Canadians. Stop "studying" the "problem" and spend money on direct solutions.

K 01:

We need Aboriginal people using only Aboriginal businesses where possible

Survey 2: Survey of Aboriginal Entrepreneurs

E 7. Is there other information you would like to share? (Continued)

K 03:

I firmly believe we need more financial support for the First Nations CFDC's in terms of training programs for First Nations people. Other CFDC's have the self-employment program. First Nations needs more money for programming.

K 05:

Funding options should be available and decided at the local level through a well scrutinized and effective distribution procedure. Economic diversification options should be made known to children at elementary and high school levels.

K 10:

More education and training Aboriginal People, empower youth

K 12:

Difficult process, still lots of work

K 14:

I would like to see Aboriginal Business agencies more accessible. Would like to see business development on reserves

T 01:

Networking, building relationships, keeping informed

T 04:

Tourism is a shared economic opportunity

T 06:

Need more info on training programs such as financing

T 07:

Lender should allow deferral of loan payments until business shows a profit

V 01:

Our people are on the rise and our youth are the future's eyes. I really feel in touch with the creator these days. I am grateful beyond belief for this.

V 03:

Lack of equity for investment opportunity. Banks lack the willingness to take our land as security: Such as 5 yrs for 1 acre of industrial land as an equity value (\$12,000 per year for 5 years = \$ 60,000) leased.

V 05:

Business has only just started

Survey 2: Survey of Aboriginal Entrepreneurs

E 7. Is there other information you would like to share? (Continued)

V 08:

My business will be opening at the end of this year. I would like to create a business that gives pride to artists and employs native people.

V 09:

Once we found a funding agency, it was difficult to get the information on how we should proceed and who we should talk to.

V 11:

Work with Government agencies to change national policies. Work with universities to bring education to communities. On a number of Government Management boards that allocate funding, through which worked with a number of communities (a few hundred).

E 8. Region: (# of responses 83)

# of Respondents	Answer
12	Cariboo
1	Kootenay
24	Lower Mainland Southwest
1	Nechako
8	North Coast
21	Okanagan
3	Peace River
13	Vancouver Island/Coast

Appendix 7 - Provider Survey Instrument

Assessing the Business Information Needs of Aboriginal Entrepreneurs in British Columbia

Survey of Service Providers to Aboriginal Entrepreneurs

The Community Economic Development Centre of Simon Fraser University is conducting this survey with one main purpose – to offer empirically based recommendations to Western Economic Diversification aimed at improving the relevance and delivery of business information and the client experience

In accordance with accepted social research ethical practices and to protect your interests, Simon Fraser University requires us to inform you of the conditions pertaining to your participation in the following survey.

1. We are asking you to fill in a survey about your experience as a service provider.
2. Participation in the survey is voluntary. You are free to stop participating at any time.
3. All the information that you provide in the survey responses will be reported in a manner that guarantees the confidentiality of all participants. Survey responses will be kept in strict confidence by the research team and all survey documents destroyed after data entry. Although every effort will be made to maintain the anonymity of survey respondents, absolute anonymity cannot be guaranteed.
4. By beginning the survey, you are indicating you understand and accept the above framework.
5. If you have any questions about the survey, please feel free to contact Dr. Mark Roseland, Director of the Community Economic Development Centre, at (604) 291-4161 or roseland@sfu.ca or Kelly Vodden, Project Coordinator, at (604) 291-3117, kmvodden@sfu.ca. If you have any complaints about the survey, you can contact Dr. John Pierce, Dean of Arts, at (604) 291-4415, john_pierce@sfu.ca. The report on this project, when it has been published, will be available through the offices of the project sponsors, Western Economic Diversification and the BC Ministry of Small Business, Tourism and Culture, as well as through the Community Economic Development Centre Web page www.sfu.ca/cedc.
6. Thank you for your contribution to this important research.

**PLEASE FAX THE COMPLETED SURVEY TO
(604) 291-5473 OR RETURN IN THE ATTACHED
SELF-ADDRESSED ENVELOPE.
PLEASE DO NOT WRITE YOUR NAME
ANYWHERE ON THE SURVEY**

Appendix 8 - Provider Survey Results - Summary

Survey 3 - Service Providers

PART A – Please tell us about your organization.

A1. What is the name of your organization?

1. Aboriginal Business Canada
2. Aboriginal Tourism Association of BC
3. BC Hydro Aboriginal Relations
4. Canada Forest Service (First Nation Forest Program):
5. Cariboo Chilcotin Aboriginal Training Education Centre Society
6. Carrier Chilcotin Tribal Council
7. CESO Aboriginal Services
8. CFDC of 16/37
9. CFDC of Central Kootenay
10. CFDC of Nadina
11. CFDC of Nicola Valley
12. CFDC of North Cariboo
13. CFDC of South Fraser
14. CFDC of Stuart-Nechako
15. CFDC of The SE Region of BC
16. CFDC of Thompson Country
17. Chemainus Native College
18. CIBC
19. First Nations Employment Society
20. Fisheries Renewal BC
21. Indigenous Business Magazine
22. Interior Indian Friendship Society
23. Intertribal Retailers Association of BC
24. Ki-Low-Na Friendship Society
25. Labrador Communications Ltd
26. Ministry of Aboriginal Affairs
27. Ministry of Small Business, Tourism & Culture
28. Native Investment & Trade Association (NITA)
29. Nawican Friendship Centre
30. Northern Development Commission
31. Northern Savings Credit Union
32. Nuxalk Economic Development
33. Old Massett Village Council - Economic Division and Heritage Resources
34. Prince George Native Friendship Centre
35. Shuswap Training & Employment Program
36. SP 01
37. SP 02
38. SP 03
39. Youth Net

Survey 3 - Service Providers

A2. How long has your organization been in operation?

# of Respondents	Answer
21	More than ten years
3	One - two years
1	One year or less
5	Six to ten years
7	Three to five years

A3. How long has your organization been providing services to Aboriginal entrepreneurs?

# of Respondents	Answer
15	More than ten years
6	One - two years
1	One year or less
5	Six to ten years
8	Three to five years

PART B – Information products and services for Aboriginal Entrepreneurs

B1. What types of information do Aboriginal entrepreneurs most commonly request?

# of Respondents	Answer
16	Aboriginal specific information
12	Business Management
17	Contacts or Directories
25	Financing
25	Government Programs and Services
13	Government Regulations/Registration
26	How to start a business/Business Planning
14	Market information
1	Other: Communications, media relations
1	Other: Org. Development
1	Other: Tenders, contract information
1	Other: Training
1	Other: Wage Subsidy
11	Sector specific information

Survey 3 - Service Providers

B2. In what form do Aboriginal entrepreneurs most commonly request information?

# of Respondents	Answer
13	By fax
30	By phone
12	Conferences
5	Extension Workers
29	In person (one on one)
13	In print (brochures, reports, etc.)
1	Other: Contractors
1	Other: Not specified
15	Seminars, Workshops or Training Sessions
10	Through the Internet

B3. Do you provide Internet access to clients?

# of Respondents	Answer
10	No
28	Yes

B3b. If Internet access is provided, how often is this service used?

# of Respondents	Answer
8	Between 5 to 10 times a week
11	More than 10 times a week
10	Rarely

B4. Do the users need training in using the Internet to find information?

# of Respondents	Answer
11	No
18	Yes

Survey 3 - Service Providers

B5. Do you provide business information that reflects the needs of entrepreneurs at varying stages of business development (e.g. start-up, growth)?

# of Respondents	Answer
11	No
26	Yes

B6. Do you provide information/services targeted to businesses in different industrial sectors?

# of Respondents	Answer
15	No
22	Yes

B7a What are the business information products for Aboriginal entrepreneurs you most highly recommend for: “Top three Internet sites”

#1 Most Recommended

# of Respondents	Answer
3	Aboriginal Business Canada
1	Aboriginal Resource Guide - www.Aboriginalresourcenet.com
1	BC Government
1	Business plan/Cash flow - input/prepared by them
4	Canada/BC Business Service Centre (www.cbcs.org)
2	HRDC
1	I understand that several major banks have business plans on the web
1	Industry Canada
1	Provincial (Business Development Centre)
1	Reach
1	www.smc.ic.ga.ca
2	www.strategis.com
1	Tender & contract information, BC Bid
1	WED
1	www.gov.bc.ca
2	www.sb.gov.bc.ca (interactive business planner)

Survey 3 - Service Providers

B7a What are the business information products for Aboriginal entrepreneurs you most highly recommend for: “Top three Internet sites” (Continued)

#2 Most Recommended

# of Respondents	Answer
1	Access to BC Hydro Aboriginal Business Directory
1	Canada BC Service Centre
1	CIBC - Manage your money
1	Federal Government
1	First Nations Network.com
1	Indian & Northern Affairs
1	NITA - www.nativeinvestment-trade.com
1	Statistics Canada
6	Strategis (www.strategis.ic.bc.ca)
1	Work info
1	Aboriginal Business Canada (www.abc.gc.ca)
1	www.canada.gc.ca
1	One stop business registration (www.osbr.sb.gov.bc.ca)
1	www.smr.ic.gc.ca

#3 Most Recommended

# of Respondents	Answer
1	Aboriginal Business Canada
5	Canada/BC Business Service Centre (www.sb.gov.bc.ca/smallbus/sbhome.html)
1	Canadian Tourism Commission
1	Government of Canada
2	INAC (www.inac.gc.ca)
1	www.infocom@pro.net
1	Search Engines
1	STEP's
1	Strategis (www.strategis.ic.bc.ca)
1	TRICORP

Survey 3 - Service Providers

B7b. What are the business information products for Aboriginal entrepreneurs that you most recommend for: “Top three publications”

#1 Most Recommended

# of Respondents	Answer
2	Aboriginal Business Canada Guidelines
1	Aboriginal Tourism Business Guide
1	BC Hydro - Talking Circle
1	Brochures on ANTCO & ABC (very old)
1	Business Plan templates from any source
1	Business Planning By Government of BC (Min of Economic Development, Small Business & Trade)
1	Guide to Government Services & Support for Business
1	Labour Relations & Regulations
1	Mike Lewis, CED
1	OSBR brochure & name approval requests
1	Overview of Government Assistance Programs for Small Business
1	Resource Guide for BC Business
2	Solutions for Small Business - Business Start-up Kit
1	Trade magazines, Entrepreneurs magazines
1	TRICORP - Aboriginal Capital Corp

#2 Most Recommended

# of Respondents	Answer
1	A Guide to Aboriginal Organizations & Services in BC
1	Aboriginal Business Canada (Federal Program)
1	Aboriginal Tourism Market Study
1	BC Government Business Kit
1	Cash Flow by Government of BC (Ministry of Economic Development, Small Bus & Trade)
1	CFDC of Bella Coola - Business Plan Package (with samples)
1	Financial Post
1	Guide to Government of Canada Services & Support for Small Business
1	Small Business Start-up Kits
1	Solutions for Small Business from Ministry & WD

Survey 3 - Service Providers

B7b. What are the business information products for Aboriginal entrepreneurs that you most recommend for: “Top three publications” (Continued)

#3 Most Recommended

# of Respondents	Answer
1	BC Visitors Report
1	Complete Business Plan
1	Faith Popeern's Books, Mega-trends
1	First Citizens Fund (Provincial Program)
1	Grant Manuals
1	Guides to Trademarks, Patents & Copy writes from CIPO
1	Various publications

B7c What are the business information products for Aboriginal entrepreneurs that you most recommend for: "Top Three Business Assistance Tools" (other than print or web based)

#1 Most Recommended

# of Respondents	Answer
1	Any spreadsheet (lotus, excel)
1	Bank of Montreal - small business video series
1	Banks
2	Canada/BC Business Service Centre
1	CFDC & CIFN
1	Consultants who are members of ABC
1	Economic Development Corps
1	In house business planner
1	Interactive business planner
1	Local EDO's
1	Mentorship Program
3	One on one business counseling
1	Our own business planner
1	Refer to CFDC
1	Resource Library
1	Seminar on Business Planning / Spreadsheets

Survey 3 - Service Providers

B7c What are the business information products for Aboriginal entrepreneurs that you most recommend for: "Top Three Business Assistance Tools" (Continued)

#2 Most Recommended

# of Respondents	Answer
1	Aboriginal Capital Corporations (ACC's)
1	Aboriginal Finance Institutions
1	ANTCO
1	Business plan writing assistance
1	Chamber of Commerce inquiries
1	Disk based business plan development software
1	Education
1	In house Financial (business) Planner
1	Interactive export planner
1	Internet Access
1	Local mentors
1	Personal referral service to other agencies
1	Royal Big Idea (software)
1	Word Perfect

#3 Most Recommended

# of Respondents	Answer
1	ABC
1	Aboriginal CFDC's
1	Canada Executive Services Organization (CESO)
1	Counseling
1	Entrepreneurial workshops & seminars
1	In house business resource guide
1	Metis Association
1	Varies - but usually financial forecasting or reporting

B8. What is your organization's response time to information requests?

# of Respondents	Answer
2	More than 2 weeks
33	Within 1 week
2	Within 2 weeks

Survey 3 - Service Providers

B9. Please estimate how many requests for your products and services you receive on average each month from Aboriginal entrepreneurs.

Aboriginal Business Canada: 200

Aboriginal Tourism Association: 270

BC Hydro Aboriginal Relations: 60 plus

Canada Forest Service (First Nation Forest Program): 15

Carrier Chilcotin Tribal Council: 1 or 2

CESO Aboriginal Services: N/A

CFDC of 16/37: 15

CFDC of Central Kootenay: 1

CFDC of Nadina: 8-10

CFDC of Nicola Valley: 20

CFDC of North Cariboo: 6 a year

CFDC of South Fraser: 1

CFDC of Stuart-Nechako: 5 - 10

CFDC of The SE Region of BC: 1

CFDC of Thompson Country: 10 or less

Chemainus Native College: 5

CIBC: 15

First Nations Employment Society: 60

Fisheries Renewal BC: 1

Indigenous Business Magazine: 5

Intertribal Retailers Association of BC: 1

Ki-Low-Na Friendship Society: 1 or 2 a month

Labrador Communications Ltd: 5-10

Ministry of Small Business, Tourism & Culture: N/A

Native Investment & Trade Association (NITA): 5

Nawican Friendship Centre: N/A

Northern Development Commission: 10

Northern Savings Credit Union: Average 6 per year

Nuxalk Economic Development: 7 - 10 including beadwork homemakers

Survey 3 - Service Providers

B9. Please estimate how many requests for your products and services you receive on average each month from Aboriginal entrepreneurs.

Old Massett Village Council - Economic Division and Heritage Resources: 2

Prince George Native Friendship Centre: 3

Shuswap Training & Employment Program: 4

SP 01: 20

SP 02: N/A

Youth Net: 7

B10. Do you monitor the success of your clients after they have received services?

of Respondents Answer

12 No

24 Yes

B10b. If so what is their success rate (e.g. what % of your clients on average are still in business after 2 years):

Aboriginal Business Canada: 70%

Aboriginal Tourism Assoc: Unsure

Canada Forest Service (First Nation Forest Program): 80%

Carrier Chilcotin Tribal Council: Of those who go through to complete plan before starting, most are still in business. Some drop out mid-way.

CFDC of 16/37: 71%

CFDC of Central Kootenay: 85%

CFDC of Nadina: 75%

CFDC of North Cariboo: Unknown

CFDC of Stuart-Nechako: 3%

CFDC of Thompson Country: 70 - 75%

Chemainus Native College: Not specified

First Nations Employment Society: Over 75%

Labrador Communications Ltd: Not sure

Survey 3 - Service Providers

B10b. If so what is their success rate (e.g. what % of your clients on average are still in business after 2 years):

Native Investment & Trade Association (NITA): Many of the people we have helped have been successful

Northern Savings Credit Union: Very low - failure rate is high

Old Massett Village Council - Economic Division and Heritage Resources:

Shuswap Training & Employment Program: We monitor training/wage subsidy follow-up, not the success of the business

SP 01: 75%

B11. Do you have information and new activities planned in the next year to improve the delivery?

# of Respondents	Answer
7	No
26	Yes

B11b. If yes, what are they?

Aboriginal Business Canada:

Access, Alternate Service Deliver

BC Hydro Aboriginal Relations:

Review of Aboriginal Business Partnerships program delivery

Canada Forest Service (First Nation Forest Program):

More one to one meetings, more site visits and field monitoring, workshops and seminars

CFDC of 16/37:

Small business Aboriginal loan Guarantees, More staff for better service/more mentoring

CFDC of Central Kootenay:

Community visits, Trade Shows

CFDC of North Cariboo:

All services and products will be available through

CFDC of South Fraser:

Expand web site development with more links

CFDC of The SE Region of BC:

Aboriginal Lending Circle

Survey 3 - Service Providers

B11b. If yes, what are they? (Continued)

CFDC of Thompson Country:

Confidential

Chemainus Native College:

Not specified

CIBC:

Web Site

First Nations Employment Society:

Partnership with Deloitte Touche - Small business assistance, Mentorship program

Indigenous Business Magazine:

New website / conference participation / greater access to purchase

Interior Indian Friendship Society:

Bigger building - expanding

Labrador Communications Ltd:

We are always improving our service to clients, both Aboriginal and

Ministry of Aboriginal Affairs:

Review of the Aftercare Program

Ministry of Small Business, Tourism & Culture:

Dovetail the Visions conferences in the You Bet! Program so that Aboriginal youth can enter stage 2 of the business planning program. Would like to modify You Bet! for Aboriginal communities but require partnership, etc.

Native Investment & Trade Association (NITA):

List of upcoming conferences

Northern Development Commission:

There is a high demand for information on Joint Venturing between Aboriginal and Non-Aboriginal companies. We plan to host 4 conferences on

Northern Savings Credit Union:

Internet Banking

Nuxalk Economic Development:

Lending Circle, Training plan for people of Board of Development Corp. in conjunction with Nuxalk College

Old Massett Village Council - Economic Division and Heritage Resources:

Prerequisites such as Business Courses & Small Business incubator

Shuswap Training & Employment Program:

More local workshops

SP 02:

Pending Economic Development Board of Directors

Survey 3 - Service Providers

PART C – Linkages with other organizations

C1. When you are unable to provide information to a client where do you usually refer them:

C1a - Business Planning

Aboriginal Business Canada:

- 1) CBSC

BC Hydro Aboriginal Relations:

- 1) Economic Development Corporations
- 2) Spirit of Aboriginal Enterprise

Cariboo Chilcotin Aboriginal Training Education Centre Society:

- 1) CFDC

Carrier Chilcotin Tribal Council:

- 1) Community Futures
- 2) PG Aboriginal

CFDC of Nadina:

- 1) Burns Lake Native Development Corporation (BLNDC)
- 2) TRICORP
- 3) WD
- 4) Local consultants

CFDC of Nicola Valley:

- 1) Internal

CFDC of North Cariboo:

- 1) Aboriginal Business Development Centre - Prince George

CFDC of South Fraser:

- 1) Interactive business planner
- 2) CFDC of Sto:lo

Chemainus Native College: Yes, not specified

CIBC: Yes, but not specified

First Nations Employment Society:

- 1) ABC
- 2) Visions

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1a - Business Planning

Ki-Low-Na Friendship Society:

- 1) CESO
- 2) Community Futures

Labrador Communications Ltd: We always find the info for them

Ministry of Small Business, Tourism & Culture:

- 1) You Bet!,
- 2) Canada/BC Business Service Centre

Native Investment & Trade Association (NITA):

- 1) CESO,
- 2) Visions First Nations

Nawican Friendship Centre:

- 1) Enterprise Centre

Northern Development Commission:

- 1) Community Futures
- 2) Aboriginal Capital Corporations
- 3) Library

Northern Savings Credit Union:

- 1) CFDC of 16/37

Nuxalk Economic Development:

- 1) CFDC
- 2) Other Business People
- 3) Seminars in their sector
- 4) Bank
- 5) Outreach worker

Old Massett Village Council - Economic Division and Heritage Resources:

- 1) Community Futures

Prince George Native Friendship Centre:

- 1) PGABDA,
- 2) Community Futures

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1a - Business Planning

Shuswap Training & Employment Program:

- 1) CFDC
- 2) CIFN

SP 01:

- 1) Visions is Nations Planning

Youth Net: Yes, not specified

C1b - Legal/legislation

Canada Forest Service (First Nation Forest Program):

- 1) BC Ministry of Forests

CFDC of 16/37:

- 1) Lawyer of choice

CFDC of Nadina:

- 1) Local Lawyers,
- 2) UBC Law Clinic

First Nations Employment Society:

- 1) WED

Native Investment & Trade Association (NITA):

- 1) Lawyer referral service

Northern Development Commission:

- 1) Government Ministry,
- 2) Library,
- 3) Suggest see a lawyer

Northern Savings Credit Union:

- 1) Warner Bandstra Brown

Shuswap Training & Employment Program:

- 1) Federal Websites

SP 01:

- 1) To their own lawyer

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1b - Legal/legislation (Continued)

Cariboo Chilcotin Aboriginal Training Education Centre Society:

1) Legal Aid **Carrier Chilcotin Tribal Council:**

1) We do the research for them

CFDC of Central Kootenay: We have a research library which deals with all these issues

CFDC of Nicola Valley:

1) Lawyers

CFDC of North Cariboo:

1) Aboriginal Business Development Centre - Prince George

Ki-Low-Na Friendship Society:

1) Lawyers

Labrador Communications Ltd: We always find the info for them

Youth Net: Yes, but not specified

C1c - Financing

Aboriginal Business Canada:

1) ACC's

2) Aboriginal CFDC's

3) General CFDC's

BC Hydro Aboriginal Relations:

1) Economic Development Corps.

Cariboo Chilcotin Aboriginal Training Education Centre Society:

1) CFDC

Carrier Chilcotin Tribal Council:

1) Commercial Banks

2) All Nations Trust

3) Peace Hills Trust

4) Family

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1c – Financing (Continued)

CFDC of 16/37:

1) Banker

CFDC of Central Kootenay: We have a research library which deals with all these issues

CFDC of Nadina:

- 1) Local credit union or bank
- 2) Burns Lake Native Development Corporation
- 3) TRICORP
- 4) Internet sources

CFDC of Nicola Valley: Internal

CFDC of North Cariboo

1) Aboriginal Business Development Centre - Prince George

CFDC of South Fraser

- 1) CFDC of Sto:lo
- 2) Banks and Credit Unions

First Nations Employment Society:

- 1) ABC
- 2) ACC

Ki-Low-Na Friendship Society:

- 1) ANTCO
- 2) First Citizens Fund

Labrador Communications Ltd: We always find the info for them

Ministry of Small Business, Tourism & Culture:

1) Canada/BC Business Service Centre

Native Investment & Trade Association (NITA):

1) Aboriginal Capital Corp.

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1c – Financing (Continued)

Northern Development Commission:

- 1) Own Bank
- 2) Business Development Bank
- 3) Community Futures
- 4) Aboriginal Capital Corp.

Northern Savings Credit Union:

- 1) CFDC of 16/37
- 2) NSCU - Pari Passu
- 3) TRICORP

Nuxalk Economic Development

- 1) CFDC
- 2) Credit Union

Prince George Native Friendship Centre:

- 1) Revenue Canada

Shuswap Training & Employment Program:

- 1) CFDC
- 2) CIFN

C1d - Taxation

Aboriginal Business Canada:

- 1) Revenue Canada

Cariboo Chilcotin Aboriginal Training Education Centre Society:

- 1) 1-800 number

Carrier Chilcotin Tribal Council:

- 1) BC Access Centre
- 2) GST office, PG

CFDC of Nadina:

- 1) Local tax consultants
- 2) Revenue Canada

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1d – Taxation (Continued)

CFDC of Nicola Valley:

- 1) Accountant

CFDC of North Cariboo:

- 1) Aboriginal Business Development Centre - Prince George

First Nations Employment Society:

- 1) Personal lawyer

Northern Development Commission:

- 1) Revenue Canada
- 2) Ministry of Finance

Native Investment & Trade Association (NITA):

- 1) KPMG

Northern Savings Credit Union:

- 1) Hugh Hepburn
- 1) Caryle Shepherd

Nuxalk Economic Development:

- 1) Revenue Canada

Shuswap Training & Employment Program:

- 1) Federal

CFDC of 16/37:

- 1) Accountant of choice

CFDC of Central Kootenay: We have a research library which deals with all these issues

CFDC of South Fraser:

- 1) Revenue Canada

Labrador Communications Ltd: We always find the info for them

SP 01:

- 1) AFN

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1e - Manufacturing or other production

Aboriginal Business Canada:

- 1) IRAP

Carrier Chilcotin Tribal Council: We do the research for them

CFDC of Central Kootenay: We have a research library which deals with all these issues

CFDC of Nadina:

- 1) Local sources - mentors
- 2) Internet
- 3) Industry Canada

CFDC of North Cariboo

- 1) Aboriginal Business Development Centre - Prince George

CFDC of South Fraser:

- 1) Internet

First Nations Employment Society:

- 1) Industry

Labrador Communications Ltd: We always find the info for them

Native Investment & Trade Association (NITA):

- 1) CESO

Nawican Friendship Centre:

- 1) Enterprise Centre

Northern Development Commission:

- 1) Suggest a consultant

Northern Savings Credit Union:

- 1) Small re-manufacturing operators

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1f - General Business Management

Aboriginal Business Canada:

- 1) CBSC

BC Hydro Aboriginal Relations:

- 1) Economic Development Corps.

Canada Forest Service (First Nation Forest Program):

- 1) Forestry Consulting Companies

Carrier Chilcotin Tribal Council:

- 1) Our own workshops
- 2) Community Skills

CFDC of Central Kootenay: We have a research library which deals with all these issues

CFDC of Nadina: We do most of it

CFDC of Nicola Valley:

- 1) Internal

CFDC of North Cariboo:

- 1) Aboriginal Business Development Centre - Prince George

CFDC of South Fraser

- 1) Community Colleges
- 2) CFDC of Sto:lo

Chemainus Native College: Yes, not specified

First Nations Employment Society:

- 1) WED

Ki-Low-Na Friendship Society:

- 1) Community Futures
- 2) Colleges

Labrador Communications Ltd: We always find the info for them

Ministry of Small Business, Tourism & Culture:

- 1) Canada/BC Business Service Centre

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1f - General Business Management

Native Investment & Trade Association (NITA):

1) CESO

Nawican Friendship Centre:

1) Enterprise Centre

Northern Development Commission: We can usually help

Northern Savings Credit Union:

1) Access Centre

Old Massett Village Council - Economic Division and Heritage Resources:

1) HG/ACI Community Skills Centre

Shuswap Training & Employment Program:

1) CFDC

2) CIFN

C1g - Markets/marketing

Aboriginal Business Canada:

1) IRAP

BC Hydro Aboriginal Relations:

1) WED

2) UVIC - Inner Coast Natural Resource Centre

Canada Forest Service (First Nation Forest Program):

1) Aboriginal Business Canada

Cariboo Chilcotin Aboriginal Training Education Centre Society:

1) CFDC

Carrier Chilcotin Tribal Council:

1) Community Futures

CFDC of Central Kootenay: We have a research library which deals with all these issues

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1g - Markets/marketing (Continued)

CFDC of Nadina:

- 1) Internet
- 2) Local consultants

CFDC of Nicola Valley:

- 1) Internal

CFDC of North Cariboo:

- 1) Aboriginal Business Development Centre - Prince George

Labrador Communications Ltd: We always find the info for them

Ministry of Small Business, Tourism & Culture:

- 1) Canada/BC Business Service

Native Investment & Trade Association (NITA):

- 1) Library
- 2) Canada/BC Business Service Centre

Northern Development Commission:

- 1) Chamber of Commerce
- 2) The Web

Northern Savings Credit Union:

- 1) Chamber of Commerce

Nuxalk Economic Development:

- 1) CESO
- 3) Library
- 4) Economic Development Commission

Shuswap Training & Employment Program:

- 1) CFDC
- 2) CIFN

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1h - Banking

Aboriginal Business Canada:

- 1) Royal Bank
- 2) TD Bank
- 3) All Nations Trust
- 4) Peace Hills Trust
- 5) ACC's

BC Hydro Aboriginal Relations:

- 1) Aboriginal Financial Institutions

Canada Forest Service (First Nation Forest Program):

- 1) First Nation's Trust Companies

Cariboo Chilcotin Aboriginal Training Education Centre Society:

- 1) Bank of Montreal

Carrier Chilcotin Tribal Council:

- 1) Commercial Bank

CFDC of 16/37:

- 1) Royal Bank
- 2) Credit Unions

CFDC of Central Kootenay:

- 1) Local banks

CFDC of Nadina:

- 1) Local credit union or bank

CFDC of Nicola Valley:

- 1) Internal

CFDC of North Cariboo:

- 1) Aboriginal Business Development Centre - Prince George

CFDC of South Fraser:

- 1) Local Banks & Credit Unions

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1h – Banking (Continued)

CFDC of The SE Region of BC:

- 1) Aboriginal Business Canada
- 2) All Nation Trust

Chemainus Native College: Yes, not specified

First Nations Employment Society:

- 1) CIBC
- 2) Bank of Montreal
- 3) Royal Bank

Intertribal Retailers Association of BC:

- 1) Native Trust Companies
- 2) Established Banks

Ki-Low-Na Friendship Society:

- 1) Peace Hills Trust

Labrador Communications Ltd: We always find the info for them

Native Investment & Trade Association (NITA):

- 1) Bank of Montreal
- 2) CIBC
- 3) Royal Bank

Northern Development Commission:

- 1) Own Bank
- 2) Business Development Bank
- 3) Community Futures
- 4) Aboriginal Capital Corp.

Northern Savings Credit Union:

- 1) Royal Bank
- 2) Scotiabank
- 3) Terrace & District & Northern Savings Credit Unions

Shuswap Training & Employment Program:

- 1) ANTCO
- 2) Royal Bank

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1h – Banking (Continued)

SP 01:

1) Peace Hills Trust

Youth Net: Yes, not specified

C1i - Financial Management

Cariboo Chilcotin Aboriginal Training Education Centre Society:

1) CFDC

Carrier Chilcotin Tribal Council:

1) Elstrom Smith, Williams Lake, BC

CFDC of 16/37:

- 1) McAlpine and Company
- 2) Numbers R' US Bookkeeping

CFDC of Central Kootenay:

1) Local accountants

CFDC of Nadina:

1) Local Accountants

CFDC of Nicola Valley:

1) Internal

CFDC of North Cariboo

1) Aboriginal Business Development Centre - Prince George

Labrador Communications Ltd: We always find the info for them

Native Investment & Trade Association (NITA):

- 1) CESO
- 2) Visions First Nations

Northern Development Commission:

- 1) Bookkeeping Services
- 2) Accountant

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1i - Financial Management (Continued)

Northern Savings Credit Union:

- 1) Numbers R' Us
- 2) Demers & Brodie
- 3) Hugh Hepburn

Shuswap Training & Employment Program:

- 1) CFDC's
- 2) CIFN

SP 01:

- 1) Dan Hubro - Accountant

C1j - Business Skills Training

Aboriginal Business Canada:

- 1) ACC's
- 2) WD

BC Hydro Aboriginal Relations:

- 1) ABC

Canada Forest Service (First Nation Forest Program):

- 1) Various private sector consulting companies - specializing in business &

Cariboo Chilcotin Aboriginal Training Education Centre Society:

- 1) Local College

Carrier Chilcotin Tribal Council:

- 1) Our own workshops
- 2) A mentor they

CFDC of 16/37:

- 1) Interconnect
- 2) Skeena Native Development Corp

CFDC of Central Kootenay:

- 1) Local agencies

CFDC of Nadina: We do 99% of it

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1j - Business Skills Training (Continued)

CFDC of Nicola Valley:

- 1) Internal

CFDC of North Cariboo:

- 1) Aboriginal Business Development Centre - Prince George

CFDC of South Fraser:

- 1) Community Colleges
- 2) CFDC of Sto:lo

Chemainus Native College: Yes, not specified

Ki-Low-Na Friendship Society:

- 1) Community Futures
- 2) Colleges

Labrador Communications Ltd: We always find the info for them

Ministry of Small Business, Tourism & Culture:

- 1) You Bet!
- 2) Visions for the Future

Native Investment & Trade Association (NITA):

- 1) BCIT Venture Program

Nawican Friendship Centre:

- 1) Enterprise Centre

Northern Development Commission:

- 1) Chamber of Commerce
- 2) Business Development Bank
- 3) College

Northern Savings Credit Union:

- 1) Skeena Aboriginal Management

Nuxalk Economic Development:

- 1) CFDC
- 2) Other Non-Native business people in the community

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1j - Business Skills Training (Continued)

Old Massett Village Council - Economic Division and Heritage Resources:

1) HG/ACI Community Skills Centre

Shuswap Training & Employment Program:

- 1) CFDC's
- 2) CIFN

SP 02:

1) Interior Salish Employment & Training (ISET)

C1k - Partnering and joint venture

BC Hydro Aboriginal Relations:

1) Other Aboriginal Businesses

Canada Forest Service (First Nation Forest Program):

1) Forest Industry - Companies in traditional territories

CFDC of Central Kootenay: We have a research library which deals with all these issues

CFDC of North Cariboo:

1) Aboriginal Business Development Centre - Prince George

Chemainus Native College: Yes, not specified

CIBC: Not specified

Ki-Low-Na Friendship Society:

1) Private Companies

Labrador Communications Ltd: We always find the info for them

Native Investment & Trade Association (NITA): Depends on the operation

Nawican Friendship Centre:

1) Enterprise Centre

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1k - Partnering and joint venture (Continued)

Northern Savings Credit Union:

- 1) CFDC of 16/37
- 2) Skeena Aboriginal Management

Shuswap Training & Employment Program:

- 1) CFDC's
- 2) CIFN

C1L - Other (please specify)

BC Hydro Aboriginal Relations:

- 1) Canada/BC Business Info Centres

Canada Forest Service (First Nation Forest Program):

- 1) Department of Indian Affairs & Northern Development

Labrador Communications Ltd: We always find the info for them

Ministry of Small Business, Tourism & Culture:

- 1) Canada/BC Business Service Centre

Northern Development Commission:

- 1) Patents, trademarks & copyright

C1m - Suppliers/Distributors

Aboriginal Business Canada:

- 1) NITA
- 2) Guide to Aboriginal Business in BC

CFDC of Central Kootenay:

- 1) B.O.S.S. Directories

CFDC of Nadina:

- 1) Internet

CFDC of North Cariboo:

- 1) Aboriginal Business Development Centre - Prince George

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1m - Suppliers/Distributors (Continued)

First Nations Employment Society:

1) WED

Intertribal Retailers Association of BC:

1) Tobacco Manufacturers

Labrador Communications Ltd: We always find the info for them

Native Investment & Trade Association (NITA):

1) Library

2) Yellow Pages

Northern Savings Credit Union:

1) Local - city based

SP 01:

1) INAC Procurement

C1n - Government Programs

Aboriginal Business Canada:

1) CBSC

2) Strategis

BC Hydro Aboriginal Relations:

1) FRBC

Canada Forest Service (First Nation Forest Program):

1) Forest Renewal BC program

2) BC Ministry of Aboriginal Affairs - various resource access negotiations program

Cariboo Chilcotin Aboriginal Training Education Centre Society:

1) 1-800 number

Carrier Chilcotin Tribal Council:

1) First Nations Forestry Program

CFDC of Central Kootenay:

1) Grant Manual

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1n - Government Programs (continued)

CFDC of Nadina:

- 1) WD
- 2) HRDC
- 3) IC

CFDC of Nicola Valley:

- 1) Internal
- 2) Government Agent

CFDC of North Cariboo:

- 1) Aboriginal Business Development Centre - Prince George

CFDC of South Fraser:

- 1) Enquiry BC
- 2) CFDC of Sto:lo

CFDC of The SE Region of BC:

- 1) WD

Chemainus Native College: Yes, not specified

CIBC: Yes, not specified

First Nations Employment Society:

- 1) WED

Intertribal Retailers Association of BC:

- 1) Ministry of Finance & Taxation

Ki-Low-Na Friendship Society:

- 1) HRDC
- 2) Community Futures

Labrador Communications Ltd: We always find the info for them

Ministry of Aboriginal Affairs:

- 1) www.gov.bc.ca

Native Investment & Trade Association (NITA):

- 1) ABC

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1n - Government Programs (continued)

Northern Development Commission:

1) Canada/BC Business Service Centre

Northern Savings Credit Union:

1) Vancouver - city based

Shuswap Training & Employment Program:

1) Websites

SP 01:

1) ABC

C1o - Export

Aboriginal Business Canada:

- 1) DFAIT
- 2) Export Development Corporation

Canada Forest Service (First Nation Forest Program):

1) Department of Foreign Affairs and International Trade

CFDC of 16/37:

1) Western Economic Div.

CFDC of Nadina:

1) WD

CFDC of Nicola Valley:

1) WD

CFDC of South Fraser:

1) Canada Customs

First Nations Employment Society:

1) FED

Labrador Communications Ltd: We always find the info for them

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1o – Export (Continued)

Ministry of Small Business, Tourism & Culture:

1) Interactive Export Planner

Native Investment & Trade Association (NITA):

- 1) DFAIT
- 2) Canada/BC Business Service Centre

Northern Development Commission:

- 1) Federal Export Program (PEMDI)
- 2) Export Consultants

Northern Savings Credit Union:

1) CFDC of 16/37

SP 01:

1) Industry Canada

C1p - Other (please specify)

Labrador Communications Ltd: We always find the info for them

SP 02:

1) Community Futures

C1q - Home based businesses

CFDC of 16/37:

- 1) Our library
- 2) Local library
- 3) Local Home based Business Organization

CFDC of Nadina:

- 1) Internet
- 2) Chamber of Commerce

CFDC of North Cariboo:

1) Aboriginal Business Development Centre - Prince George

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1q - Home based businesses (continued)

CFDC of South Fraser:

- 1) Home Business Report
- 2) Home Business Magazine

Chemainus Native College: Yes, not specified

Ki-Low-Na Friendship Society:

- 1) Community Futures

Labrador Communications Ltd: We always find the info for them

Ministry of Small Business, Tourism & Culture:

- 1) Canada/BC Business Service Centre

Native Investment & Trade Association (NITA):

- 1) Home Business Report

Northern Development Commission:

- 1) Chamber of Commerce
- 2) Home Based Business Association
- 3) City Hall / Regional District

Northern Savings Credit Union:

- 1) Access Centre
- 2) CFDC of 16/37

Prince George Native Friendship Centre:

- 1) PGABDA

SP 01: In house

Youth Net: Yes, not specified

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1r - First Nations Entrepreneurs

Aboriginal Business Canada:

- 1) NITA
- 2) Guide to Aboriginal Business in BC
- 3) ABC Business Magazine

Cariboo Chilcotin Aboriginal Training Education Centre Society:

- 1) CFDC
- 2) Aboriginal Business Centre - Prince George

Carrier Chilcotin Tribal Council:

- 1) First Nations Forestry Program
- 2) PG Aboriginal Business Centre

CFDC of 16/37:

- 1) TRICORP

CFDC of Nadina:

- 1) Burns Lake Native Development Corporation
- 2) TRICORP
- 3) Sheena Native Development Centre
- 4) Friendship Centres - 3
- 5) Local band offices

CFDC of Nicola Valley:

- 1) CFDC of Central Interior First Nations

CFDC of North Cariboo:

- 1) Aboriginal Business Development Centre - Prince George

CFDC of The SE Region of BC:

- 1) ABC
- 2) All Nation Trust

CFDC of South Fraser:

- 1) CFDC of Sto:lo

Chemainus Native College: Yes, not specified

First Nations Employment Society:

- 1) At Centre

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1r - First Nations Entrepreneurs (Continued)

Intertribal Retailers Association of BC: Yes, not specified

Ki-Low-Na Friendship Society:

- 1) ANTCO
- 2) CESO
- 3) First Citizens

Labrador Communications Ltd: We always find the info for them

Native Investment & Trade Association (NITA):

- 1) First Nations Employment Society
- 2) Canada/BC Business Centre

Northern Development Commission:

- 1) Aboriginal Capital Corp.
- 2) Community Futures

Northern Savings Credit Union:

- 1) CFDC of 16/37
- 2) RBC

Old Massett Village Council - Economic Division and Heritage Resources:

- 1) Aboriginal Business Canada

Prince George Native Friendship Centre:

- 1) PGABDA

Shuswap Training & Employment Program:

- 1) CFDC's
- 2) CIFN

SP 01: In house

Youth Net: Yes, not specified

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1s - Women Entrepreneurs

Aboriginal Business Canada:

1) Women's Enterprise Centre

Cariboo Chilcotin Aboriginal Training Education Centre Society:

1) 1-800 number

CFDC of 16/37:

1) Women's Enterprise Society

CFDC of Central Kootenay:

1) Women's Enterprise Centre

CFDC of Nadina:

1) WED

2) WD

3) Internet

CFDC of Nicola Valley:

1) Women's Enterprise Society

CFDC of North Cariboo:

1) Women's Enterprise Centre

CFDC of South Fraser:

1) Women's Enterprise Society

CFDC of The SE Region of BC:

1) Women's Enterprise Society

Chemainus Native College: Yes, not specified

Labrador Communications Ltd: We always find the info for them

Native Investment & Trade Association (NITA):

1) Women's Enterprise Centre

Northern Development Commission:

1) Women's Enterprise Centre

Survey 3 - Service Providers

C1. When you are unable to provide information to a client where do you usually refer them:

C1s - Women Entrepreneurs (Continued)

Northern Savings Credit Union:

2) CFDC of 16/37

Prince George Native Friendship Centre:

1) PGABDA

Shuswap Training & Employment Program:

1) CFDC's

2) CIFN

SP 01: In house

Youth Net: Yes, not specified

C1t - Other (please specify)

Intertribal Retailers Association of BC:

1) Existing Indian owned stores

Labrador Communications Ltd: We always find the info for them

SP 01: If not in our own area, the closest ACC

C2. How often do you refer clients to other sources?

# of Respondents	Answer
14	Frequently
1	Never
15	Occasionally
3	Rarely

Survey 3 - Service Providers

C3. What percentage of your clients comes through referrals from other agencies/organizations?

Aboriginal Business Canada: 25%

Aboriginal Tourism Assoc: 20%

Canada Forest Service (First Nation Forest Program): 30%

Carrier Chilcotin Tribal Council: 30%

CFDC of 16/37: 50%

CFDC of Central Kootenay: 25%

CFDC of Nadina: 20%

CFDC of Nicola Valley: 10%

CFDC of South Fraser: 65%

CFDC of The SE Region of BC: 60%

CFDC of Thompson Country: 30%

CIBC: 75%

Interior Indian Friendship Society: 50%

Intertribal Retailers Association of BC: 0%

Labrador Communications Ltd: 30%

Native Investment & Trade Association (NITA): 10%

Northern Development Commission: 1 - 2%

Northern Savings Credit Union: 30%

Old Massett Village Council - Economic Division and Heritage Resources: 5%

Prince George Native Friendship Centre: 10%

Shuswap Training & Employment Program: 25%

Youth Net: 0%

C4. What percentage of your clients comes through referrals from other entrepreneurs?

Aboriginal Business Canada: 40%

Aboriginal Tourism Assoc: 50%

Canada Forest Service (First Nation Forest Program): 10%

Carrier Chilcotin Tribal Council: 30%

Survey 3 - Service Providers

**C4. What percentage of your clients comes through referrals from other entrepreneurs?
(Continued)**

CFDC of 16/37: 50%

CFDC of Central Kootenay: 10%

CFDC of Nadina: 35%

CFDC of Nicola Valley: 40%

CFDC of South Fraser: 20%

CFDC of The SE Region of BC: 30%

CFDC of Thompson Country: 50%

CIBC: 15%

Intertribal Retailers Association of BC: 10%

Labrador Communications Ltd: 0%

Northern Development Commission: 0%

Northern Savings Credit Union: 50%

Old Massett Village Council - Economic Division and Heritage Resources: 1%

Prince George Native Friendship Centre: 20%

Shuswap Training & Employment Program: 5%

Youth Net: 0%

**C5. Where does your organization obtain information that you then provided to
Aboriginal entrepreneurs?**

C5a – Out own research / original products

of Respondents Answer

1 No

23 Yes

Survey 3 - Service Providers

C5. Where does your organization obtain information that you then provided to Aboriginal entrepreneurs?

C5b Provincial Sources (please list)

Aboriginal Tourism Association: Yes, but not specified

BC Hydro Aboriginal Relations:

- 1) Ministry of Aboriginal Affairs
- 2) Ministry of Community Development

Canada Forest Service (First Nation Forest Program):

- 1) BC Ministry of Forests

Carrier Chilcotin Tribal Council:

- 1) WCB Business Planning Pamphlet
- 2) Cash Flow Pamphlet
- 3) BC Access Centre

CFDC of 16/37:

- 1) First Citizens Fund

CFDC of Central Kootenay:

- 1) REACH Program

CFDC of Nicola Valley:

- 1) Ministry of Small Business

CFDC of The SE Region of BC: Yes, but not specified

First Nations Employment Society: Very little

Interior Indian Friendship Society:

- 1) Ministries

Intertribal Retailers Association of BC:

- 1) Ministry of Aboriginal Affairs
- 2) Small Business Finance

Native Investment & Trade Association (NITA):

- 1) Various Government Agencies

Northern Development Commission: Yes, but not specified

Survey 3 - Service Providers

C5. Where does your organization obtain information that you then provided to Aboriginal entrepreneurs?

C5b Provincial Sources (please list) (Continued)

Old Massett Village Council - Economic Division and Heritage Resources:

1) Ministry of Tourism & Small Business

Shuswap Training & Employment Program:

1) Ministry of Employment Equity

2) Ministry of Aboriginal Affairs

Youth Net:

1) Mailings

C5c Banks (please list)

Aboriginal Tourism Association: Yes, but not specified

Aboriginal Business Canada:

1) Royal Bank

2) CIBC

3) All Nations Trust

4) Peace Hills Trust

Carrier Chilcotin Tribal Council:

1) Bank of Montreal

2) Bank of Nova

CFDC of 16/37:

1) Royal Bank

2) Northern Savings Credit Union

CFDC of Nicola Valley:

1) First Nations Trust

2) CFDC of Central Interior First Nations

Chemainus Native College:

1) Royal Bank

Intertribal Retailers Association of BC:

1) Indian Trust Companies

Survey 3 - Service Providers

C5. Where does your organization obtain information that you then provided to Aboriginal entrepreneurs?

C5c Banks (please list) (Continued)

Native Investment & Trade Association (NITA): Yes, all

Northern Development Commission:

1) Business Development Bank

Northern Savings Credit Union:

1) Royal Bank

2) Scotiabank

3) Credit Unions

Shuswap Training & Employment Program:

1) ANTCO

2) Royal Bank

C5d Aboriginal Business Organizations (please list)

Aboriginal Business Canada:

1) ACC's

2) AFIS

3) Aboriginal CFDC's

4) NABA

5) NITA

BC Hydro Aboriginal Relations:

1) Aboriginal Business Development. Centre - Prince George

2) Sto:lo Development Corporation

Cariboo Chilcotin Aboriginal Training Education Centre Society: Yes, but not specified

Carrier Chilcotin Tribal Council:

1) All Nations Trust

CFDC of 16/37:

1) ABC

2) TRICORP

3) First Citizens Fund

Survey 3 - Service Providers

C5. Where does your organization obtain information that you then provided to Aboriginal entrepreneurs?

C5d Aboriginal Business Organizations (Continued)

CFDC of Nadina:

- 1) Burns Lake Native Development Corporation
- 2) Sheena Native Development Centre
- 3) TRICORP

CFDC of North Cariboo: Yes, not specified

CIBC: Yes, not specified

Chemainus Native College:

- 1) Aboriginal Business Canada

Ki-Low-Na Friendship Society:

- 1) ANTCO

Ministry of Small Business, Tourism & Culture: Yes, not specified

Native Investment & Trade Association (NITA):

- 1) Aboriginal Business Club

Northern Development Commission:

- 1) Aboriginal Capital Corp.

Prince George Native Friendship Centre:

- 1) PGABDA

Youth Net:

- 1) Mailings

C53 Universities and Colleges (please list)

CFDC of 16/37:

- 1) NW Community College

CIBC: Yes, not specified

Interior Indian Friendship Society:

- 1) UCC

Survey 3 - Service Providers

C5. Where does your organization obtain information that you then provided to Aboriginal entrepreneurs?

C53 Universities and Colleges (Continued)

Native Investment & Trade Association (NITA):

- 1) BCIT
- 2) SFU

Northern Savings Credit Union:

- 1) NW Community College

Shuswap Training & Employment Program:

- 1) VCC
- 2) SFU
- 3) NVIT

C5f Federal Sources (please list)

Aboriginal Business Canada:

- 1) WD
- 2) DFAIT
- 3) INAC
- 4) IRAP
- 5) HRDC

Aboriginal Tourism Association: Yes, but not specified

BC Hydro Aboriginal Relations:

- 1) Aboriginal Business Canada

Canada Forest Service (First Nation Forest Program):

- 1) Department of Indian Affairs & Northern Development

Carrier Chilcotin Tribal Council:

- 1) First Nations Forestry Program

CFDC of 16/37:

- 1) Aboriginal Business Canada

CFDC of Central Kootenay:

- 1) Service Canada

CFDC of The SE Region of BC: Yes, but not specified

Survey 3 - Service Providers

C5. Where does your organization obtain information that you then provided to Aboriginal entrepreneurs?

C5f Federal Sources (Continued)

CFDC of Stuart-Nechako: Yes, but not specified

CIBC: Yes, but not specified

First Nations Employment Society:

- 1) Print
- 2) WED resources

Intertribal Retailers Association of BC:

- 1) Department of Indian Affairs - health

Native Investment & Trade Association (NITA):

- 1) ABC & other branches of the government

Northern Development Commission:

- 1) Canada/BC Business Service Centre

Shuswap Training & Employment Program:

- 1) HRDC
- 2) INAC

SP 01:

- 1) ABC
- 2) INAC
- 3) WED
- 4) Ministry of Aboriginal Affairs

Youth Net:

- 1) Mailings

Survey 3 - Service Providers

C5. Where does your organization obtain information that you then provided to Aboriginal entrepreneurs?

C5g The Internet (please list)

Aboriginal Business Canada:

- 1) Strategis
- 2) CBSC
- 3) ABC

Cariboo Chilcotin Aboriginal Training Education Centre Society: Yes, but not specified

BC Hydro Aboriginal Relations:

- 1) BC Bid
- 2) WED
- 3) BC Business Service Centre

CFDC of 16/37:

- 1) Canada/BC Business Service Centre

CFDC of North Cariboo: Yes, but not specified

CFDC of The SE Region of BC: Yes, but not specified

First Nations Employment Society:

- 1) Strategis.com

Ministry of Small Business, Tourism & Culture: Yes, but not specified

Northern Development Commission: Yes, but not specified

C5h Consultants (please list)

Aboriginal Tourism Association: Yes, but not specified

Canada Forest Service (First Nation Forest Program):

- 1) Various consulting companies who specialize in Aboriginal training

Cariboo Chilcotin Aboriginal Training Education Centre Society:

- 1) Yes, not specified

CFDC of Central Kootenay:

- 1) We have a list of Consultants

Survey 3 - Service Providers

C5. Where does your organization obtain information that you then provided to Aboriginal entrepreneurs?

C5h Consultants (Continued)

CFDC of North Cariboo: Yes, but not specified

CIBC: Yes, but not specified

Intertribal Retailers Association of BC:

1) John Warren

Native Investment & Trade Association (NITA): Yes, but not specified

Shuswap Training & Employment Program:

1) Local referral

C5i Other professional and trade organizations (please list)

Aboriginal Business Canada:

1) NITA

Aboriginal Tourism Association: Yes, but not specified

BC Hydro Aboriginal Relations:

1) Electric Industry Training Institute

CIBC: Yes, but not specified

Northern Development Commission:

1) Community Futures

Northern Savings Credit Union:

1) TRICORP

C5j Other (please list)

Aboriginal Tourism Association:

1) Industry Contacts

Cariboo Chilcotin Aboriginal Training Education Centre Society:

1) Yes, not specified

Survey 3 - Service Providers

C5. Where does your organization obtain information that you then provided to Aboriginal entrepreneurs?

C5j Other (Continued)

Carrier Chilcotin Tribal Council:

- 1) Cariboo Chilcotin Community Skills

CFDC of Nadina:

- 1) CFDC's
- 2) First Nations staff & board members

Northern Development Commission:

- 1) Economic Development Officers

Prince George Native Friendship Centre:

- 1) Community Futures

SP 02:

- 1) Other First Nations Bands

C6. Does your organization provide information to other agencies that deliver services to Aboriginal entrepreneurs? (If yes, please specify)

of Respondents Answer

12 No

Aboriginal Business Canada:

- 1) INAC
- 2) WD
- 3) IRAP
- 4) Industry Canada
- 5) ACC's
- 6) AFI's
- 7) Banks
- 8) CFC
- 9) HRDC

Aboriginal Tourism Association:

- 1) Economic Development Conferences
- 2) AHRDA Holders

Survey 3 - Service Providers

C6. Does your organization provide information to other agencies that deliver services to Aboriginal entrepreneurs? (If yes, please specify)

BC Hydro:

- 1) Sto:lo Development Corporation
- 2) Prince George Aboriginal Business Development Centre

Canadian Forest Service:

We provide frequent information about the program that we deliver (First Nations Forestry Program) to other agencies but not "tools" or "services"

Cariboo Chilcotin Aboriginal Training Education Centre Society:

- 1) Colleges
- 2) Ministries
- 3) Local businesses

Carrier Chilcotin Tribal Council:

- 1) Cariboo Chilcotin Aboriginal Training & Education Centre

CESO: Yes, but not specified

CFDC of 16/37:

- 1) TRICORP
- 2) Aboriginal Business Canada
- 3) Canadian Executive Services Organization
- 4) Local EDO's
- 5) Local Economic Development Commissions or groups

CFDC of Nadina:

- 1) BLNDC
- 2) SNDS
- 3) Friendship Centres

CFDC of Nicola:

(not restricted to those listed)

- 1) CFDC of Central Interior First Nations
- 2) First Nations Trust

CFDC of North Cariboo:

- 1) Aboriginal Business Development Centre

CFDC of the SE Region of BC:

- 1) Metis Association
- 2) Tribal Councils

Survey 3 - Service Providers

C6. Does your organization provide information to other agencies that deliver services to Aboriginal entrepreneurs? (If yes, please specify)

First Nations Employment Centre: Yes, but not specified

First Nations Employment Society:

- 1) First Nations
- 2) Colleges
- 3) Universities

Indigenous Business Magazine: Yes, but not specified

Ministry of Small Business & Tourism:

- 1) Canadian Council for Aboriginal Business

Native Friendship Centre:

- 1) PGABDA

Native Investment & Trade Association (NITA):

- 1) See mission statement (attached)
- 2) List of past conferences

Northern Savings Credit Union:

- 1) CFDC of 16/37

Shuswap Training & Employment Program:

- 1) CFDC
- 2) CIFN

SP 01:

- 1) ABC
- 2) WED
- 3) INAC
- 4) Ministry of Aboriginal Affairs
- 5) CFDC's

Survey 3 - Service Providers

PART D - Closing comments

D1 Do you have any other comments or suggestions regarding that provision of information tools and services for Aboriginal entrepreneurs that you would like to provide?

Shuswap Training & Employment Program:

A step by step training booklet would be helpful

Nuxalk Economic Development:

Challenge - not consistent customer/product driven. Lack self esteem and confidence

Ministry of Small Business, Tourism & Culture:

We would like to provide more in-depth business planning/start-up training to Aboriginal youths (15 - 29 yrs). Similarly, if possible, we would modify our general info provision programs (i.e.: one-stop, business centre) who meet the needs of Aboriginal communities both on/off reserve

CFDC of Nadina:

When developing these tools, consult with a provider

Canada Forest Service (First Nation Forest Program):

Aboriginal entrepreneurs need to be consulted before tools and services are developed

Native Investment & Trade Association (NITA):

People see "investment" in our name and think we have \$\$, which we don't. Banks could loan monies at prime + 1 or 2% guaranteed by the Federal Government and put another of the banks clients who could be in a similar business as a director of the Aboriginal Entrepreneur Company. Have CESO help ABC judge the project submitted to them. Many times their program officers do not fully understand the projects.

Northern Development Commission:

Please note: the individual entrepreneur is not normally part of our client group. We generally deal with tribal or band councils and Aboriginal organizations such as development corporations.

SP 02:

UNIB is not specific in providing services to entrepreneurs, however, we do have a counselor whose portfolio is economic development

Interior Indian Friendship Society:

Our Aboriginal Employment Services office closed down Friday, April 28, 2000. We no longer service entrepreneurs.

Aboriginal Tourism Association:

Specific list on where they can submit their business plan

Survey 3 - Service Providers

D1 Do you have any other comments or suggestions regarding that provision of information tools and services for Aboriginal entrepreneurs that you would like to provide? (continued)

CESO Aboriginal Services:

Central Aboriginal based web site that is comprehensive

Labrador Communications Ltd:

I'm not sure if we are a good test case for you. We provide services to Aboriginal & Non-Aboriginal clients alike. We always find what they need because that is our business. They come to us for very specific things & we try to deliver.

Carrier Chilcotin Tribal Council:

We also provide Business Mentoring

Ki-Low-Na Friendship Society:

Yes, we would like more information and tools for our clients, possible curriculum for presentation in a workshop/seminar format. We would like to do more for our clients and provide more than we do at present.

Fisheries Renewal BC:

People we deal with must already be established as a business, we do not fund start-ups. This limits the number of Aboriginal applicants that we hear from.

CFDC of North Cariboo:

Continue with and improve "networking" and information sharing with agencies such as Aboriginal Business Development

CFDC of South Fraser:

The geographic area our organization covers is from the GVRD border, to the city limits of the township of Hope, to the USA border, to the Fraser River. Located in Vedder, just outside of Chilliwack, the Sto:lo Nation has a CFDC office. This office provides services exclusively to Aboriginal clients. The geographic area we cover is blanketed within the coverage of the Sto:lo office. As Aboriginal clients are the sole focus of their office, we do not attempt to duplicate the service. First Nation's clients are directed to this office as they have the expertise in this area. We do not specifically target information to Aboriginal clients. They are given the same information any other client would receive concerning business. As there are very specific issues that arise when looking at lending options for Aboriginal persons, we rely very heavily on the experts at the Sto:lo office.

Youth Net:

We have requested additional information to assist youth (under 30) to gain access to information services that would help them gain education and services.

Intertribal Retailers Association of BC:

A comprehensive directory of Indian owned businesses & a web site with FAQ pages.

Appendix 9 - Focus Group Questions

ABORIGINAL ENTREPRENEURS

Awareness

- What information did you need when you were starting your business?
- Was there some information you needed but could not find?
- Where did you get this information from? (Probe: local service providers, Internet)
- What other places can you go to get business information? (Probe: other organizations)

Accessibility

- Have you experienced any difficulties accessing information for your business? Explain
- There are a number of people and organizations that provide business information services for entrepreneurs, do you feel comfortable approaching them for information? If not, why not?
- Are there any service providers you would not approach? Why is that?
- Thinking of all the ways in which you can access information (via the Internet, going to a service provider, reading books, watching videos, attending seminars and workshops etc.), which is the most convenient way for you to access business information? Explain why.

Support Mechanisms

- When you have questions about some aspect of running a business, where do you go to for help?
- Probe: Do you ask other entrepreneurs? Do you have a Board of Advisors? Mentors? Network of help? Business associations? Others?
- What kind of support would be most useful to you if you have questions about starting or operating your business?

Challenges for Aboriginal Entrepreneurs

- Are there any challenges that Aboriginal Entrepreneurs face that are not faced by non-Aboriginal entrepreneurs? If so, what are these challenges? How do they impact you and your business?
- Thinking about Aboriginal values and culture, have these presented any challenges for you when starting or operating your business? Explain.
- If so, how have you dealt with this?

Trends

- Just thinking about trends for a moment, what kinds of changes or trends have you seen in Aboriginal business in B.C.?
- And if there are new products or services to help aboriginal entrepreneurs start or operate a business, what is the most effective way to tell you about these?

Internet Usage

- When starting your business, did you use the Internet to search for information? Why? Why not?
- If so, which websites did you use? Which were most useful? Least useful? Why?
- What other websites have you heard of?
- When you were starting your business, what information were you looking for when you were using the Internet? Did you find what you needed?
- Compared to other ways in which you can get information, how important is the Internet to you in obtaining business information? Explain. (Probe: personal/community Internet accessibility, knowledge and skills in the community to make effective use of the Internet)
- If you were using the Internet to access information that would be useful for your business, would you prefer to access a public website – that is one that is available to anyone – or have a website that is only accessible to those who have password or with the assistance of a service provider?

Evaluation of Tools

Print Material

- Have you used any of these publications?
- Would you use any of these? Why? Why not?
- What changes, if any, would you suggest to make this material relevant for aboriginal entrepreneurs?

Website

- What were your initial impressions of the ABSN website? Best thing about the site? Worst thing?
- Tell me about some of the other sites you visited.
- Have you used any of these websites before? Why? Why not?

SERVICE PROVIDERS

Awareness

- What kind of information do Aboriginal entrepreneurs use when starting their business?
- Do you find any differences or similarities between Aboriginal entrepreneurs and non-Aboriginal entrepreneurs in the types of information they seek? Way in which they seek information? In the way they prefer to receive information?

- Compared to other ways in which Aboriginal Entrepreneurs can get information, how important is the Internet to them in obtaining business information? Explain. (Probe: personal/community Internet accessibility, knowledge and skills in the community to make effective use of the Internet)
- Is there business or other information specific to an Aboriginal community that you feel is not currently available? Explain

Accessibility

- To your knowledge, have any of your Aboriginal entrepreneur clients experienced any difficulties accessing information for their business? Explain.
- Are there any service providers that you clients would not approach? Why is that?
- Thinking of all the ways in which entrepreneurs can access information (via the Internet, going to a service provider, reading books, watching videos, attending seminars and workshops, etc.), which is the most convenient way for your clients to access business information? Explain why
- Least convenient way for your clients to access business information? Explain
- Any things that would make it easier for your clients to access business information and services that would help them with their business?
- Are there any types of businesses (be it a geographic-group or an industry-type) that you feel more adequately resourced to serve? Some types of business that you feel less able to serve? Why is that?

Support Mechanisms

- Which other service providers do you deal with most often? What kind of relationships do you have with them?
- Does your agency provide funding to other agencies that deliver information service to Aboriginal entrepreneurs?
- Do you think relationships among service providers be improved so as to provide better products and services to clients? In what ways?
- What kind of support would be most useful to your clients if they have questions about starting or operating your business?

Challenges for Aboriginal Entrepreneurs

- Are there any challenges that Aboriginal Entrepreneurs face that are not faced by non-Aboriginal entrepreneurs? If so, what are these challenges? How do they impact the development of Aboriginal businesses?
- Thinking about Aboriginal values and culture, have these presented any challenges for your clients when starting or operating their business? Explain.
- If so, how have they dealt with this?

Trends/Other

- Just thinking about trends for a moment, what kinds of changes or trends have you seen in Aboriginal business in B.C.?
- If there are new products or services to help Aboriginal entrepreneurs start or operate a business, what is the most effective way to tell them about these?

First Nation Participation

- Thinking about First Nations Participation in agency management/operations, does this make a difference to your operation? If so, how?

Record for each agency

- What percentage of your staff are of Aboriginal ancestry?
- Aboriginal participation or control of management (e.g. Board of Directors, Advisory Committee, etc.)

Evaluation of Tools

Print Material

- Do you have any of these publications available to your Aboriginal clients?
- Do they use any of these? Why? Why not?
- What changes, if any, would you suggest to make this material relevant for Aboriginal entrepreneurs?

Website

- What were your initial impressions of the ABSN website? Best thing about the site? Worst thing?
- Tell me about some of the other sites you know are available for Aboriginal Entrepreneurs. What are your initial impressions on these sites?
- What improvements, if any, would you suggest to make these websites more relevant for Aboriginal entrepreneurs?

Appendix 10 - Focus Group Results

A. Responses from Aboriginal entrepreneurs:

Awareness

Information hard to get or could not find

“Knowing our own talents, understanding our long and successful business history, starting with the positives we have, is the most important and for which we have the least awareness.”

“Native people are shy, they don’t know where to go for information. It is only if you know someone in town that they gain access” “For many their existence ends at the stop sign at the highway, on the edge of the res”.

Aboriginal specific funding is fragmented, difficult to source, and there is a lack of coordination on referrals.

We need sound, affordable, financial management advice on: business planning, Aboriginal taxation and insurance, business structure and incorporation options, approvals for business start up, business trends: “what is hot, and what is not”, competitive pricing, regulations covering WCB, and business registration issues.

Demographics are for FNs are fragmented – too many different sources. Statistics are out dated or unavailable.

We need government information on how contracts and licenses are awarded.

International marketing information can be hard to come by. Harvesting, licensing restrictions, exporting information are difficult to find.

How to better inform Aboriginal entrepreneurs?

“Mail outs and radio announcements that avoid sending the information to the band office where it can be dead ended.”

Changes we would like to see

“To get us off to a better start and save time, we need a three day group orientation on what we, as a First Nations people, bring to business, and what it takes to get into business, followed by a pre-entrepreneurial program that covers the business planning subjects.”

“We need coordinated information on Aboriginal specific funding.”

“We need information on mentorship.”

“For existing businesses, we need seminars/workshops on strategies required to deal with changes in the economy” (e.g. fishing industry)

“We need training to prepare Aboriginals for the business environment. Being apprehensive is one strike against you already.”

“We would like to see a email list/network established with both Aboriginal and non-Aboriginal to help bring down barriers between the two.”

Need improved research skills, an ability to discern useful info from data bases, and get pointers on moving through the system.

Accessibility

Have you experienced any difficulty accessing information?

“Being taken seriously as both an Aboriginal and an entrepreneur is a big barrier. The public seems to have a general discomfort with that.”

“People within organizations are barriers. There are attitudinal challenges. It is often problematic to identify oneself as Aboriginal.”

“There is an inherent bias/discrimination in the system that results in poorer service or no service. Aboriginal businesses are treated differently – higher expectations and requirements - and tougher standards.”

Service

Service providers I found useful:

“FNES: access to computers is important, with the right print materials. Starting with ABC, getting the money to do a business plan, then to an Aboriginal Capital Corps was a good route. CANDO, Revenue Canada, CFDC 16/37 and other CFDC’s for a rural point of contact are important, Burns Lake Native Dev. Corp., Skeena/QC Regional District, Skills Centre North Coast Community, KPMG, Assoc. of Management consultants.”

“For starting up: CBSC (they know what they are talking about) the interactive business planner is good. ABC, PRIT, then the BCIT incubator for business planning.”

“Van City peer lending very respectful of First Nations.”

“Visions 90% success. Prefer one to one. Good model.”

Service Providers I wouldn't go to:

Federal and Provincial Governments:

"Biggest difficulty? straight answers from government agencies".

"Program names change so when you ask about them you find they were cancelled."

"Difficulty getting government and other organizations to respond in a timely manner – they take too long, pass the buck, create time difficulties, lack knowledge about their own programs."

"HRDC sucks, you get the run around, wrong information"

"The Federal Aboriginal Procurement Strategy Program is very inaccessible to First Nations. It is difficult to understand how it is applied and varies with the departments involved. The web site is insufficient - not easy to access."

"Not realistic time guidelines, got stalled, door slammed."

"had a problem getting help from ABC."

"It is not what you know: it is who you know!"

"What makes a good relationship? Willingness to help, service people looking at you as an equal. Sometimes they see you as a lesser person if you are not established. This can relate to the lack of confidence you may project."

Aboriginal Capital Corporations:

"token Indians without authority"

CFDC's:

"CFDC, if not Aboriginal, can't go too far with: do not have FN understanding, staff or board members. Not meeting the needs. They discourage people, say business plans are incomplete, offer insufficient counseling, followed by loan denials, leads to discouragement. People don't come back."

Band Offices:

"Have to be the right family - it is who you know, there is favoritism and politics on the reserve."

EDO's:

Focus group participants reported that they don't have much money, they are not trained in the provision of Aboriginal business information - - "nothing but grief"

Banks:

"Banks are difficult to approach, hardest place to get money, don't understand how to provide info to young Aboriginal entrepreneurs. They have "no" on their mind right away."

"Politics with banks: if there is a non-native competitor in the area, the bank will discourage the Aboriginal entrepreneur."

"Banks have asked chief and council to co-sign loans. They don't recognize or value the human collateral."

"Metis will not go to PGNAETA."

Other good sources of information:

Friends, family, personal contacts, mentors, EDO's, Band office for training dollars, other contractors in your industry. These offer significant support for people.

Workshops motivate, the interaction personalizes the experience of business, information is more comprehensive and quicker through the exchange of ideas and experience, and people are not put on the spot not being able to answer the questions.

Service Providers with Aboriginal staff and directors:

"It depends on the attitude, if they are committed to helping, are willing to meet on short notice, take you seriously, and are friendly, it doesn't matter what race they are."

"We need Aboriginal people in director and management positions. Banks have Aboriginals as window dressing, with no clout. Important to have Aboriginal staff providing services - greater comfort level."

Delivery

Preferred access to business information

One on one is the most popular choice, but workshops at the beginning stages are thought to be the most efficient. People find groups the best environment to explore business ideas. There is some comfort when all have a similar level of expertise and confidence.

A network of entrepreneurs (web-based), who could assist one another with business information, would be useful as long as they were not in a competitive relationship.

Print, or web with phone numbers to follow up.

“If you don’t understand search mechanisms, it means you are still in a dependent relationship.”

Internet was a popular source of information with about half of those in the focus groups. Best source for up to date information.

The Internet, for half, is too big and difficult to search for information. Too time consuming. Hard to use the web: don’t know how to navigate and too much American content.

People commonly requested print material in combination with one on one, or Internet, with one on one.

“Entrepreneurial mentorship programs are important. Networking with existing Aboriginal business people is motivational. A luncheon program is a good model.”

In most regions, there still appears to be a distrustful relationship between government agencies and First Nations. The more the provision of business information services can be devolved to regions, the more effective will be the service.

Greater government coordination of service and products is necessary to address the overlaps in service delivery. Finding ways to decrease competition and duplication between service providers, is important.

Committed and talented people that will display a positive attitude are needed in government.

Find ways to fund service providers based on satisfactory service delivery. Its not the number of businesses you help to start, it is the number that you help establish.

Provide for the training of people that provide services to Aboriginal entrepreneurs.

Design and initiate a network of entrepreneurs that can act as a mentoring and support group for one another.

“We need to continue to improve access to and train in computer technologies.”

Support Mechanisms

Self-development and success is due to pure determination. There is little confidence in Aboriginal skills, expertise and ability. We have the talent but we don’t have the confidence. Experiences in the education system leave a legacy of low self-esteem. We need to fight the public and (sometimes Native) preconception that Aboriginal individuals should not go into business.

Aboriginal Business Club - once per month luncheon.

Women:

Women's needs are greater while raising kids - child care issues, stress on the family.

"the old man is off in the car and you don't have any transportation." "husband has to co-sign loan application"

"people think women can't do math"

"People want to talk to male owner"

Businesswomen are not being taken seriously.

There are difficulties in particular for some sectors, namely youth, elderly, women, displaced workers and the disabled who want to start businesses.

"We need specially qualified people to work with these clients."

Women need secondary support like quality daycare, travel subsidy since they often don't have vehicles, but they are more determined just get out of the way. Financial access: there are less restrictions due to no bad credit rating. They are more organized, goal oriented, have a game plan. They account for 70% of the management and leadership in their own communities. In the mainstream culture, women in these positions account for 14%.

People outside the Vancouver/Victoria area do not get the attention from corporate funders that the Southern area does.

"Metis businesses have not received support from the Aboriginal community"

Challenges for Aboriginal Entrepreneurs

a) From the non-native community

Racism was cited by all entrepreneur groups as a major issue. Some specific comments are:

"The political bias against Indians in our community is like a wall"

"Town council gives us a hard time (Terrace)"

"We are treated as 2nd class citizens."

Treatment of Aboriginals by customers/clients is often unprofessional and discourteous.

Dealing with non-Aboriginal customers: some racism but not a big problem:

“In my janitorial service they see me as lower than them, and disrespect me.”

“You have to prove yourself just like everyone else.”

b) Financial challenges include:

Non-Aboriginal business people reluctant to offer credit to Aboriginals. Credit ratings are often a draw back.

If one Aboriginal business person fails, they label you as a probable failure.

Restrictive definitions of assets/property result in little equity available to the Aboriginal entrepreneur.

“You are the business, real value is your ideas and brainpower.”

“We do not establish our credit ratings early enough.” “It is better to not have a credit rating, since most often it is a detriment.”

c) From within the Native community

It was reported that Aboriginals don't have the education levels within the Native community to provide the breadth of knowledge and confidence that non-native entrepreneurs start with.

“Networking is important to do. Often we are not in the loop.”

Social dysfunction in the community can mean theft and destruction of your business goods and equipment. Also you are expected to hire community people but they often don't show up to work.

“Aboriginal businesses do not support one another.”

The commonly told “crab story” illustrates a resentment towards individuals making it and can result to some extent in a community boycott of that Aboriginal business.

Band council wants control of everything on the reserve and information often does not get through. There is often considerable band council bureaucracy and hierarchy of ruling families that can make it difficult for those not in the “in group.” Regulatory framework and zoning by-laws on reserve are a challenge. There are insufficient sources of capital for economic development made available to the bands.

“There is also traditional authority who may say how business is done. They need to be more in touch with the entrepreneur's reality.”

There are significant differences between Aboriginal and non-Aboriginal perceptions of wealth, worth, time, the importance of family and community, status, and not quantifiable assets. There is a requirement for sensitivity and understanding of norms within the community.

Hereditary or house group systems are a complication. Lack of support on reserve from community. A resentment of success, or “too good for us” attitude affects environment and credit to community customers when they don’t pay. Community perceives that entrepreneurs are in it for themselves. “Rising tide lifts all boats” is a theme to counteract it.

Small community means small market, large transport costs and insufficient infrastructure.

Traditions, values and culture:

“Many people in the non-native world don’t consider spirituality as relevant to business. But there is still considerable impact of values and traditions that impact the Aboriginal entrepreneur.”

The devotion to business that is needed for success leaves little time for feasts and traditions. There are obligations to feed extended family, and obligatory contributions to funeral feasts. Aboriginal employees expect time off for funerals. This is hard to manage and afford when you have to hire replacement workers.

The collection and accumulation of money, conflicts with social position and the tradition of sharing.

“I don’t like spending time on money collecting.”

“Self pride stems from autonomy and the ability to contribute to others and the community.”

There are different measures of success in the Aboriginal community. It is not just money. Money may be problematic. There is a stronger commitment to community, and a tradition of barter. A higher premium is placed on time, not money.

People who leave to do business outside the community can be seen as having sold out. They can become outcasts and lose community support.

“If community members owe you money it is the non-native businesses that are the first to be paid.”

“There are items that should not be sold, for instance sweetgrass, sage, and cedar.”

“There are a variety of values/cultures that include: Metis, F. N, on and off reserve , rural and urban Inuit.”

Depends on the business you are in, but it can be an advantage if you can incorporate the culture in your eco-tourism business, or if you have a resource based business that you can conduct on traditional territory.

Trends

Most feel there is a strong future in cultural and eco-tourism. Many feel there are advantages to be gained in cooperative marketing and “eco-certification” of tourism products within a region.

Small business and especially home-based business start ups, is considered a major development, especially with youth

Other trends identified e-commerce, and web-based business, especially for youth (50% under 25 years)

“70% of youth want to start their own business”

Fewer people are looking for grants: preferring repayable loans and quicker access to money.

“People out there are searching for spirituality.”

Demographics indicate large numbers of aging. Older people will need care. “We need to see this as an industry and need info on ways of looking after the elderly. Long house style or other designs for living.”

Treaty settlement and the pursuit of self-sufficiency will generate demand for capacity building.

“Home building/ house construction is a great market we must prepare for with appropriate designs.”

There is fear and insecurity around the economic impacts on coastal communities that are resource based. There is a trend to more diversification in business, away from resource industries, art production and retail stores.

There is more talk about going into business to make money as opposed to employment creation. Profit incentive is more acceptable.

Increasing native and non-native partnerships are emerging.

Increasing public sensitivity to Aboriginal issues, political clout, economic power and cultural protocols is developing. There is more inclusion of Aboriginal staff in those sectors where appropriate.

A greater reliance of the rural and remote areas on computers will require training and the supply of the hardware.

Partnering with non Aboriginal groups

Bands with a percentage ownership of the business.

Internet Usage/Web based information

Very important, invaluable for international markets and finding information. Initial research for equipment was useful. Have to get past the hype, don't have the time to spend on the web. Description of organization on web helps save time, and listing of programs available is helpful. Need more info on the programs.

"Yes, important, but difficult with all the American information"

Could use a registry of First Nations businesses on the web.

"Simple language on web, we need preparation of people for using the web"

People agreed they want private and public web sites.

40% of communities don't have access to the web. Need workshops in the communities to prepare for its use.

Aboriginal designs differ from community to community. No shortcut to cultural respect. Get the information right.

ABSN site: writing too small, not clear, too slow, loads in wrong order, content OK, not internal search engine pretty good, navigation good, content is there, it had a sample plan in your business sector. Government agency comes with a bad history.

Need web interaction, links to Aboriginal businesses, mentoring. Use site to provide networking opportunities.

"Click here for Aboriginal Business in B.C., listed by sector and geographic region. Must be easy to navigate from first page. Need to have somewhere to refer questions on this network real person support. Test the site before it becomes operational."

Other sites: First Nations, more streamlined, all Aboriginal, easy to navigate, attractive design, warm. INAC site unclear, no info on where to do, disorganized.

FN Forestry program: web address too long, all links to the same page, too long to download information via Acrobat.

The importance of the Internet in the provision of information, at this time, is low. It will become important if people have good and even access to it.

For those in the more rural parts of the province, there are few servers.

Distribution of hardware to band offices is not enough. It is important to the smaller bands, but it can be a barrier to access. Going through formal channels is essential, but it is important make informal contacts on reserve, with the people you know follow through.

The Internet importance is industry specific. It is essential for international business but less important to the resource industries. Do not disregard other tools for the Internet.

There needs to be both “street access” and “central comprehensive” access where there will be people contact to assist those who are learning. Wherever the capacity goes, band offices or cap sites, there needs to be technical support on site.

Literacy training must be done at the same time as the computer training. Many men in the more rural areas are dependent on their wives for the paper work.

Hard to navigate, books are faster. It is important that any site is well maintained. KISS (Keep It Simple). More user-friendly information.

Print Information

The Enterprising Spirit: no table of contents, good and thin, pages too busy, distracting, difficult fonts and arrows, not enough information, eye catching front page. Interactive, that is good. I want a combo of print and filling in blanks. Need info on other bus. Structures like co-ops.

Didn't like government publications, too generic, need specific Aboriginal examples and references.

Solutions for Small Business: boring, good title, small font, hard read

Visions materials and approach: real contact is important with beginners. All agreed. The one on one is important but it depends so much on the quality of the resource person doing the job.

Need an educational process (workshop, seminar) to access info, backed by print. Print to one on one mentoring, then more research,, e.g. financial experience, suppliers, marketing

“Need to keep on top of things once in business. Web is good, newspaper, TV , particularly if your market is not local.”

B. Responses from Service Providers:

Awareness

“We use press releases, word of mouth, “talking circles” but the word does not get through”. “Usually the band office is a dead end.” “Advertising is negative, word of mouth and referrals are what our clients trust”

Aboriginal entrepreneurs are looking for information that is not currently and not easily available on:

- Aboriginal specific financing
- How to get around the land/equity finance problem and their ability to raise capital
- Access to resource licensees
- On-reserve rules and regulations
- How to deal with consultants
- Tax info, GST and PST specific to status Indians, that is clear and concise, and
- Uncertainty of what is going to happen in a quickly changing world.

Differences in the way Aboriginal entrepreneurs want to access their business information are:

- Seeking information through asking many questions of community people and service providers, one on one,
- A resistance to filling out forms and reading paper.

How do we address the differences in the way Aboriginal entrepreneurs access business information?

- We need to go to the community to deliver services.
- We need to create a comfort level for the client by being sensitive to cultural differences of time and respect.
- There needs to be a unification of services or better specialization of function between service providers to address duplication and “buck-passing” issues.
- We need an Aboriginally controlled web site that lists all the relevant services and programs.
- There needs to be commitment from the senior level of INAC to streamline service delivery.

Accessibility

There is a need to be culturally sensitive: know how to speak and take adequate time to listen, understand historical factors, pay attention to protocol, and go into the community to make Aboriginal clients comfortable.

There are service providers that clients would not approach:

Banks: they need to get something out of the relationship first and foremost.

Government departments commonly do not have staff committed to assisting Aboriginal entrepreneurs, or knowledgeable about relevant programs and information. Often government programs do not have long-term commitment to programs, but follow a “flavor of the month” approach.

Because of the high turnover of EDO’s, few know enough to be useful.

“There is a need for programs that respond to local needs and give authority to local offices.”

“Too much red tape and bureaucracy.”

“How to address differences: “Keep it Simple”, get visual, and introduce job shadowing. Many service providers need training and information.”

A one-stop service is required.

Service Providers that do work:

- Those who are culturally sensitive
- Will take the time and be patient
- Know enough about the local issues to stay clear of politics
- Have established trust with the clients, the Native community, and the other service providers
- Those who spend most of their time with their clients, not the other agencies

Preferred way to access business information is: on their turf, face to face, with a mentor, in print, and in training programs where those people just beginning are in groups. At the entry level the comfort level is important. For the more experienced, they don't want to be sitting in groups, but want one to one.

"We need to stop the training treadmill of HRDC"

Support Mechanisms

The federal and provincial government agencies seem more concerned to meet government mandates than actually support entrepreneurs.

"Important support comes from: the Creator, family, mentors, others in industry, college program instructors, some local service providers, personal contacts, people for whom we may have worked, business networks, band offices, CEDOs."

A web-based mentoring network is a good idea. It would deal with the established businesses that, because of discrimination, are often reluctant to identify themselves as Aboriginal.

Duplication/Competition

"There is competition between service providers. How can there not be when we are all struggling for the same scarce money, and there are wide overlaps in mandates, functions, and clientele?"

There is now a duplication of services in the community that results in a competition. It is important to address this duplication.

Planning is the key, planning requires money and coordinated funding. The community can plan best. We need agreed upon criteria and guidelines, and streamlined funding.
Need a register of FN companies

Loan guarantee requires client follow up monthly and mentoring. This is a good model. Flexibility is required for repayment.

Need to use local people in not for profit organizations to deliver services.

"Service providers are being pushed to the limit with time and budgets. They are meeting out."

Themes from Focus Groups – Service Providers

1. Information not easily available:(as entrepreneurs, plus)
 - How to deal with consultants, future trends and uncertainty.
2. Differences entrepreneurs want to access business information:
 - Ask many questions, resist form filling out and reading paper, don't use Internet now, need to address access.

Service providers that work are those who:

- Are culturally sensitive
 - Take the time and are patient
 - Know local issues and stay clear of politics
 - Establish trust with client, native community and other service providers
 - Spend most of their time with their clients
3. How to address differences:
 - Go to the community to deliver services
 - Create comfort level
 - Unify services
 - Aboriginally controlled web site
 - Keep it simple, get visual
 - Train service providers
 - One stop service required
 - Orient beginners in groups
 - One on one with more experienced
 4. Service Providers that clients will not approach:
 - Banks, government departments, Band EDO's
 5. Support Mechanisms:
 - There is a need for programs that respond to local needs and give authority to local offices.
 - We need senior levels in government to plan with us, and streamline service delivery.
 - We need coordinated funding.
 - Loan guarantee programs require follow up and mentoring - good model

6. Challenges:

- Value differences over: wealth, worth, time, importance of family, community, status
- Lack of support on reserve: resentment of success, in it for themselves.

7. Trends:

- Partnering with non-native groups
- Bands owning percentage of businesses.

8. Internet Usage

- Hard to navigate, books are faster
- For some industries not important
- Site must be well maintained
- More user friendly information
- Will become important if barriers are conquered
- Need both public and private access
- Distribution to band offices not good enough
- Need technical support
- Literacy training must be done at the same time

Appendix 11 - List of Programs and Services

The following list of programs and services was compiled from a review of web sites and available print materials, supplemented by service provider survey responses. It is not intended to be exhaustive, but instead provides a profile of the types of programs currently available and their areas of emphasis. Undoubtedly there are additional programs in support of Aboriginal economic development in the Province. Government programs in particular are well documented in various publications (see Appendix 12 for examples). As recommended in the report accompanying this document, this list or “inventory” of programs and services for Aboriginal entrepreneurs should continue be built upon, updated and circulated to enhance awareness of their availability. Program descriptions are taken directly from materials provided by the delivery agency/organization.

A. FEDERAL PROGRAMS:

PROGRAMS WITHIN INAC

Community Economic Development (CEDO) Program:

The BC Region INAC allocates CEDO funding to 11 Tribal Councils, 3 Aboriginal Capital Corporations and 125 Nations (Bands). The intent of CEDO funding, a program initiated through the Canadian Aboriginal Economic Development Strategy (CAEDS) in 1989, is to assist Community-based economic development activities. CEDO annual budgets are formula-driven, based on population. CEDO activities vary, depending on local priorities. Funds may be used to employ or contract Economic Development Officers, to support employment/training programs, to assist with community/business development training, and/or to assist business start-up or expansion.

Economic Development Opportunity Fund (EDOF):

The objective of EDOF is to provide a portion of the equity required for an INAC funded CEDO to secure debt financing and /or attract a joint venture partner for the start-up or expansion of a business. The EDIF is not intended to be a primary source of funding. Project proposals are assessed based on the provision of a complete business plan and confirmation that all other sources of funding/financing are in place.

Indian Economic Development Fund (IEDF):

The Indian Economic Development Fund was established to provide direct loans and loan guarantees for First Nation businesses. With the establishment of a national network of Aboriginal Capital Corporations (ACCs), the direct loan component of the program has become virtually inactive. The loan guarantee component is active on a residual basis, only for on-reserve, unincorporated, Indian owned businesses that are not covered by Industry Canada's loan insurance program.

Indian Economic Development Fund (IEDF) loan guarantees can be considered for business enterprises that meet ALL of the following:

- Business is owned by status Indian(s);
- Business is located on an Indian Reserve in Canada;
- Business is not incorporated.

Resource Acquisition Initiatives (RAI):

The RAI program is a component of the federal Aboriginal Economic Development Strategy. The RAI is intended to provide a portion of the equity required to assist an INAC funded CEDO to access debt financing and /or attract a joint venture partner, in order to establish or expand viable resource sector-based business. The RAI is intended to assist with the acquisition of natural resource permits and /or licenses, and/or related business assets. The RAI is not intended to be a primary source of funding. Project are assessed based on the provision of a complete business plan and confirmation that all other sources of funding /financing are in place.

Procurement Strategy for Aboriginal Business (PSAB):

The PSAB provides Aboriginal business with increased opportunities to supply goods and services to federal departments. The PSAB does not provide funding but links potential suppliers and federal purchasers.

Aboriginal Workforce Participation Initiative (AWPI):

The Aboriginal Workforce Participation Initiative is a national initiative designed to help employers recruit, retain and promote Aboriginal employees.

Resource Access Negotiations Program (RAN):

Provides assistance to First Nations and Aboriginal Organizations to negotiate agreements for access to employment and business opportunities related to resource development. The negotiation of natural resource co-management agreements with Provincial government is also eligible for funding.

First Nations Forestry program (FNF):

This program is jointly funded by INAC and Resources Canada – Canada Forest Service (CFS). Project specific funding assistance is provided to First Nations to enhance business opportunities (on and off reserve lands). The program is intended to address economic development opportunities and enhance First Nations management of forest resource activities.

First Nations and Inuit Youth Business Program:

This is a micro-business program for young people who are mainly out of school. It offers the opportunity to be matched with a mentor and some financial support in order to assist youth interested in creating their own employment.

Program activities include: workshops, self-evaluations and assistance in the form of advice and guidance during the development of individual programs. Partners include First Nations and Inuit communities, Aboriginal financial institutions and other organizations that offer business mentor programs.

INAC funds the National Aboriginal Capital Corporations Association to design and manage the program, which in turn, works with Aboriginal Capital Corporations (ACC's) to implement the program. See Section C: Organizations below for a description of programs and services delivered through ACC's.

Equity Investment Programs:

The Opportunity Fund Program provides financial aid in the form of "equity gap" funding to eligible First Nations and Inuit Community Economic Development Organizations (CEDO's). The objective is to help them attract joint venture partners or secure conventional debt financing to take advantage of a business opportunity.

Aboriginal Inventory:

The Aboriginal Inventory is a collection of resumes of Aboriginal individuals who wish to be considered for employment in Indian and Northern Affairs Canada. The department operates the inventory by referring these resumes to managers, at their request, for consideration when they are filling vacant positions. Other federal departments as well as Aboriginal and non-Aboriginal organizations outside the federal government also seek referrals on occasion.

Post-Secondary Education Program:

The Post-Secondary Education Program supports the increased participation and success of Status Indian and Inuit students in recognized post-secondary courses of study, thereby improving participant employability. It provides financial assistance for post-secondary studies.

This program is available to eligible Status Indian and Inuit post-secondary students who have resided in Canada for a period of 12 consecutive months prior to applying and who have been accepted in a recognized post-secondary education course or program in Canada.

PROGRAMS WITHIN INDUSTRY CANADA

Industry Canada's programs and services for Aboriginal business are delivered primarily through Aboriginal Business Canada, a program within Industry Canada. Aboriginal Business Canada itself has a number of programs, which are listed below.

Non-financial Support Services

In addition to the specific programs outlined below Aboriginal Business Canada assists client to establish, expand, modernize or acquire businesses, develop new products or services, launch marketing initiatives, creates business support services, organizes conference and seminars and develops information products.

Aboriginal Business Canada – Innovation:

Many Aboriginal firms are being innovative and using technology to achieve success. These firms are growing and creating new job opportunities. Aboriginal Business Canada is helping to increase the number of such innovative firms and assisting others to use technology to be more competitive.

Financial support is available for:

- Establishment or expansion of businesses in "high knowledge" sectors.
Support for business planning, marketing and business advisory services is also available for these firms.
- Development of new products and processes (with commercial applications).
- Diagnostic assessments of company operations to develop implementation plans for technology-based enhancements. Support is available across all sectors.
- Implementation of technology, including Internet technology that improves a firm's competitiveness.
- Development of "value-added" technological capabilities within a firm which diversify products offered and improve services related to the firm's core business.
- Analysis and development of improved processes to meet key quality standards, such as those put forward by the International Organization for Standardization (ISO).
- Costs associated with entering into a joint venture where there is significant potential to acquire technology and skills related to the management of that technology.

Aboriginal Business Canada also provides support to Aboriginal individuals and organizations to undertake initiatives that have broad application, and that can increase the participation of Aboriginal businesses in today's innovation-based and global economy. These activities help build business capacity, identify development opportunities and improve the climate for Aboriginal businesses.

Aboriginal Business Canada - Tourism Businesses:

Many Aboriginal firms operate successful tourism businesses in Canada. More than ever, Canadians and visitors from other countries are interested in visiting Aboriginal communities and experiencing authentic Aboriginal culture. In recognition of this niche market, Aboriginal Business Canada supports individuals and communities in their efforts to develop distinctive Aboriginal cultural tourism and ecotourism products that are commercially viable yet remain sensitive to Aboriginal traditions and values.

Financial support can be made available through this program to:

- Establish new businesses that offer Aboriginal cultural tourism or ecotourism experiences.
- Add an Aboriginal cultural tourism or ecotourism component to an existing tourism business.

Aboriginal Business Canada - Youth Entrepreneurship:

Today, some 68 percent of Aboriginal Canadians are under the age of 30. This illustrates the importance of committing resources and effort to encouraging, preparing and supporting those who choose to own and operate a business as a livelihood. Aboriginal youth are more highly educated and technically literate than ever before. To encourage the use of these skills in business development, Aboriginal Business Canada is placing priority on supporting initiatives that encourage Aboriginal youth to get into business. This includes supporting entrepreneurship development and the application of information technology skills to business.

Under this program, Aboriginal Business Canada can:

- Assist youth-owned businesses with preparation of business plans, marketing and financing the start-up, expansion, modernization or acquisition of a commercially viable business, as well as with business advisory services.
- Assist with the eligible costs of activities that clearly lead to entrepreneurship development of Aboriginal youth.

Aboriginal Business Canada - Trade and Market Expansion:

Many Aboriginal firms are already experienced at trading outside of their local markets. Aboriginal Business Canada is helping to increase the number of Aboriginal exporters, and assisting companies to expand their sales into regional and broader domestic markets.

Under this program, Aboriginal Business Canada can provide:

- Financial support toward the costs of advertising, promotion, business planning, consulting and business advisory services can be made available to your firm if you are seeking to expand locally, regionally or internationally.
- Assistance for capital and inventory can also be made available for firms seeking to expand into new provinces/territories or into new international markets.

INAC / IC / WED – Access to Capital

The \$14.65 million Access to Capital programming of the Aboriginal Business Development Initiative provides support to Aboriginal financial institutions that offer small business financing services to Aboriginal businesses and entrepreneurs. These include Aboriginal Capital Corporations (ACC's), Aboriginal Community Future Development Corporations and other Aboriginal owned or controlled lending institutions.

There are approximately 50 independent Aboriginal business financing institutions operating with close to \$200 million in capital, covering about 85 percent of the Aboriginal population. The Access to Capital program supports them to create a national network to pool their strength and expertise, develop new products and instruments for their clients, provide member institutions with efficient training and support services that will enhance their viability, enable them to borrow capital from the private sector to increase their lending capacity, and increase their coverage of Aboriginal businesses to 100 percent.

See Section C: Other Organizations for more information on programs and services offered by ACC's and CFDC's.

PROGRAMS WITHIN HUMAN RESOURCES DEVELOPMENT CANADA - HRDC

Aboriginal Human Resources Development Agreements (AHRDA's)

Through the Canadian Aboriginal Human Resources Strategy, Aboriginal Human Resources Development Agreements (AHRDA's) expand the relationship between the Human Resources Development Canada and Aboriginal groups that transfers funding and responsibility directly to First Nations, Metis and Inuit.

Effective July 1, 1999, the AHRDA's replaced the Regional Bilateral Agreements (RBA's). The AHRDA's is a five year commitment that will expand on the successful RBA model, while also responding to the need to integrate all programming including urban/off-reserve Aboriginal ; youth, disabilities and child care programs under one model.

Through these agreements Aboriginal organizations are able to offer a wider range of programs and services and to design and deliver employment programs best suited to their needs, promoting a coordinated approach to delivery at the community level.

Urban Human Resources Development Agreements (UAHRDA's)

Through the urban component of the Canadian Aboriginal Human Resources Strategy five Urban Human Resources Development Agreements (UAHRDA's) have been entered into to address the needs of the urban/off-reserve Aboriginal people in BC. Four of these are held by existing AHRDA holders and, therefore, are an urban component to existing agreements. One stand-alone agreement exists with the Vancouver Friendship Centre.

Aboriginal Strategic Initiatives:

The overall purpose of the Aboriginal Strategic Initiatives is to demonstrate, rather than implement, innovative approaches to program and service delivery. The initiatives fund innovative measures to test effective, cost-efficient social programs and services.

Native Internship Program:

The Native Internship Program offers summer employment to Aboriginal students in various Human Resources Development Canada offices, at regional and national levels. Not only does it provide a job and income, it also provides training and work experience.

Urban Aboriginal Employment Initiative:

The Urban Aboriginal Employment Initiative is designed to create long-term sustainable jobs for individuals in high unemployment areas affected by the Employment Insurance reform. It is co-managed with the Native Women's Association of Canada, the Congress of Aboriginal Peoples and the National Association of Friendship Centres.

Self-Employment Program:

The Self-Employment program is funded by Human Resources Development Canada and is available throughout Canada. In larger cities the SE program may be offered by a variety of agencies. In rural communities in B.C. it is most likely offered through your local Community Futures Development Corporation. Participants in the SE program receive business training and access financial assistance while getting their new business up and running. The program is designed to reduce some of the financial concerns of self-support for new entrepreneurs who are taking their first step towards self-employment.

Self-Employment program participants benefit from:

Flexible Income Support:

Self-Employment program participants receive a Self-Employment grant, which is equivalent to their Employment Insurance benefits or a predetermined flat rate. Flexible income support is designed to limit the many financial concerns of self-support common to getting a business off the ground

Small Business and Management Skills Training:

Self-Employment program participants receive training in:

- Writing a business plan,
- Market research,
- Product/service marketing, and
- Financial management.

Access to Capital:

Self-Employment program participants have access to up a maximum of \$125,000 in financing.

One-on-One Service:

Self-Employment program participants receive invaluable one-on-one business counseling and monitoring from professional CFDC staff.

PROGRAMS WITHIN WESTERN ECONOMIC DIVERSIFICATION CANADA (WD)

Western Canada Business Services Network

In BC, Western Economic Diversification (WD) is the federal agency responsible for the development and delivery of information services in support of small business development. Through its Western Canada Business Services Network delivers a range of services to entrepreneurs, including pathfinding, business planning and development, facilitating access to capital, provision of information, counseling and more. The Network is comprised of 34 Community Futures Development Corporations (CFDCs), the Women's Enterprise Society and the Canada/BC Business Services Centre (see Province of BC Ministry of Small Business Tourism and Culture below). See Section C: Other Organizations for a further description of CFDC and Women's Enterprise Society activities.

Community Investment Loan Fund

The Working Opportunity Fund is a labour-sponsored, private investment fund owned by over 14,500 B.C. investors. A partnership between the Community Futures Development Association of B.C., the Working Opportunity Fund and Western Economic Diversification Canada resulted in the creation of the Community Investment Loan Fund. This partnership has provided a number of CFDC offices with access to an additional \$4.7 million to loan B.C. entrepreneurs.

Entrepreneurs with Disabilities Program

In March of 1997, Western Economic Diversification Canada created the Entrepreneurs with Disabilities program. The program was established to make it easier for entrepreneurs with disabilities to pursue their business goals and to contribute to economic growth within their rural communities.

To qualify for the Entrepreneurs with Disabilities program a person must:

- Live in a rural community in B.C., and
- Have a disability that impairs your ability to perform at least one of the basic activities of self-employment or entrepreneurship.

The program offers:

- Business loans up to \$75,000, the terms of which are specifically tailored to address each individual entrepreneur's needs and are repayable at competitive rates.

Loans received under this program can be used for:

- Starting or expanding a business
- Applying new technology to your business
- Upgrading facilities and equipment
- Developing marketing and promotions material
- Establishing working capital for anticipated sales increases

Fisheries Legacy Loan Program

In cooperation with twelve coastal CFDC offices, the Department of Fisheries and Oceans Canada and Western Economic Diversification have contributed approximately \$10 million to fishery-related activity along BC's coast. In the spring of 1997, the Fisheries Legacy Trust was created to help bridge the financial "gap" by providing communities with capital to make investments in fisheries-related commercial ventures. The Trust has established two major investment funds: the Fisheries Legacy Loan Fund (FLLF) and the Recreational Sports Fishery Loan Fund (RSFLF). In addition to these two funds, the Trust also supports new and innovative fisheries development work through its Coast-wide Initiatives Program.

The FLLF provides financing to fishers who wish to start a new business or expand an existing business that will help to develop or diversify the fishery sector or that will create a business outside of the fishing industry.

The RSFLF assists existing charter operators and fishing lodge owners by providing working capital for the development and implementation of business strategies that make the business less dependent on the fishery.

The Coast-wide Initiative Program provides financing to groups and organizations with projects deemed to be "new" coast-wide ideas that will increase the economic vitality of coastal communities.

Western Youth Entrepreneurs Program

In 1996, in response to shrinking employment opportunities for rural youth, Western Economic Diversification Canada created the Western Youth Entrepreneur Program. The fund is delivered through the 33 Community Futures Development Corporation offices.

To qualify for a Western Youth Entrepreneur program you must:

1. Have a viable business idea,
2. Be between 18 and 29 years old, and
3. Live in rural British Columbia.

If all three of the above statements apply, a person may qualify for:

- Business loans of up to \$25,000, the terms of which are specifically tailored to address each individual entrepreneur's needs and are repayable at competitive rates, and
- Access to a network of organizations that provides information on: export and trade, other loan programs, selling to government markets, other government business services and support programs.

Urban Youth Entrepreneurship Initiative:

This program provides urban youth from disadvantaged groups with microloans of \$1,000 to \$10,000.

See also BC Ministry of Small Business, Tourism and Culture for programs delivered in partnership with WD.

PROGRAMS WITHIN NATURAL RESOURCES CANADA/CANADIAN FOREST SERVICE

Sponsor of the First Nations Forestry Program in conjunction with INAC. See description above.

PROGRAMS WITHIN FISHERIES AND OCEANS CANADA

Aboriginal Fisheries Strategy:

The Aboriginal Fisheries was developed in response to a 1990 Supreme Court Case (Sparrow). It is a comprehensive strategy that includes consultation on food, social and ceremonial requirements, development of fishing plans, economic development and fisheries management and stewardship activities. The program is an interim measure until the settlement of treaties with the First Nations.

The objectives of this program include: co-operative fish management programs, enforcement, monitoring and training. The reallocation of commercial fishing licenses to Aboriginal communities and a pilot project on the sale of fish are also being funded.

PROGRAMS WITHIN PUBLIC WORKS AND GOVERNMENT SERVICES CANADA - PWGSC

Set-Aside Program for Aboriginal Business:

The Set-Aside program is part of the overall Aboriginal Procurement Business Strategy, delivered in conjunction with DIAND (see above). The PWGSC is the federal department responsible for the administration of \$ 8 billion worth of contracts for goods and services. In accordance with the Procurement Strategy for Aboriginal Business (PSAB) and the Set-Aside Program for Aboriginal Business (SPAB), contract requirements (\$5000 and over) designated by client departments as set aside are to be restricted to qualified Aboriginal businesses.

Eligibility:

Aboriginal persons must have at least 51 percent ownership and control in the business. Also eligible is a joint venture consisting of two or more Aboriginal businesses or an Aboriginal business and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture.

When an Aboriginal business has six or more full-time employees at the date of submitting the bid, at least 33 percent of them must be Aboriginal persons, and this ratio must be maintained throughout the duration of the contract.

PROGRAMS WITHIN NATIONAL RESEARCH COUNCIL

Industrial Research Assistance Program:

Provides advisory services and financial support for research and development for firms with 500 employees or less.

Canadian Technology Network:

A network of technical and business advisors across the country.

Technology Partnerships Canada

Public sector investments in high-technology products and processes in partnership with private firms.

PROGRAMS WITHIN REVENUE CANADA

Aboriginal Business Information Seminars:

The Aboriginal Small Business Information Seminars provide information to new or prospective Aboriginal businesses on rights and obligations under the customs, excise, GST and income tax legislation and about services available to these businesses.

Participants are mostly band members and tribal council employees. The intention is that these participants will transmit the information to other band members in their community.

PROGRAMS WITHIN THE DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE – DFAIT

Directory of Aboriginal Exporters:

A directory of Aboriginal small and medium-sized enterprises that are:

- Exporting
- Export-prepared, or
- Export-oriented

The directory is used by Canada's trade network at home and abroad to encourage the participation of Aboriginal companies in federal government international business development activities.

PROGRAMS WITHIN CANADIAN HERITAGE:

Aboriginal Friendship Centre Program:

The Aboriginal Friendship Centre Program provides funding for the operation of friendship centres, the National Association of Friendship Centres and its affiliated provincial/territorial associations. Friendship centres are designed to improve the quality of life for Aboriginal people living in or passing through urban areas. Friendship centres provide a wide range of services and programs for Aboriginal people in the areas of housing, education, employment, recreation, human resource development, and cultural maintenance.

Aboriginal Representative Organizations Program:

The Aboriginal Representative Organizations Program provides funding to Inuit, Métis, and Non-Status Indian representative organizations to advocate and negotiate with federal and provincial governments regarding programs and policies affecting their membership. These organizations are concerned with a variety of issues related to the socio-economic status, health, and cultural identity of Aboriginal people.

Young Canada Works:

Canadian Heritage, working in partnership with the private sector, as well as national and community organizations, is helping to create jobs for young Canadians. This initiative gives more than 2 500 young people the chance to earn money, gain work experience in key sectors and make the transition from school to work.

Up to 300 summer jobs are available for Aboriginal urban youth at 123 Aboriginal Friendship Centres and affiliated associations across Canada. Aboriginal urban youth develop real-life leadership skills and contribute to their communities by working on summer projects that address the needs of Aboriginal urban communities, particularly those of Aboriginal youth.

Aboriginal Women's Program:

The Aboriginal Women's Program is the primary source of funding to Aboriginal women's organizations. The purpose of the program is to improve the socio-economic and political status of Aboriginal women. It provides funds for staff salaries and employee benefits, office and administration expenses, professional services as well as some travel and conference expenses. Funding is available to regional and local Aboriginal women's organizations for projects that improve social conditions, cultural retention, economic well-being and leadership development and training, while maintaining cultural distinctiveness and preserving cultural identity.

Northern Native Broadcast Access Program:

The Northern Native Broadcast Access Program provides funding to Aboriginal communications organizations for the production and broadcast of radio and television programs to Aboriginal audiences including Northern British Columbia.

Program funding may cover a wide variety of expenses, including: staff salaries and benefits; satellite uplink rental and production costs.

PROGRAMS WITHIN THE CANADA COUNCIL FOR THE ARTS

Aboriginal Peoples Collaborative Exchange:

The Aboriginal Peoples Collaborative Exchange program assists individual artists or artistic groups from Aboriginal communities to travel to other Aboriginal territories to share traditional and/or contemporary knowledge or practices that will foster development of their artistic practice. The program also supports projects that develop an appreciation, understanding or awareness of an artist's or artistic group's discipline within the communities visited. The program fosters unique artistic relationships and networks among Aboriginal artists in all disciplines.

The program provides two categories of support:

1. National Travel, which allows artists and artistic groups to travel within Canada to study/work and create with prominent, or highly regarded Aboriginal artists and artistic groups. This category also assists highly regarded or prominent Aboriginal artists and artistic groups to travel to another territory to create/present or lead workshops with Aboriginal artists and/or arts organizations in Canada.
2. International Travel, which allows artists and artistic groups from Canada to travel to other countries to study/work and create with prominent, or highly regarded Aboriginal artists and artistic groups. This category also supports projects that bring highly regarded Aboriginal artists and artistic groups from other countries to work with Aboriginal artists and/or arts organizations in Canada.

Aboriginal Peoples Music Program:

This program provides project support to Aboriginal individuals, groups, collectives and organizations that contribute to the diversity and originality of Aboriginal peoples music. Eligible projects research, restore, disseminate and preserve cultural practices, and contribute to the creation and presentation of quality Aboriginal peoples music.

This program has three components:

1. Single-Event Performances
Artists, groups and collectives may apply for support to perform at a celebration, powwow or other Aboriginal peoples cultural event within Canada. Travel, freight, promotional and administrative costs will be considered.
2. Research and Preservation
Artists, groups and collectives may apply for support to conduct research and preservation projects on Aboriginal peoples traditional music. These projects can be for either the creation of one's own performance activities or sharing/disseminating the information back into the community.

Grants to Aboriginal Writers, Storytellers and Publishers:

The objectives of the Grants to Aboriginal Writers, Storytellers and Publishers program are to encourage the artistic professional development of professional and developing Aboriginal writers and storytellers and to encourage the development of Aboriginal publishers and collectives. The program offers two components: Creative Writing Grants and Publishing Grants.

Creative Writing Grants provide support to Aboriginal writers and storytellers to work on new projects in the field of fiction, poetry, orature, children's literature, legends/mythology or literary non-fiction. The program also supports literary creation in Aboriginal languages, whether oral or written. There are two categories for individuals: professional and developing.

Publishing Grants provide support for Aboriginal publishers and collectives to publish Aboriginal literature. This may be in printed or audio book form, magazines or periodicals, or material intended for broadcast on radio, television or the Internet. These grants support CD-ROM and other audiovisual formats. Support is available for the creation and production of the project only, which must be literary in content. Self-publishing projects (i.e. a writer wanting to publish his or her own book) are not eligible. The program supports publishing projects in French, English or Aboriginal languages.

Assistance to Aboriginal Curators for Residencies in the Visual Arts:

This initiative provides professional development in all aspects of curatorial practice in visual arts to Aboriginal Peoples at their chosen host institution. For this program, visual arts includes painting, sculpture, mixed media, installation, photography and craft.

This program provides salary support to a maximum of \$35,000 (individual salaries will vary depending upon the range of permanent salaries at the institution and the associated living costs). The grant will be payable to the curatorial resident. Host institutions are responsible for all other expenses associated with the residency, including the costs of exhibition research, presentation, circulation and publication. Host institutions may seek further support from the Canada Council towards the costs of these activities through other programs of the Visual Arts Section.

Developmental Support to Aboriginal Theatre Organizations:

This project assistance program provides developmental support to Aboriginal theatre organizations. Developmental support means contributions towards the costs of producing theatre works and contributions towards the costs associated with developing Aboriginal theatre artists and organizations.

This program has two components: one for established and the other for emerging companies. Established: Companies that have been in existence for five years or more of sustained activity. Emerging: Companies or groups that have been in existence for less than five years of sustained activity and demonstrate a commitment to professional artistic practice according to the Canada Council for the Arts' definition:

- Specialized training in the field (not necessarily in academic institutions);
- Recognition as such by peers (artists working in the same artistic tradition);
- History of public presentation or publication;
- Commitment to devoting more time to artistic activity if financially feasible.

PROGRAMS WITHIN STATUS OF WOMEN CANADA

Women's Program:

The Women's Program seeks to improve the status of women by providing financial and technical assistance to voluntary organizations and women's organizations, at local, regional and national levels.

An important focus of the program is activities that address the situation of women who face multiple barriers, among them Aboriginal women. This program works closely with the Aboriginal Women's Program of the Department of Canadian Heritage.

PROGRAMS WITHIN AGRICULTURE AND AGRI-FOOD CANADA:

Agriculture and Agri-Food Canada offer a range of programs to assist with marketing and exporting within the agriculture and agricultural food sectors through the Agri-Food Trade Service. They include:

- Agri-Food 2000
- Enhanced Market Information
- Agri-Food Trade Network
- Enhanced Trade Show Support

FARM CREDIT CORPORATION

The Corporation offers loans for farmers and agri-food businesses.

BUSINESS DEVELOPMENT BANK OF CANADA (BDC):

A federal Crown Corporation, the BDC operates 15 branches throughout the province. Its mandate is to assist in the development and growth of small and medium-sized business in Canada. The BDC offers financial and **management services**. The bank offers a wide variety of **financial products** to fit each stage of a business' growth, as well as a wide range of business counseling, mentoring and training services. The Bank has created, for example, a Young Entrepreneurs Awards Program and a Young Entrepreneurs Mentor Program.

The Business Development Bank of Canada (BDC) offers flexible terms and conditions, such as stepped principal payments, seasonal payments, and in some cases deferred principal repayment.

Through a national network of independent consultants, BDC Consulting Group helps clients assess, plan and implement integrated management solutions. The Consulting Group delivers custom-made solutions that support Canadian entrepreneurs at every stage of their company's development, with special attention to growth, quality and exports.

In 1996 the BCD established the National Aboriginal Banking Unit specifically to serve the Aboriginal market. The Unit then developed a unique product: Growth Capital for Aboriginal Business. Financing of up to \$100,000 is available for existing businesses and \$25,000 for start-ups. Ongoing business management counseling and mentoring is provided for two years following loan approval through an agreement with CESO Aboriginal services (see Section C: Other Organizations). A portion of the interest earned on these loans is returned to a community organization or charity chosen by the borrower.

SUMMARY – FEDERAL PROGRAMS

Number of Federal Government Programs Related to Entrepreneurship By Program Area

Agency	Enterprise Financing ¹	Human Resource Development	Marketing/Market Access	Business Info.	Sector-Specific	Target Group Specific	General Support ²	TOTAL
DIAND	4	2	1		3	1	1	12
Industry Canada	1		1	1	2	1		6
HRDC		1			1	2	2	6
WD	1				1	3	1	6
DFO					1			1
Forest Service								
NRC	1			1			1	3
Public Works			1					1
Revenue Canada				1				1
Foreign Affairs			1					1
Canadian Heritage					1	4		5
Agri-Food					4			4
Arts Council					5			5
Status of Women						1		1
Farm Credit					1			1
BDC	1			1				2
TOTAL	8	3	4	4	19	12	5	53

¹ Enterprise Financing and Human Resource Development categories exclude financing and training programs targeted to specific groups or sectors, which are included under Sector-Specific or Target Group Specific.

² Programs may cover more than one of the program areas.

B. BRITISH COLUMBIA PROGRAMS

PROGRAMS WITHIN MINISTRY OF SMALL BUSINESS TOURISM AND CULTURE.

Canada/BC Business Service Centre

In partnership with Western Economic Diversification Canada, the Ministry of Small Business, Tourism and Culture supports job creation through services provided by the Canada/BC Business Service Centre in Vancouver. The center is funded jointly by the federal and provincial governments working together to help B.C. entrepreneurs start or expand a business.

Services:

- Small business workshops and business planning tools are offered through the Internet on the Canada/BC Business Service Centre web site.
- Infifax is an automated system providing business information 24 hours a day by return fax. People outside the Vancouver area can access Infifax by phoning 1-800-667-2272.
- Information is available on new markets, government programs and services, and taxation and regulations.
- Business service officers provide guidance on researching a business idea and creating a business plan.
- The center also features libraries specializing in business start-up, expansion and international trade.
- Business service officers answer questions in person, by phone, fax and e-mail.

REACH:

The BSC has a regionalization strategy that follows the national Canada Business Service Network strategy to “extend comprehensive access to government information through service intermediaries throughout the country in locations outside of the major Canadian Centres.” [CBCBSC, 1999] The regionalization strategy of the BSC is based on an Internet delivery tool entitled “REACH”, for Regional Access and Community Help. The REACH program is being considered as model of delivering business information to Aboriginal communities regionally in B.C. (see Appendix 14 – ABSN).

As of the end of February 2000, 37 REACH sites have been selected, and agreements entered into with “hosts” or “strategic alliance partners” covering all development regions in the province. The final step will be implementing 3-5 sites in the Lower Mainland. These partners include Community Futures Development Corporations, Government Agents, and Business Centres. While REACH is web based, it is only currently accessible to user sites that have passwords to access the site. Creating open access to REACH would be possible through the elimination of password only entry [Hartley, 2000].

REACH, through the Internet, is a technology that allows for a low cost, and simple means by which service providers can access the resource base of the BSC for the benefit of their clients. This includes:

1. The collection in Vancouver of B.C. specific information i.e. BC trade shows, regulations, business associations, etc.
2. The vat of information in Ottawa that includes; federal departments, crowns, business related programs, etc.
3. A library of over 6,000 books that has evolved over the years.
4. Recommended best websites and print materials for: regulatory and legal, funding and financing, contacts and directories, and marketing.
5. BC and StatsCan statistics.
6. Publications that the BSC sells/and or distributes for free, in the same format as it's hardcover equivalent.

One Stop Business Registration (OSBR):

Also a partnership between BC Ministry of Small Business, Tourism and Culture and Western Economic Diversification Canada, OSBR reduces the paperwork and time required for registering a new or existing business with Revenue Canada for GST, payroll, corporate income tax and import/export accounts, as a vendor for the provincial sales tax, and as an employer with Worker's Compensation Board. Registrations are completed through a computer system. However, a telephone help-line is also available on-site.

There are four core agencies that have partnered to provide registration through the OSBR:

1. BC Consumer Taxation - Application for PST account
2. BC Registrar of Companies - Registering a name (not reserving a name)
3. Workers Compensation Board - Registering with WCB
4. Revenue Canada - Registering for business number accounts GST/HST, payroll, corporate income tax, import/export

There are currently 59 sites with the OSBR.

Visions for the Future:

Visions for the Future is a series of Career Development Conferences for Aboriginal youth. The Conferences help youth develop long-term career plans, and learn about job training and education options. The conferences are one-day conferences held throughout British Columbia to encourage Aboriginal youth to explore employment and education options. Conference speakers include representatives from First Nations and Aboriginal organizations, industry, advanced education and government who speak with participants and share information and expertise about how to find a good job, enhance their education or start a small business.

YouBet!:

YouBet provides entrepreneurs under 30 with the tools necessary to start their own business through a series of training workshops. A mentorship component is also available, where participants are matched with local business professionals for advice and guidance. Trainers also assist with business plan completion and obtaining financing.

PROGRAMS WITHIN MINISTRY OF ABORIGINAL AFFAIRS

First Citizens' Fund:

The First Citizens' Fund is a \$ 25 million perpetual fund established by the government of British Columbia in 1969. The interest earned by the fund each year provides money to enhance economic development, cultural, social and educational opportunities for Aboriginal people.

Four specific programs are funded:

1. Friendship Centre Program
2. Business Loan Program
3. Student Bursary Program
4. Elders Transportation Program.

The First Citizens' Fund Business Loan Program is open to all types of businesses and the maximum loan allowable is \$ 75,000. The Fund has a 40% forgivable component and has built in aftercare for recipients. Loans can be used for start-up, expansion or upgrading. The Business Loan Program is administered for the Provincial Government by Aboriginal Capital Corporations through a contract with All Nations Trust Company (see Section C: Other Organizations re. ACC's).

PROGRAMS WITHIN MINISTRY OF COMMUNITY DEVELOPMENT, COOPERATIVES AND VOLUNTEERS

The Co-op Advantage:

This program provides funding for demonstration projects (including those leading to growth and diversification of existing coops), funding for business plan development and training, research promoting sector development within the new economy, networking, best practices events, and the development of education and information materials that support the development and expansion of co-operatives.

Community Solutions:

Community Solutions provides funding to community-based non-profit organizations, First Nations organizations and co-operatives for projects that facilitate community development, assess the needs and opportunities within communities, or build partnerships to renew and diversify economies and provide opportunities for low-income and multi-barriered people and communities.

Community Enterprise:

Community enterprise includes three components:

1. Community Business Development – matching contributions of up to \$100,000 to establish community-based enterprises.
2. Community Capacity Building – up to \$50,000 for pilot projects that create work for individuals in marginalized groups.
3. Community Venture Capital – provides investors with a 30% refundable tax credit.

PROGRAMS WITHIN THE NORTHERN DEVELOPMENT COMMISSION

The Commissioner's purpose is to promote and encourage job creation and economic development in northern BC. To do this the Commission coordinates with other agencies, promotes private sector investment in the north, advises the Minister of Energy and Mines and Minister Responsible for Northern Development.

Specific activities to date have included:

- Consultations with stakeholders in the region (Northwest Regional Forum)
- Undertook Forest Tourism Opportunities Study

Of particular interest, the Commission is planning Aboriginal-non-Aboriginal joint venture seminars.

PROGRAMS WITHIN MINISTRY OF AGRICULTURE, FISHERIES AND FOOD

Fisheries Development and Diversification Program (FDDP)

The FDDP is a federally/provincially funded program meant to promote industry initiatives that address competitive constraints to the seafood sector; enhance added value seafood processing and encourage sustainable fishery-based coastal communities. The program includes a financing and training component (see www.bcfisheries.gov.bc.ca).

Partners in Progress

Funding of up to \$150,000 is available for members of the farming, fishing and food sectors to develop ideas that will solve problems, increase competitiveness and create new markets (see www.fishrenewal.gov.bc.ca/otherprograms)

Science, Technology and Capital Development Fund

Contributions of up to \$25,000 for research and development projects within the seafood sector (see: www.fishrenewal.gov.bc.ca/otherprograms).

PROGRAMS WITHIN THE INFORMATION, SCIENCE AND TECHNOLOGY AGENCY (ISTA)

ISTA offers financial assistance for research and development and for “high technology” firms through three programs:

1. Product Development Fund
2. Technology Assistance Program
3. Technology BC

In addition to these provincial agencies two provincial crown corporations offer financing programs of interest to Aboriginal entrepreneurs active in the fisheries and forestry sectors. Two others, BC Hydro and BCR Group offer access to contracts and financial/joint venture support for new or expanding enterprises.

FISHERIES RENEWAL BC

Fisheries Renewal BC provides funding for fisheries-related projects and enterprises under four separate programs:

1. Salmonid Renewal Program
2. Development and Diversification Program
3. Planning and Partnership Program
4. Original Renewal Program Ideas

FOREST RENEWAL BC

Forest Community Business Program:

Forest Renewal BC's Forest Community Business Program provides increased access to capital for new and established businesses operating in the forest sector. Since program inception in June 1996, over 700 loans totaling more than \$23 million have been made to forest sector businesses. These loan funds have assisted forest sector businesses in creating and maintaining over 4,000 jobs in BC's forest economy. For loans up to \$125,000, information is available through community-based lending partners Community Futures Development Corporations, Aboriginal Capital Corporations and the Business Development Bank of Canada. Business planning support is also provided.

Forest Worker Re-employment Services

Displaced forest workers can benefit from assistance such as employment or financial counseling and training.

Forest Community Economic Development

Community-based planning and project feasibility studies within the forest sector are supported through this program.

Value-Added Business Unit

Forest Renewal BC also offers support for the value-added forestry sector through six different programs:

1. Marketing
2. Industry Infrastructure
3. Training
4. Forestry Innovation Development
5. Business Development (guaranteed loans, business planning assistance and mentoring)
6. Technology Transfer.

See www.forestrenewal.bc.ca.

BC HYDRO

Aboriginal Business Opportunities Program

Seeks to identify opportunities for Aboriginal businesses to bid on BC Hydro tenders and provides up to \$15,000 per applicant in funding to support the establishment or new Aboriginal businesses or to provide assistance that will make existing businesses more profitable.

Training and Apprenticeships

BC Hydro also provides work experience for Aboriginal peoples through training programs and apprenticeships. See www.bchydro.bc.ca/ard.

BCR GROUP OF COMPANIES

The Aboriginal Relations Department of BCR Group of Companies, which includes BC Rail, Vancouver Wharves Ltd., and Westel Communications, has a number of programs intended to identify common interests and resolve competing interests between the Companies and Aboriginal communities in the province. These include **contracting** and **joint venture opportunities**, along with employment opportunities, access to services, cross cultural awareness training, communications and consultation, donations and scholarships.

SUMMARY – PROVINCIAL PROGRAMS

Number of Provincial Government Programs Related to Entrepreneurship By Program Area

Agency	Enterprise Financing	Human Resource Development	Marketing/Market Access	Business Info. & Advice	Sector-Specific	Target Group Specific	General Support ³	TOTAL
Small Business, Tourism and Culture				1		2	1 ⁴	4
Aboriginal Affairs							1	1
Northern Development Commission				1			1	2
Ag, Fish and Food					3			2
Community Development	2						1	3
Information, Science and Technology	3							3
Fisheries Renewal					4			4
Forest Renewal					9			9
BC Hydro		1					1	2
BCR Group	1		1					2
TOTAL	6	1	1	2	16	2	5	32

³ Programs may cover more than one of the program areas.

⁴ One Stop Business Registration provides information on licensing requirements etc. but also provides the service of being able to apply directly through the system.

C. OTHER ORGANIZATIONS – PROGRAMS AND SERVICES

(Counseling, mentoring, networking, path-finding....)

Note: Drawn from a review of websites and materials provided to us by the following organizations.

ABORIGINAL CAPITAL CORPORATIONS

Aboriginal Capital Corporations (ACC's) are Aboriginal-owned and controlled lending institutions funded by the federal government through the Aboriginal Economic Programs of Industry Canada. There are seven ACC's in BC: All Nations Trust Co. (Kamloops), First Nations Agricultural Lending Association (Kamloops), Nuu-chah-nulth Economic Development Corp. (Port Alberni), Native Fishing Association (Vancouver), Bella Bella Community Development Society (Waglisla), Tale'awtxw Aboriginal Capital Corporation (Chilliwack), and Tribal Resources Investment Corp. (Prince Rupert).

Services:

While each ACC is unique, ACC's generally provide Aboriginal entrepreneurs with the following services:

- Business loans for the acquisition, implementation, or expansion of any Aboriginal-owned or controlled viable enterprise located within the geographic area encompassed by the ACC
- External delivery services to the client wishing to access the Aboriginal Business Development Program of Aboriginal Business Canada (ABC) (Industry Canada)
- Advice to entrepreneurs on business planning and programs available to them. ACC's loan officers are trained and equipped to give a general guide on developing a business plan to Aboriginal entrepreneurs and to provide further information on where to get more expertise.

Loans:

ACC's generally provide the following types of loans:

- *Capital Loans*: for the acquisition of fixed assets.
- *Working Capital*: required to conduct the day-to-day affairs of an enterprise.
- *Equity Loans*: to leverage private loan funds from private lending sources.
- *Bridge Financing*: to facilitate assistance offered through the Aboriginal Business Development Program.

Interest rates are determined by the board of directors and are reviewed quarterly.

ACC's also deliver programs aimed at specific target groups. Tale'awtxw ACC and Tribal Resources Investment Corp., for example, provide access to the Aboriginal Youth Business Loan Fund, co-sponsored by Aboriginal Business Canada.

Application and Eligibility:

Generally three requirements must be met before a loan application can be processed:

1. All applicants are required to submit a complete and comprehensive business plan.
2. Individuals must complete a personal statement of affairs, which should accompany the business plan.
3. Businesses located on reserve land must obtain band council resolution support, and a resolution of access to enable ACC to conduct business on that particular reserve.

Equity:

To qualify for a loan, the applicant must demonstrate that they have a minimum of 10% equity. This equity may take the form of cash, contributed assets, and in some cases, personal labour

ABORIGINAL TOURISM ASSOCIATION OF BC (ATBC)

ATBC maintains a member database and image library, undertakes marketing activities and has developed an Aboriginal Tourism Education and Training Framework to help coordinate training programs, increase opportunities for professional development, create training standards, and ensure linkages and communication between programs and agencies.

ABORIGINAL WOMEN'S COUNCIL (AWC)

The AWC acts as an umbrella structure for aboriginal women's societies throughout B.C. and the Yukon to assist their member organizations in seeking funding for various activities carried out by the members.

The purpose statement of the AWC is as follows:

“ to be a networking centre for women of native ancestry throughout the Pacific/Yukon Region”

“ to provide a communication link between the Native Women's Association of Canada and other Aboriginal women's organizations throughout the Pacific/Yukon region in all matters pertaining to concerns in each of the distinctive areas.”

The AWC assists the members to organize and access funding. Each member group identifies two priorities for the year, then reports back at the end of the year success in achievement. Also, the AWC is focused on three projects:

1. Spirit Lives: The AWC assisted in the development of this interactive video tool and continues to use it in workshops. This year a workshop was held that brought in successful women entrepreneurs to share their stories. Other business service providers were also invited to network.
2. Completing a needs analysis for Aboriginal Women for submission to the senate. Flows from the “Aboriginal Women in Self-Government” survey from Aboriginal Peoples Council.
3. Working to support traditional healing centres. [Rivers, 2000]

ALL NATIONS DEVELOPMENT CORPORATION

All Nations Development Corporation (ANDEVCO) is a subsidiary of All Nations Trust Company and was formed with the mandate to provide advisory, technical and management services to the Aboriginal community. One of seven ACC's in BC (see above), ANTCO's shareholders are comprised of Bands, Tribal Councils, Aboriginal Organizations, Métis Organizations, Status, Non-Status and Métis individuals.

The following are the services that can be provided:

1. **Business Support and Advisory Services**
ANDEVCO provides a broad range of business support and advisory services; assisting clients in preparing business plans, marketing and accessing financing for start-up, expansion, modernization or acquisition of a commercially viable business, referring clients to appropriate resources such as accountants or other professionals and advisors, and referring clients to other programs and services, financial institutions or funding resources.
2. **Business Services**
ANDEVCO provides a wide variety of business services including; financial management, conference coordination, workshop facilitation and project management.
3. **Business Development and Training**
ANDEVCO provides business workshops and seminars to Aboriginal entrepreneurs requiring information on developing, implementing and financing a business and Aboriginal communities who would like to look at economic development opportunities available.
4. **Aboriginal Youth Entrepreneurship**
ANDEVCO provides resources to assist youth entrepreneurs under the age of 30 with; business support and advisory services, business development and training and matching youth entrepreneurs with local business mentors that can provide a business foundation for the entrepreneur.
5. **Indian and Northern Affairs - Community Economic Development Officer**
To act as agent for First Nations, in the Central Interior or BC, in accessing the Economic Development Opportunity Fund (EDOF) and the Resource Acquisition Initiative (RAI); assist with community development plans; manage the flow of relevant information to clients.

BC ASSOCIATION OF FRIENDSHIP CENTRES

Through a program called *RavenTech*, BC's 24 Friendship Centres have embarked upon a program to install hardware and provide Internet connectivity at each location. Within this program, youth 'TEC' representatives are trained and offer on-site technical assistance, training and assistance clients learning to access to the Internet, including entrepreneurs who want to access business information on-line.

CANADIAN ABORIGINAL MINERALS ASSOCIATION (CAMA)

CAMA provides annual meetings and conferences, information on industry associations and conferences, opportunities to develop contracts and affiliations with representatives of the mining industry and Aboriginal community.

CANADIAN ABORIGINAL SCIENCE AND ENGINEERING ASSOCIATION

Canadian Aboriginal Science and Engineering Association holds biannual conferences and provides for training partnerships and government funding for Aboriginal professionals to begin their own business.

CANADIAN COUNCIL FOR ABORIGINAL BUSINESS

The Canadian Council for Aboriginal Business (CCAB) bring Aboriginal and non-Aboriginal business together for mutually beneficial partnerships in the area of business experience, education, training, networking and potential business opportunities.

The objectives of the Canadian Council for Aboriginal Business is to provide opportunity for Aboriginal interns to develop managerial and entrepreneurial skills and to facilitate access to management position, business ownership or a return to their community with experience in business management and development.

CANADIAN YOUTH BUSINESS FOUNDATION

The Foundation offers a mentoring program, loans of up to \$15,000 and a YouthBusiness.com website (see tools listing).

CESO ABORIGINAL SERVICES

“Volunteer Advisers to Aboriginal Businesses and Communities”

Since 1969, Volunteer Advisers of CESO Aboriginal Services has been working with Aboriginal, Metis and Inuit communities and businesses across Canada. CESO has over 4,400 volunteers who have expertise in over 150 professional and management areas.

The Services offered include:

- Community Budgeting Seminar
- Business Training and Advice
- Organizational Development and Human Resources
- Financial Management
- Banking Expertise and Advice

- Community Development
- Choosing and Working with Consultants
- Financial Institutions
- Tourism & Hospitality
- School Trustees

COMMUNITY FUTURES DEVELOPMENT CORPORATIONS (CFDCS)

The Community Futures Development Associations in British Columbia are incorporated through the Western Economic Diversification Program to promote, coordinate and facilitate economic development initiatives.

Through a network of CFDCs throughout rural BC, the CFDC staff and volunteer work with their communities to:

- Coordinate community based strategic planning;
- Provide guidance to entrepreneurs starting a business or to prepare a business plan;
- Invest in business ventures through loans to small businesses and entrepreneurs;
- Assist individuals who want to pursue self-employment opportunities;
- Assist individuals by “path-finding” to government programs and services;
- Pursue community economic development and diversification opportunities.

Services offered by CFDCs:

Community Futures Development Corporations provide their communities with a variety of business development services including:

Business Development Loans

- CFDCs can lend a maximum of \$125,000 to new or existing businesses.
- CFDC loans assist entrepreneurs who may have had trouble accessing capital from traditional lenders.
- CFDC loans are fully repayable and are negotiated at competitive interest rates.
- CFDCs each offer specific loan programs that target their communities needs.

Technical Support:

- Assistance with business plans
- Financial planning and counseling
- Export readiness and supplier development

Training in:

- Self-employment skills
- Marketing
- Bookkeeping
- Computer literacy etc.

Information:

- Access to government programs
- Access to business libraries
- Access to business data bases
- Electronic links to: Western Economic Diversification Canada
Canada/B.C. Business Service Centre and
Women's Enterprise Society

Programs offered by CFDCs:

One of the primary reasons for the success of the CFDCs in fostering entrepreneurship in rural B.C. is their ability to provide business loans to current or prospective entrepreneurs who may have had trouble accessing capital from traditional lenders. In addition to providing excellent business counseling, each CFDC can lend a maximum of \$125,000 to new and existing businesses. Loans received from a CFDC are fully repayable and are negotiated at competitive interest rates. In over ten years of lending to rural entrepreneurs in B.C., the CFDCs on average have enjoyed an unprecedented 96% repayment rate.

In addition to the general loan fund, the CFDCs have access to a number of specialized programs that target segments of the B.C. population that may face additional obstacles in securing business financing.

These programs include:

- Community Investment Loan Fund
- Entrepreneurs with Disabilities Program
- Fisheries Legacy Loan Program
- Forest Communities Business Program
- Self-Employment Program

(See Section A above for a full description of these government-sponsored programs.)

CFDC of CENTRAL INTERIOR FIRST NATIONS

In addition to offering many of the programs and services provided by other CFDCs, this Aboriginal CFDC has developed programs such as peer lending, cross cultural training and Artisan's showcases to meet the unique needs of their client base. The organization is licensed as a post-secondary training institute, offers First Citizen's Fund Aftercare services, community workshops, mentoring opportunities, and Pre-Entrepreneurial Training for First Nations Youth.

COUNCIL OF ABORIGINAL WOMEN OF BC

The purpose of the Council includes a number of objectives. They include:

- To promote information sharing between First Nations' women, women's groups and all levels of government;
- To provide a support network for First Nations' women
- To encourage and support the educational aspirations of First Nations' women and youth; and
- To research, identify and advocate on civic and social welfare issues.

FIRST NATIONS AGRICULTURAL LENDING ASSOCIATION (FNLA)

First Nations Agricultural Lending Association (FNLA) represents over 200 agricultural producers in the province, with the goal of helping Aboriginal producers become self-sufficient. The FNLA also provides access to agricultural training.

FIRST NATIONS EMPLOYMENT & ENTERPRISE CENTRE

1. Access to training programs: The centre provides training for youth such as job clubs and assistance with resume writing.
2. Seasonal Jobs. We can help you with summer jobs placements as well as Christmas break placements. Let us know what your interests are and we will help match you with the right employer.
3. Career Planning: The Centre provides personal one-on-one employment counseling services.
4. Business Planning and Development: Help with developing a business plan, Business Development Training, Referrals and advocacy.
5. Local and International Internships: The Centre is working with other organizations to place Aboriginal youth in internship positions in B.C. and overseas.
6. Monthly Youth Events. The Centre produces a monthly calendar of events for Aboriginal youth.
7. Job Postings: The Centre keeps an up to date list of available jobs
8. Free Internet Access: Free Community Internet Access Centre.

THE INDIAN HOMEMAKERS ASSOCIATION OF B.C. (IHA)

IHA, incorporated in 1969, is the oldest provincial Aboriginal women's organization in B.C.. It is a non-profit society that helps women and children, on and off reserve, to combat discrimination, family violence, poverty, and destruction of the environment. The IHA is primarily focused on delivery of social support programs i.e. head start, counseling, traditional parenting skills, healing circles, advocacy and support services, etc..

The IHA has 32 district Vice-presidents elected throughout BC and an Executive Committee of 8 members elected by the district V.P.'s. It employs staff in its headquarters in Vancouver. This organization is not currently delivering business development or business support services to Aboriginal women. However, it is a partner organization with the International Centre for Sustainable Cities in a unique proposal to the Vancouver Aboriginal Friendship Centre to establish a demonstration project, the "East Vancouver Mother Centre."

"Mother Centres (MC's) are an innovative adaptation of a model that has been developed and proven to be effective with high risk mothers in seven countries. MC's bring together in a community based, multi-faceted model a holistic approach to increasing the capacity of young moms and their families. Although there are programs, such as Head Start, that deliver aspects of the MC model, within Vancouver, or for that matter, elsewhere in Canada, there is no existing model of a program that integrates children's services with training and micro-enterprises, housed within one building, and aimed at aboriginal mothers."

"We believe that Mother Centres are an innovative program with high potential to create employment, facilitate the development of entrepreneurs and micro-enterprises and increase the self-esteem and skills of young Aboriginal women and their children."

[Proposal, 2000]

LABRADOR COMMUNICATIONS LTD.

Organizes *Business at the Summit* meetings, a catalyst in building new relationships between non-Aboriginal business and First Nations in British Columbia.

NATIVE EDUCATION CENTRE

An Aboriginal private school operated by the Urban Native Indian Education Society since 1967, the Centre offers a range of adult basic education and post-secondary training programs, including Aboriginal Tourism Management, First Host, Aboriginal Land Stewardship and others.

NATIVE INVESTMENT & TRADE ASSOCIATION

Formed in 1988, NITA's main activity is producing Aboriginal conferences, trade shows and business events across Canada. The association has hosted more than 50 events, including 8 trade shows. NITA holds 10 or more events each year. The organization also produces Aboriginal business directories, markets West Coast artists on-line, maintains a web site, promotes international trade, and provides federal procurement seminars.

NATIONAL ABORIGINAL BUSINESS ASSOCIATION (NABA)

Formed in 1996, NABA functions as the national Chamber of Commerce for Aboriginal business in Canada. The Association recognizes that Aboriginals can provide non-Aboriginal business with cultural awareness and non-Aboriginal businesses bring tips for business success. Therefore, one of NABA's main functions is to build the necessary bridges for this sharing to take place.

NABA provides business training, assistance with codes of ethics and protocols for working with Aboriginal communities. It also recognizes outstanding Aboriginal persons through a national entrepreneur awards program. The Association provides bulk purchasing arrangements for Aboriginal businesses, networking and referrals, and advice pertaining to funding. Finally, the Association is a lobby to government, industry and other organizations on behalf of Aboriginal business. Programs and tools still in development include a manual for successful Aboriginal-non-Aboriginal business partnerships and an online service for recruiting Aboriginal employees.

NORTHEAST BRITISH COLUMBIA ABORIGINAL BUSINESS ASSOCIATION

Based in Fort St. John, BC the Northeast British Columbia Aboriginal Business Association was formed to facilitate the development of viable Aboriginal businesses within the region. Services offered by the organization include:

- A central registry of Aboriginal businesses who meet the legal requirements of doing business in industry;
- Assistance to contractors preparing bid applications for federal and provincial Set Aside programs;
- Referrals to other organizations including lending agencies, insurance, accounting and business development assistance;
- One-on-one assistance with business plans;
- Training sessions;
- Contacting the private sector/corporations to facilitate their use of Aboriginal businesses; and
- Providing contract administrators with a list of registered contractors that are ready for business on a monthly basis.

NUU-CHAH-NULTH ECONOMIC DEVELOPMENT CORP.

Combining both an Aboriginal CFDC and an ACC, the Nuu-chah-nulth Economic Development Corp. is considered a model of a “one-stop-shop” Aboriginal Business Development Centre. Assistance with business plans is provided through workshops, financial support for outside assistance with business plans, access to a variety of loan funds, training programs and aftercare services such as ongoing counseling and annual on-site visits.

PRINCE GEORGE ABORIGINAL BUSINESS DEVELOPMENT CENTRE

Prince George Aboriginal Business Development Centre Small Business Advisors provide clients with one-on-one advice and referrals and help clients deal with all the barriers to success they may encounter. They coordinate and cooperate with a number of local agencies to meet this objective.

TRIBAL RESOURCES INVESTMENT CORPORATION (TRICORP)

TRICORP provides a full range of financial services to First Nations entrepreneurs in northwestern BC. The Corporation administers a lending fund on behalf of on behalf of Tillicum Business (North Coast Economic Development Corporation) and provides management and consulting services through its subsidiary, Nesika Management Ltd.

WOMEN’S ENTERPRISE SOCIETY OF BC:

Women Entrepreneurs face unique challenges in starting up or expanding their business. To address these hurdles the Women Enterprise Society of BC offers services specially designed to help women succeed in business. These services include:

- Business counseling and practical advice on how to juggle family and business needs
- Networking and mentoring so that women entrepreneurs can share and learn from the experience of others
- Path-finding services to government programs
- Training systems and other support initiatives
- Loans at competitive market rate to businesses controlled and owned by women

Appendix 12 - Listing of Available Information Tools

The following is a list of tools of use to Aboriginal entrepreneurs compiled during the course of this research. The primary source of information in preparing this list was the service providers, who were asked to supply information about the tools they use. Three main types of tools are include: print, interactive and web sites. In addition, providers list multi-media tools, resource libraries and resource centres, computer labs, and, in one case, a business incubator as other tools they use in providing service to Aboriginal entrepreneurs. In total more than 170 publications, 10 interactive tools and over 100 web sites are listed covering a wide range of topics.

Materials are organized by the organization that provides them. Contact information for each organization is provided in Appendix 1 (Provider Listing). It is recommended in the accompanying report that a listing of available tools be prepared and distributed to all providers. It is suggested that this list be reorganized by subject and that key information for each tool be provided, such as: contact information for ordering, cost, number of pages in the case of print materials and level of comprehension and detail (e.g. basic, advanced). An indicator of highly recommended materials would also be useful for the reader. Once again, this list is not exhaustive and should continue to be revised and updated.

FEDERAL GOVERNMENT

Indian and Northern Affairs Canada

Web Site: www.inac.gc.ca

Federal Procurement Policy: http://www.inac.gc.ca/asi_rfa/asi_home.htm

Newsletters:

- Aboriginal Entrepreneur on the Move
- Circles of Light
- Indian and Inuit Entrepreneurship: Innovation and Initiative at Work

Publications:

- Building a Future: An Overview of Resource Development
- Tourism: The Development of Tourism in Your Community
- Sand and Gravel: Sand and Gravel Exploration and Development on Reserve
- Aboriginal Workforce Participation Initiative: Employer Toolkit
- Aboriginal Workforce Participation Initiative Brochure
- Doing Business with the Federal Government: The Procurement Strategy for Aboriginal Business
- Creating Opportunity: Progress on Commitments to Aboriginal Peoples
- First Nations and Inuit Youth: Youth Employment Strategy
- Intellectual Property and Aboriginal Peoples: Working Paper
- National Aboriginal Organizations in Canada
- PROGRAMS for Aboriginal People Provided by Other Departments
- PROGRAMS for the North Provided by Other Departments

- You Wanted to Know: Some Answers to Most Often Asked Questions About Programs & Services for Registered Indians in Canada.
- Aboriginal Women: Meeting the Challenges
- Gathering Strength: Canada's Aboriginal Action Plan

Industry Canada /Aboriginal Business Canada (ABC)

ABC Web Site: www.abc.ic.ca

Industry Canada: <http://strategis.ic.gc.ca>

Publications:

- Aboriginal Business on the Internet (diskette)
- Leaflets: Innovation, Youth Entrepreneurship, Tourism Business and Trade & Market Expansion.
- Are your Designs, Business Innovations, and Creative Works Protected?
- Towards the New Century: Promoting Growth of Aboriginal Businesses Canada
- Trade and Market Expansion: Aboriginal Business Canada
- Aboriginal Entrepreneurs in Canada: Progress and Prospects
- Aboriginal Businesses: Characteristics and Strategies for Growth - Occasional Paper No. 20
- Your Guide to Government of Canada Services and Support for Small Business

Human Resources Development Canada

Web Site: Aboriginal Relations Office - <http://www.hrdc-drhc.gc.ca/aro/>

Canadian Heritage

Web Site: www.pch.gc.ca

Publications:

- Young Canada Works...for Aboriginal Urban Youth

Western Economic Diversification

Web Site: www.wd.gc.ca

Publications:

- Solution for Small Business Series
- Resource Guide for BC Businesses
- Business Planning and Cash Flow Forecasting
- Exploring Business Opportunities
- Home Based Business Manual

Interactive:

- WD Self-Assessment Quiz: <http://198.103.206.130/apps/amiament.nsf/>

Canada/British Columbia Business Service Centre

Web Site: www.sb.gov.bc.ca

ABSN National Site: <http://cbasc.org/absn>

Publications:

- Small Business Sourcing Guide Series
 - Alternative Health Services and Supplies
 - Bed and Breakfast
 - Consulting
 - Craft Business
 - Destination Resort
 - Eco-Tourism / Tour Operator
 - Food and Fish Process
 - Exporting
 - Franchise Business
 - Small Manufacturer
 - Small Retailer
 - Etc
- Overview of Government Financial Programs

Interactive:

- Interactive Business Planner: www.cbasc.org/ibp/
- Small Business Workshop: www.sb.gov.bc.ca/smallbus/workshop/workshop.html

Public Works and Government Services Canada

Web Site: www.pwgsc.ca

Publications:

- Brochure Package: PWGSC Aboriginal Initiatives: Building Our Future

Foreign Affairs and International Trade

Web Site: www.dfait-maeci.gc.ca

Publications:

- Guide for Canadian Exporters of Aboriginal Arts and Crafts.
- Canadian Aboriginal Art & Craft Market Study for Upper Midwest & Rocky Mountain States
- Aboriginal Export Directory

Canada Customs and Revenue Agency

Web Site: www.rc.gc.ca

Department of Fisheries and Oceans

Web Site: www.pac.dfo-mpo.gc.ca/

Aboriginal Fisheries Strategy: www.pac.dfo-mpo.gc.ca/ops/fm/fishmgmt.htm

Privy Council

Publications:

- Guide to Federal Programs for Urban Aboriginal People

PROVINCIAL GOVERNMENT

Ministry of Aboriginal Affairs

Web Site: www.aaf.gov.bc.ca

Publications:

- A Guide to Aboriginal Organizations and Services
- Brochure: “First Citizens’ fund”
- Brochure: “First Nations Property Tax”
- Brochure: “First Nations Taxation”

Ministry of Small Business, Tourism and Culture

Web Site: www.sbtc.gov.bc.ca

Publications:

- Solution for Small Business Series (in conjunction with WD)
- Small Business Start-Up Kit (This kit provides business start-up forms and information provided by the following organizations: Ministry of Small Business, Tourism & Culture Ministry of Finance and Corporate Relations, Canada/BC Business Service Centre, Workers' Compensation Board, Western Economic Diversification Canada and Revenue Canada).
- Brochures: Visions Program

Interactive:

- OSBR (see Appendix 10 and CFDCs below)
- REACH (see Appendix 10 and CFDCs below)

INTERMEDIARIES AND OTHER ORGANIZATIONS:

CFDCs

CFDC of 16/37

Web Site: <http://www.kermode.net/1637cfdc/>

Workshop/ Skills Training:

- Basic Bookkeeping for Small Business
- Credit and Collections for Small Business
- Basic Marketing for Small Business
- Advertising and Promotions for Small Business
- Organizational Skills for the Frazzled Entrepreneur
- Getting and Keeping Control of your Business
- Effective Business Communications

CFDC of Central Interior First Nations

Private Post Secondary Training Institute

Community Workshops

Pre-Entrepreneurial Training for First Nations Youth

Publication:

- The Basics: Business Planning Handbook

CFDC of Alberni-Clayoquot

Web Site: www.alberni.net/~cfdc/

Newsletter: The Entrepreneurial Express

Monthly Training/ Workshops:

- Market Research (a two day workshop monthly)
- Business Planning (a two day workshop monthly)

CFDC of Central Vancouver Island

Web Site: <http://www.cfnanaimo.org>

CFDC of Howe Sound

Web Site: <http://www.cfdchs.com/>

Publications:

- Resource Guide: Starting Your Own Business Check List
- Resource Guide: Sample Business Plan
- Resource Guide: Guide for Preparing a Business Plan

Monthly Workshops – Three day workshops, different topic every month (free but pre-registration required)

CFDC of Nadina

Web Site: <http://www.cfdcnadina.ca/>

CFDC of Cowichan Region

Web Site: <http://www.cowichan.com/comfut/> (in development)

CFDC of Central Kootenay

Web Site: <http://www.futures.bc.ca/>

Online Business Toolkit

Business Resource Library and Access to the Internet

Training:

- Entrepreneurial Training Program (3 week program)
- Business Plan Workshops (three day program)

CFDC of Central Okanagan.

Web Site: <http://www.cfdcco.bc.ca/>

Resource Library

One Stop Business Registration

Training/Workshops:

- 2-Day Entrepreneur Assessment
- 2-Day Business Plan Development
- 10-Week Business Plan Development Program
- Are You An Entrepreneur?
- Stand Out From The Crowd
- Bookkeeping That Makes Cents!
- Database Marketing
- Tax Tips For Small Business
- Business Planning
- Using The Internet To Market Your Business
- Negotiation Skills (Getting What You Want)
- Legal Issues For Small Business
- Myer-Briggs Type Indicator (MBTI)
- Dealing With Difficult Clients
- Business Common Sense 101

CFDC of Mt. Waddington

Web Site: <http://www.island.net/~futures>

Business Development Centre

CFDC of Strathcona

Web Site: <http://oberon.ark.com/~futures>

CFDC of Thompson Country

Web Site: <http://www.cfdctc.bc.ca/>

Small Business Resource Library

Computer Lab: 10 workstations with access to the Internet

One-Stop Business Registration

CFDC E-list (listserv) and Chat

Training:

- Entrepreneurial Self Assessment
- Market Research
- Business Plan Development
- Business Management Training
- Business Online
- Focus-on-Business

CFDC of North Okanagan

Web Site: <http://www.nocdc.bc.ca/>

CFDC of Nicola Valley

Web Site: <http://www.nicolavalley.com/~cfdc/>

Enterprise Newsletter

Business Resource Library

Enterprise Program Workshops

Four Internet accessible computer workstations

Regional Access and Community Help (r.e.a.c.h.)

One Stop Business Registration

CFDC of North Fraser

Web Site: <http://www.northfraser.org/>

Business Resource Centre

CFDC Powell River

Website: <http://www.armortech.com/~comfuture/>

One Stop Business Registration

Regional Access & Community Help (R.E.A.C.H.)

CFDC of Sunshine Coast

Web Site: <http://www.communityfutures.org/>

One Stop Business Registration

Business Support Centre

Business Market Network Information (a local business directory)

CFDC of Boundary Area

Web Site: <http://www.cfdcba.bc.ca/>

Enterprise Center (Training/ Resources/Workstations)

CFDC of Fraser Fort George

Web Site: <http://www.cfdc.bc.ca/>

Entrepreneurial Development Seminar Series (2 week series of seminars, running monthly)

Publication:

- Business Startup Checklist

CFDC of Cariboo_ Chilcotin

Web Site: <http://www.stardate.bc.ca/cfdc/>

Online Resources

CFDC of North Cariboo

Web Site: <http://www.sd28.bc.ca/communityfutures/>

CFDC of Greater Trail

Web Site: <http://www.communityfutures.com/>

Business Incubator

CFDC of Shuswap

Web Site: <http://www.futureshuswap.bc.ca/>

Business Development Centre

Online Database of Employers and Businesses in the Shuswap

CFDC of Okanagan-Similkameen

Web Site: <http://www.communityfutures.ca/bc/cfdcos/>

Training:

- Entrepreneurial Orientation Program (120 hour program)
- Entrepreneurial Assessment Program (1 week program)

CFDC of Peace River - Liard

Web Site: <http://www.pris.bc.ca/cfdc/>

CFDC of Revelstoke

Web Site: <http://www.revelstokecc.bc.ca/rcdc/>

Newsletter: New Entrepreneur

Seminars/ Training

One Stop Business Registration

Regional Access & Community Help (R.E.A.C.H.)

CFDC of S.E. Region Of BC

Web Site: <http://www.cintek.com/cfdc/>

Newsletter: Small Business is Big Business in the Kootenays

Entrepreneurial Support Workshops

Business Resources and Information Services

Regional Access and Community Help (R.E.A.C.H)

Resource Library

Business Directory

CFDC of South Fraser

Web Site: <http://www.startsmartbiz.com/>

Abbotsford Business Resource Centre

One Stop Business Registration

CFDC of Stuart-Nechako

Web Site: <http://onramp.hwy16.com/~cfdc/sn/>

CFDC of Sun Country

Web Site: <http://www.cfdcsuncountry.bc.ca/index.html>

CFDC of Sto:Lo

Business directories

ABORIGINAL CAPITAL CORPORATIONS

All Nations Trust Company

Web Site: www.antco.bc.ca

Publications:

- What a Lender Looks For (8 page paper)

Tale'awatxw Aboriginal Capital Corporation

Publications/Interactive:

- Interactive Business Planner

FRIENDSHIP CENTRES

Port Alberni Friendship Centre

Youth Entrepreneurship Video

NON GOVERNMENT ORGANIZATIONS

Council for the Advancement of Native Development Officers

Web Site: www.edo.ca

Publications:

- Newsletter: "Cando's Membership Newsletter". Published quarterly.
- CANDO information Kit
- Defining Work: An Aboriginal Perspective
- Aboriginal Entrepreneurs on the Internet
- Aboriginal Education Opportunities Manual 1999/2000
- Corporate Aboriginal Relations: Best Practices Case Studies

Other publications available at CANDO authored by others:

- Aboriginal Economic Development: A Comprehensive Legal, Financing and Tax Update by Insight Conference Reports
- Capital, Community and Jobs: Local Solutions for Financing Investment in a New Canadian Economy by The Canadian Labour Market & Productivity Centre

- In Business for Ourselves by Wanda Wuttunee
- What Can Tribes Do? Strategies & Institutions in American Indian Economic Development Edited by Stephen Cornell & Joseph Kalt
- Make it Legal: What Every Canadian Entrepreneur Needs to Know About the Law. By Margaret Kerr & Joanne Kurtz
- Make It On Your Own: How to Succeed in Your Own Business by Iain Williamson
- Market Solutions for Native Poverty: Social Policy for the Third Solitude by Helmar Drost, Brian Lee Crowley, Richard Schwindt
- The Road Less Traveled: Aboriginal Entrepreneurs Building Economic Independence for the New Millennium by Growth Strategies International (GSI) & Native Investment & Trade Association (N.I.T.A.)
- What's Behind Small Business Success: Lessons From Rural Communities by The Heartland Center for Leadership Development
- Your Guide to Canadian Export Financing by Iain Williamson
- Your Guide to Preparing a Plan to Raise Money for Your Own Business by Iain Williamson
- Roles & Responsibilities of Boards of Directors of Aboriginal Economic Development Organizations by Kitsaki Development Corporation et al.
- Strategies for Success: Workbook to help you create an action plan for growing a business by Prospective Publications Limited

Note: CANDO also carries publications by Captus Press, Centre for Community Enterprise and others.

CESO Aboriginal Services

Web Site: <http://www.ceso-saco.com/Aboriginalsvc.htm>

Publications:

- Leaflet: “ Need help with your business or organization?”
- Newsletter: “ Chinook Trails”. Published every season by the British Columbia and Yukon Region of CESO.
- CESO-SACO: Capability Profile for Assisting Aboriginal People.

Native Investment and Trade Association

Web Site: www.native-invest-trade.com

Publications: (*Note: Many of these are proceeding from NIDA conferences.*)

Agriculture:

- Aboriginal Agriculture and Agri-Food 1999

Aquaculture:

- The Future of Aboriginal Aquaculture in Canada

Art:

- Ab'Art '95 First Nations Arts

Construction:

- Aboriginal Canada Construction Expo '99
- Aboriginal Canada Construction Expo '95

Forestry:

- Aboriginal Forestry in Canada
- Aboriginal Forestry, Dynamic Strategies, Emerging Issues

Gaming:

- The Future of Aboriginal Gaming in Canada
- Canadian Gamexpo '94, The Big Picture: Mainstreaming Gaming Industry in Canada

Mining:

- Business of Mining, Before and After Land Claims

Manufacturing:

- Manufacturing on Aboriginal Lands

Tourism:

- First Nations Tourism and Resort Development

GIS:

- GIS Revitalizing Traditional Native Culture with Geographical Information Systems

Business - general:

- The Road Less Travelled: Learn from History – Aboriginal Entrepreneurship
- Separating First Nations Politics From Business II
- Separating First Nations Politics From Business
- Impact of Aboriginal Self-Government, Self-Reliance for First Nations
- Doing Business with Native People Makes Sense
- Nexus Proceedings (1994, 1996, 1997, 1999)

Financing:

- Financing Aboriginal Nations in the Next Millennium (June 1997)
- Financing Aboriginal Canada in the Next Millennium, Contemporary Challenges and Solutions (June 1996)
- Financing the Aboriginal Economy in the 21st Century
- Creating Wealth With First Nations, Business Agreements for Profit
- Financing First Nations, Investing in Aboriginal Business & Governments (June)
- Financing First Nations, Investing in Aboriginal Business and Governments
- Creating Wealth with First Nations, Resource Development Agreements that Work

Taxation:

- Aboriginal Taxation in Canada (1996, 1997, 1998)
- Aboriginal Oil and Gas Taxation
- First Nations Taxation, Dynamic Strategies, Emerging Issues
- First Nations Taxation II, Dynamic Strategies, Emerging Issues
- BC Aboriginal Business Directory

Women:

- Aboriginal Women's Business Conference, 1998
- First Nations Women's Business Conference, 1997

Other:

- Web site promoting West Coast Artists
- Federal procurement seminars

First Nations Employment & Enterprise Centre

Web Site: www.firstnationsemployment.com

Legal Services Society of BC

Website: www.vcn.bc.ca/lssbc

Publications:

- Answers to Basic Tax Exemption Questions for Aboriginal People
- Answers to Taxation Issue Questions for Aboriginal People
- Fishing: Aboriginal Rights in BC
- Rights and Benefits for Aboriginal People
- The Rights of the Metis in British Columbia

The Women's Enterprise Society Of BC

Web Site: www.wes.bc.ca

Publications:

- WESBC starter Kit

FINANCE CORPORATIONS

CIBC

Web Site: www.cibc.com/Aboriginal

Royal Bank of Canada

Web Site :www.royalbank.com/Aboriginal

TD Bank – First Nations Bank

Web Site: <http://www.firstnationsbank.com/>

TD Bank Aboriginal Banking Services

Web page: <http://www.tdbank.ca/tdbank/prodserv/prod/aborbbc.html>

Scotia Bank

Web Site: <http://www.scotiabank.ca/Aboriginal01.html>

Peace Hills Trust

Web Site: www.peacehills.com

PRIVATE CORPORATIONS - OTHER

KPMG Aboriginal Services Group

Publication:

- Brochure Package “Aboriginal Services”
- First Nations & Canadian Taxation by KPMG Peat Marwick Thorne

Indigenous Business Magazine

Publication: A magazine published bi-monthly and distributed to First Nations, Friendship Centres , First Nations Organizations and the corporate business community.

Aboriginal Times

Web Site: www.Aboriginaltimes.com

A periodical published 11 times a year by Cree-ative Media Inc of Calgary. It is a non-political forum for the exchange of information to enhance the growing relationship between Corporate Canada and the economic union of Aboriginal communities

First Perspective

Web Site: <http://www.firstperspective.ca>

THE FIRST PERSPECTIVE is politically independent Periodical published monthly by Taiga Communications Inc. at Brokenhead First Nation, Scanterbury, Manitoba. It is Aboriginal owned and operated and covers news of indigenous people of Canada.

Centre for Community Enterprise

Web site: www.cedworks.com

Newsletter: Making Waves: Canada's Community Economic Development Magazine

Publications:

- Aboriginal Joint Ventures: Negotiating Successful Partnerships by Mike Lewis & William J. Hatton
- Strategic Planning for the Community Economic Development Practitioner: Revised Ed. by Mike Lewis and Frank Green
- Entrepreneurial Communities: A Handbook for Local Action by Victor Cumming, Lynn Curtis, & Frank Green
- TAKE CHARGE! How to make economic development work for your Band by Mike Lewis & Laird Hunter
- Venture Development Basics: A Workbook by Westcoast Development Group
- Business Builders Manual: A Guerilla's Guide to the Business Plan by John Olsen
- Beyond the Banks: Creative Financing for Canadian Entrepreneurs by Allan Riding and Barbara Orser
- Teaming Up: The Small Business Guide to Collaborating with Others by Paul and Sarah Edwards and Rick Benzel
- 75 Best Business Practices for Socially Responsible Companies by Alan Reder
- Emerging Practices in Social and Ethical Accounting, Auditing and Reporting by Simon Zadek et al, eds.

Labrador Communications

Web site: www.lab-com.com

CROWN CORPORATIONS

Business Development Bank of Canada

Web Site: www.bdc.ca

Interactive tools:

- BDC Business Planner
- Ratio Calculators
- Entrepreneurial Self- Assessment

Publications:

- Growth Capital for Aboriginal Business (brochure)
- Aboriginal Banking: Partnership - the Key to Success (brochure)

Quarterly Newsletter: "Aboriginal Banking: Partnership - The Key to Success"

BC Hydro – Aboriginal Relations

Web Site: <http://eww.bchydro.bc.ca/ard/>

Publications:

- Aboriginal Business Directory
- Newsletter: " Talking Circle"

BC Rail – Aboriginal Relations

Web Site: www.bcrail.com

Publications:

- Business Venture Planning Manual

EDUCATION ORGANIZATIONS

University Of British Columbia – First Nations Commerce

Web Site: www.commerce.ubc.ca/firstnations (a good linkage site)

McGill-Queen's University Press

Publication:

- In Business for Ourselves: Northern Entrepreneurs

Simon Fraser University – Community Economic Development Centre

Web Site: www.sfu.ca/cedc

Captus Press, York University

Web Site: www.captus.com

Journal: Journal of Aboriginal Economic Development

Publications:

- Aboriginal Peoples and Natural Resources in Canada by Claudia Notzke
- Aboriginal Small Business and Entrepreneurship in Canada edited by Katherine Beaty Chiste
- Economic Development among the Aboriginal Peoples of Canada
- Law and Aboriginal Peoples in Canada, 3rd Ed.
- Northern Aboriginal Communities: Economics and Development by Peter Douglas Elias

Multimedia:

- Aboriginal Entrepreneurship and Business Development
A new Multi-media Internet course that provides instruction in entrepreneurship and the creation of new ventures, specifically for Aboriginal Peoples.) Sample learning demos from this course are available at: <http://www.captus.com/information/multi.htm>

SECTOR ORGANIZATIONS

FORESTRY

Canadian Forest Service / First Nations Forestry Program

Web Site: www.fnfp.gc.ca

Publications:

- First Nation Forestry Program Newsletter: In partnership with First Nations (National)
- The Bridge: Newsletter of the British Columbia First Nations Forestry Program
- Forestry Business Planning Guide
- Forestry Business Resources Directory

Forest Renewal BC

Web Site: <http://www.forestrenewal.bc.ca/>

Publications:

- Newsletter: The British Columbia Renewal Reporter
- Directory: Beyond Boards

FISHING

Fisheries Renewal BC

Web Site: <http://www.fishrenewal.gov.bc.ca/>

Publications:

- Fish.comm. Newsletter (Quarterly)

BC Aboriginal Fisheries Commission

Newsletter: Aboriginal Fisheries Journal

MINING

Sub-committee of the Intergovernmental Working Group on the Mineral Industry

Publications:

- Report on Aboriginal Participation in Mining (Annual Report)

FINANCE

Indian Taxation Advisory Board

Web Site: <http://www.itab.org>

Publications:

- Newsletter: Clearing the Path (Quarterly)
- First Nation Gazette (The First Nations Gazette is published as a joint partnership between the Indian Taxation Advisory Board and the Native Law Centre at the University of Saskatchewan.) - Published semi-annually.

Canadian Bankers Association

Web Site: www.cba.ca

Multi-media:

- The Spirit Lives: Aboriginal Entrepreneurship in Canada
A series of 6, 30 minute videos and guides (print manual) for teachers, trainers and EDOs to assist entrepreneurs.

TOURISM

Aboriginal Tourism Association of BC

Newsletter: AtBC Newsletter

Publications:

- ATBC/PRIT Framework on Training and Professional Development Needs in the Aboriginal Tourism Industry
- Aboriginal Tourism Markets: An Analysis of Germany, Japan and Canada, 1999 by Dr. Peter Williams, Simon Fraser University
- Aboriginal Tourism Business Planning Guide

Aboriginal Business and Tourism website: <http://www.sae.ca/abt/>

Canadian Tourism Human Resource Council

Publications:

- Aboriginal Tourism Business Planning Guide
- Business Builder Series
- Tourism Small Business Owner / Operator Guideline

Aboriginal Tourism Team Canada

Web Site: www.attc.ca

Publications:

- Fact sheet

ARTS

Canada Council for the Arts

Web Site: www.canadacouncil.ca

Consortium of Indigenous Arts

Publications: Materials and curriculum in development.

SCIENCE AND TECHNOLOGY

Canadian Aboriginal Science and Technology

Web Site: www.casts.ca

ABORIGINAL YOUTH

AYBC-Aboriginal Youth Business Council

Web Site: <http://www.aybc.org>

AYN-Aboriginal Youth Network

Web Site: <http://www.ayn.ca>

INAC-First Nations & Inuit Youth Employment Strategy

Web Site: <http://www.inac.gc.ca/youth/index.html>

HRDC-DRHC-Bursaries, Grants and Student Loans

Web Site: <http://youth.hrdc-drhc.gc.ca/ythlink/sec1ind.shtml>

Youth Resource Network of Canada

Web Site: http://www.youth.gc.ca/menu_e.shtml

Student Connection Program

Web Site: <http://www.scp-ebb.com/ehome.htm>

ABORIGINAL WOMEN

Economic Development for Canadian Aboriginal Women

Web Site: <http://www.sae.ca/english/section4/studies/edcaw/tofc.htm>

(Downloadable report).

METIS

Metis Business Centre

Web Site: www.sae.ca/mbc/

PATHFINDING/WEB SITES

Spirit of Aboriginal Enterprise

Web Site: <http://www.sae.ca>

With interactive Business Idea Developer: <http://www.sae.ca/bid/page2nojs.html>

Aboriginal Business Map

Web Site: <http://Aboriginalmap.ic.gc.ca/>

Aboriginal Resource Guide

Web Site: <http://www.Aboriginalresourcenet.com/>

First Nation Information Project

Web Site: <http://www.johnco.com/firstnat/>

Bill's Aboriginal Links

Web Site: <http://www.bloorstreet.com/300block/aborcan.htm>

UBC – First Nations Business Links

Web Site: http://commerce.ubc.ca/firstnations/Links_business.html

ARCNet – Aboriginal Business Directory

Web Site: <http://www.taybridge.com/arcnet/archome.htm>

OTHER WEB SITES

Assembly of First Nations

Web Site: www.afn.ca/

Aboriginal Business Development Online

Web Site: www.Aboriginalbusiness.on.ca/

Centre for Municipal Aboriginal Relations

Web Site: www.cmar-crma.org/

Native Investment and Trade Association

Web Site: www.native-invest-trade.com/

The Native Trail

Web Site: www.nativetrail.com/

Village of First Nations

Web Site: www.firstnations.com/welcome.htm

Capucine's Native Resources

Web Site: www.klingon.org/native/pages/index.html

NativeWeb -an Internet company

Web Site: www.nativeweb.org/

Turtle Island Native Network

Web Site: www.turtleisland.org

Aboriginal Studies WWW Virtual Library

Web Site: www.ciolek.com/WWWVL-Aboriginal.html

Aboriginal Business Service Network (Ontario)

Web Site: www.cbsc.org/ontario/ABSN/

Indigeneous Business Network

Web Site: www.indbusiness.net

Appendix 13 - Evaluation of Selected Print and Interactive Tools

Summary

In total the research team reviewed and sought input from entrepreneurs and providers on 7 print and over 30 web-based information tools (web sites and 2 interactive, web-based products). Results of the web site review are presented in Appendix 12.

Through initial telephone interviews and the Advisory Committee, service providers provided input into tools and materials selected for review. A review of the KPMG taxation material and *Solutions for Small Business:: Home-Based Business Manual* was added after research demonstrated a perceived gap in taxation and marketing information.

Members of the research team conducted preliminary reviews of all materials. Focus group participants, who were asked to make comments and rank materials for presentation/appearance, design/navigation and content, also reviewed most. Finally, survey respondents provided insight on the resources they find most useful in the operation of their business or service.

Principles for Tool Development

Research findings pointed to some basic principles that all materials targeted to Aboriginal entrepreneurs, whether print or web-based, should address. These principles have been kept in mind in the evaluation that follows.

- A range of materials are needed to target entrepreneurs with varying levels of education, experience, stage of business development and business complexity
- Illustrate by example, use relevant Aboriginal success stories
- Wherever possible make information specific to a community/region
- Keep it clear and simple (“small words, manageable size”)
- Aboriginal graphics are important but content is the key
- In most cases tools are best used in conjunction with one-on-one personal assistance and support

Tools for Business Start-Up

Next to financing, business planning is the most important information type sought by entrepreneurs in their start-up phase. According to entrepreneurs it is also the easiest to find. From the data there seems to be adequate workshop, print, and web-based materials on pre-business planning, business start up and completing a business plan. Six tools covering these topics were reviewed. Each one has its strengths and, ideally, would be modified to suit local characteristics and situations.

1. *The Enterprising Spirit: Interactive Business Planner*

Note: This tool is interactive. It includes a disk and is often presented in a workshop setting or in conjunction with one-on-one counseling. However, only the workbook was reviewed in the course of this study.

This self-assessment and business plan development tool has been utilized and refined over the past six years through numerous workshops held in communities and through consultations with individual entrepreneurs. This tool was provided to Tale'awatxw Aboriginal Capital Corporation by Visions to assist in their service of entrepreneurs. Tale'awatxw has been using this tool for the past year in workshops and counseling. They have not evaluated it. This tool has not been copyrighted, and has been made generally available [Visions, 2000].

This tool is specifically designed for Aboriginal entrepreneurs, it is simple, understandable, not overwhelming in depth, and invites them to interact through their current level of experience. It has culturally appropriate symbols and images. There is a combination of relevant business information (i.e. on obtaining loans, keeping good credit) and Aboriginal specific information (i.e. taxation). There are interactive prompts. i.e. planning entrepreneurial supports. The print is very large, pages are laid out with symbols, and limited amount of content per page. Use of point forms and tables simplifies and makes information easy to read and understand. Language is aimed at grade 10 level.

Because of its small size and readable format, this tool was deemed to be most appropriate to hand out to those interested in business start-up and with limited knowledge of entrepreneurial requirements. For some focus group participants there was “not enough information” and it was suggested that the document needed “information on other business structures, like co-ops”.

It Aboriginal graphics were found to be attractive by focus group participants (e.g. “eye catching front page”, although they claimed there were too many graphics, making the pages “too busy” and “distracting”. A table of contents was also suggested. Entrepreneurs appreciated the workbook style: “I want a combination of print and filling in the blanks”.

The workbook is currently used, and most appropriately entrepreneurs and providers suggest, in conjunction with one-on-one counseling: “real contact is important with beginners”.

Recommendations for modification: Keep the small and easy to read format, but may wish to reduce the clutter from the overuse of Aboriginal art work (a criticism from entrepreneurs). A more advanced version for those seeking further information could also be developed.

2. *The Canadian Bankers Association's The Entrepreneurial Spirit: An Introduction to Entrepreneurship, Business and Financial Management for Aboriginal Entrepreneurs, includes videos.*

Note: This resource is intended for use with The Spirit Lives video. Once again, only the print component was reviewed due to time constraints associated with the focus groups.

Recommendations for modification: This comprehensive manual could be improved by a table of contents, a listing at the beginning of the module of the points made by the video segment for that

module, and a content orientation that places the Aboriginal entrepreneur at the centre, rather than the banks. It could be a more effective tool if it were used in conjunction with a resource person offering the entrepreneur guidance and support. An excellent resource, but so thick it could intimidate the beginner.

3. WD's Solutions for Small Business: Business Planning and Cash Flow Forecasting

Well presented, concise and to the point format, includes valuable work sheets. In general the Solutions for Small Business series was recommended by service providers. However, entrepreneurs suggested that the government publications were “boring” and “too generic, need specific Aboriginal examples and references”. Larger font was also recommended.

Recommendations for modification: Should include an Aboriginal theme on the cover, and include case studies of actual Aboriginal business plans from British Columbia.

4. Central Interior CFDC's The Basics: Business Planning Handbook.

A comprehensive handbook that includes all important aspects for business start-up yet doesn't overwhelm. Front page graphic identifies it as Aboriginal specific.

Recommendation for modification: that it be made available to other areas for their adaptation and use.

5. Pre-Planning: Online Small Business Workshop

This award-winning small business tool has not been specifically targeted to Aboriginal entrepreneurs. There are no Aboriginal based cultural images, motifs or symbols. The site is user-friendly and easy to navigate from the main page. The site is simple in layout and print is in a readable size. There is a great depth of useful small business information. Language appears targeted at high school level, and explanations of concepts and terms for the most part are easily understood. The Business Plan information is set out in easy to understand point form for each section of the plan. A sample business plan is available. This workshop is not designed as an interactive tool, however it is included by way of comparison with other pre-planning tools.

6. Interactive Business Planner (IBP)

This IBP tool has not been specifically targeted for Aboriginal entrepreneurs. There are no Aboriginal images or examples. The site is very complex to navigate, and requires the movement through several layers before getting to actual planning information. Instructions and background information are highly detailed and targeted to a university level of education. The information has not been adjusted to account for unique attributes or requirements to the Aboriginal entrepreneur i.e. tax laws, credit security, etc. The research team evaluation deemed the IBP “likely incomprehensible to most start-up Aboriginal entrepreneurs”.

Recommendation:

The Small Business Workshop information could be simplified and adjusted to serve the Aboriginal entrepreneur more effectively. Use of larger print and symbols, pictures, and/or graphic presentation, along with Aboriginal specific examples and content, could improve appearance and comprehension for the less advanced entrepreneur.

In general service providers recommend various business planning guides (interactive and print). The Solutions for Small Business series was positively reviewed, particularly the Small Business Start-Up kit, which includes business start-up forms as well as other information.

Other Tools

7. *Solutions for Small Business: Exploring Business Opportunities*

Research findings demonstrate that entrepreneurs with established businesses, and those wishing to expand, perceive that information resources targeted to their needs are limited and that information on new markets, changes in the business environment and new business opportunities is needed. The WD publication *Solutions for Small Business: Exploring Business Opportunities* was identified as having potential to meet this need. While very useful, there are only 6 pages devoted to identifying new business opportunities in this document. This is the area with the least resources and the gap most mentioned by established Aboriginal entrepreneurs. Many identified the larger context of “aftercare” as a weakness in the available tools and services.

Recommendation: It would be appropriate if a strategy for approaching "aftercare" were designed that more in-depth and Aboriginal specific tools to support that strategy be developed.

The research team reviewed two additional tools subsequent to data collection (surveys and focus groups). Both were suggested as tools that address two of the most significant information gaps identified: taxation and marketing.

8. *KPMG's First Nations and Canadian Taxation, 1996.*

This is a concise, well-written 100 plus pages intended for Status Indians, covering The Indian Act, Revenue Canada's assessment practices, case law, province by province tax variances, and a host of tax consequences for various business incorporations. It is the type of information that is easily outdated because various aspects that are being tested in the courts. There is a new edition in planning. The present edition is out of print.

Recommendation:

- a. Make the new edition of this publication widely available to service providers when it becomes available.
- b. Although this is an excellent resource and necessarily legalistic, there needs to be simple brochure that informs the Aboriginal entrepreneur of key tax areas (e.g. wages and salaries paid to Indians, and commodity and transaction taxes). The brochure should include suggestions about where to go for additional information, including the publication reviewed above. The brochure should advise, as this book does, that this is a complex area that will probably require one-on-one counseling with a tax expert.. The brochure would need to advise, as this book does, that this is a complex area that will probably require one-on-one counseling with a tax expert. Various shorter brochures and materials on taxation are already available (see Appendix ??). These materials should be reviewed and a shorter, simpler document developed if not available or recommended to providers to accompany the KPMG document.

9. Solutions for Small Business:: Home-Based Business Manual

In particular, the research team reviewed the section on "Marketing: How Will You Reach Buyers?" in response to the identified need for marketing information.

Evaluation:

This publication is 23 pages that outlining the basics of marketing for the beginner. It is well-written, at about a grade 10 reading level, and defines all the terms it uses. However, the booklet lacks graphics, and the lay out is somewhat crowded and uninteresting.

Strong sections: It starts out with a useful case study, defines marketing strategy and market research, and includes a very valuable "how to" test market survey. The price and pricing section is thorough and offers illustrations so that a person would have a reasonably good chance to price a not-too-complicated product (e.g. the food industry). The publication also includes strong sections on types of sales strategies and marketing at large events, the latter being clear enough that a person could actually implement the ideas.

Areas for improvement: The questions you need to answer about your market is quite complete, but does not include how you would find answers to those questions. A reference in business imaging that uses Kitty litter and flower drying medium, would not be of interest to many Aboriginal entrepreneurs. This section on imaging, important to most Aboriginal businesses, is not nearly complete enough.

What is missing is what most Aboriginal entrepreneurs who defined their own community as part or all of their market would most need: a community marketing strategy. This would include the importance of word of mouth and knowing how to be seen as a responsible and contributing member of the community. Knowing how to appear to be consistent with how you treat your customers is important. There is much advice on dealing with the community that is more efficiently gained through networking and mentoring relationships. However, this topic needs to be discussed here.

In summary, materials on marketing that are oriented to Aboriginal entrepreneurs are needed. Marketing is a topic many stated in the focus groups they were too naive about. Two to three publications may be required (thus avoiding the production of one long document). Basic marketing concepts are a requirement for start-up entrepreneurs. Further, the implications for marketing in Native communities is a major component of any business marketing strategy that is going to rely on local customers. Thus, one publication is needed that highlights strategies for serving local markets.

In addition a more detailed and sophisticated publication for the business that is growing to another level, wanting or needing to acquire a larger or different customer base - perhaps even going international, is needed.

Recommendation: Develop materials on marketing that are oriented to Aboriginal entrepreneurs at various stages of development. A three part marketing publication set is recommended, one covering basic marketing concepts, a second dealing with capturing local markets (including issues of cultural match and building community support) and a third on seeking new markets and “export” opportunities (export being either domestic or international). The latter should include a component on web-based marketing.

Appendix 14 - Web Site Evaluation

A. Initial Website Evaluation:

A.1 Methodology

This section contains the results of a first cut evaluation of Aboriginal business based websites on the World Wide Web applicable to Canada/BC. Further survey work, and focus group testing was then conducted to obtain direct input from those who would work with the content (see below for results). The website evaluations are a culling of a broad universe of web material intended to delineate a smaller field of websites for further research and input by end users. Through further survey work and focus group input key sites and features from the target list were confirmed or denied, and other important sites determined.

The criteria as outlined below were informed both by the overall evaluation criteria developed for the project and by specific comments made by the Aboriginal service providers that attended the REACH training session in Vancouver in early March, 2000. Comments related to business information content related to REACH and the Web in general were summed up in the simple statement: “Big print, small words” and “keep it simple”.

The site evaluation criteria are as follows:

DESIGN:

Appearance: i.e. Does the site have Aboriginal culturally based symbols, design? Is overall design simple (not cluttered) and logical? Are the words in big print?

Navigability:: i.e. Is site well linked internally, and externally? Can user move easily and with speed internally and externally. Is navigation logical, entry and exit easy to identify (push buttons)? Are there technical problems?

CONTENT:

Depth of Information: Does the content in the site provide an appropriate depth of information, is there too much or too little? Are the words simple and easy to understand? Is it written in report style language or more “street level”? Is the site limited in the range of information provided relative to the target Aboriginal business person?

Usefulness of Information: i.e. Does the site primarily provide business information/ tools to the Aboriginal entrepreneur? (as opposed to much information about the service provider themselves for example) Is there information that directly applies to some of the unique concerns of Aboriginal business people?

A team of four individuals, two of the C/BCBSC information management team and two of the SFU/CEDC project team, then applied the above criteria to a target list of websites. The sites were ranked in each criteria from one to five, one being poor and five being excellent. The scoring is then aggregated in:

- a. Total - 80 points possible
- b. Design (A & N)- 40 points possible
- c. Content (D&U)- 40 points possible

The target list is divided into three categories of Aboriginal websites for business: General Business sites, Specific Business Program sites, and Linkage sites.

A.2 Websites

<u>General Business Sites:</u>	Total	Design	Content
1. Aboriginal Business Canada: www.abc.gc.ca	54	28	26
ABC- Expanding your Markets www.abc.gc.ca/expanding/cover.htm	49	27	22
ABC- Profiles www.abc.gc.ca/abenaki/abcelst.htm	46	24	22
ABC- Aboriginal Trade and Market directory www.abc.gc.ca/trade/	UNAVAILABLE		
2. Spirit of Aboriginal Enterprise www.sae.ca/	UNAVAILABLE		
Aboriginal Business and Tourism www.sae.ca/abt/	51	28	23
Aboriginal Suppliers Directory www.sae.ca/asa/E/index.htm	59	29	30
Welcome to Metis Business Centre www.sae.ca/mbc/	51	29	19

3. Aboriginal Business Service Network (National Site) http://cbsc.org/absn	51	26	25
4. Aboriginal Youth Business Council www.aybc.org/	52	22	30
5. Assembly of First Nations www.afn.ca/	42	19	23
6. BC Ministry of Aboriginal Affairs www.aaf.gov.bc.ca/aaf/	50	23	27
7. Aboriginal Business Development Online www.Aboriginalbusiness.on.ca/	60	28	32
8. Centre for Municipal Aboriginal Relations www.cmar-crma.org/	40	20	20
9. CESO www.ceso-saco.com/	52	29	23
10. First Nations Employment/Enterprise Centre www.Firstnationsemployment.com/	51	26	25
11. Indian and Northern Affairs Canada www.inac.gc.ca/	56	23	31
12. National Aboriginal Achievement Foundation www.naaf.ca/	54	29	25
13. Native Investment and Trade Association www.native-invest-trade.com/	49	24	25
14. The Native Trail www.nativetrail.com/	52	28	23
15. Village of First Nations www.firstnations.com/welcome.htm	52	26	26

Specific Business Program Sites

1. First Nations Forestry Program www.pfc.cfs.nrcan.gc.ca/main/programs/fnfp/index.html	56	25	31
2. Procurement Strategy for Aboriginal Business www.inac.gc.ca/asi_rfa/asi_home.htm	56	22	34
3. Canadian Aboriginal Science and Technology www.casts.ca/	42	24	13
4. First Peoples Cultural Foundation www.fpcf.bc.ca/	49	26	23

Link Sites:

1. First Nations Business Links Page www.commerce.ubc.ca/firstnations/Links_business.html	53	26	27
2. Bill's Aboriginal Links www.bloorstreet.com/300block/aborcan.htm	50	14	36
3. ARCNet -Aboriginal Business Directory www.taybridge.com/arcnet/archome.htm	49	27	22
4. Aboriginal Resource Guide www.Aboriginalresourcenet.com/	62	31	31
5. First Nation Information Project www.johnco.com/firstnat/	47	24	23
6. Capucine's Native Resources www.klingon.org/native/pages/index.html	45	24	21
7. Aboriginal Business Map http://strategis.ic.gc.ca/scdt/abc_map/	51	24	27
8. NativeWeb -an Internet company www.nativeweb.org/	45	22	23
9. Turtle Island Native Network www.turtleisland.org	57	28	29
10. Aboriginal Studies WWW Virtual Library www.ciolek.com/WWWVL-Aboriginal.html	39	17	22
11. Aboriginal Business Service Network (Ontario) www.cbosc.org/ontario/ABSN/	45	22	20

A.3 Evaluation

Top Sites:

1. Top Sites Overall

General Business Sites: Top Five

- a. Aboriginal Business Development Online: 60
- b. Aboriginal Suppliers Directory: Spirit of Aboriginal Enterprise: 59
- c. Turtle Island Native Network: 57
- d. Indian and Northern Affairs: 56
- e. Aboriginal Business Canada: 54

Specific Business Programs: Best

- a. First Nations Forestry Programs: 56
- b. Procurement Strategy for Aboriginal Business: 56

Link Sites: Top Four

- a. Aboriginal Resource Guide: 62
- b. First Nations Links Page: 53
- c. Aboriginal Business Map: 51
- d. Bill's Aboriginal Links: 50

2. Top Sites by Design

General Business Sites: Top sites 28-29 points

Aboriginal Business Canada, Spirit of Aboriginal Enterprise sites, Aboriginal Business Development On-line, CESO, National Aboriginal Achievement Foundation, The Native Trail

Specific Business Sites:

First Peoples Cultural Foundation

Link Sites: Top Sites

- a. Aboriginal Resource Guide: 31
- b. ARCNet: 27
- c. First Nations Business Links Page: 26

3. Top Sites by Content

General Business Sites: Top Five

- a. Aboriginal Business Development Online: 32
- b. Indian and Northern Affairs Canada: 31
- c. Aboriginal Suppliers Directory: Spirit of Enterprise: 30
- d. Aboriginal Youth Business Council: 30
- e. Turtle Island Native Network: 29

Specific Business Sites:

- a. Procurement Strategy for Aboriginal Business: 34
- b. First Nations Forestry Program: 31

Link Sites: Top Four

- a. Bill's Aboriginal Links:36
- b. Aboriginal Resource Guide: 31
- c. First Nations Links Page: 27
- d. Aboriginal Business Map: 27

A.4 Initial Website Evaluation Summary

1. Three of the top five sites named above are the same sites as those identified as the most visited websites by Aboriginal entrepreneurs in the CANDO/Consilium Study: *Aboriginal Entrepreneurs on the Internet*. The 1998 study asked Aboriginal Entrepreneurs which websites they had visited in the past month, the top five were as follows:

- a. Aboriginal Business Canada: 41.2%
 - b. Strategis: 36.3%
 - c. Indian and Northern Affairs: 30.4%
 - d. Bank Web Sites: 20.6%
 - e. Spirit of Aboriginal Enterprise: 19.6%
- [CANDO/Consilium, p35]

Our evaluation revealed the same top sites, including: Aboriginal Business Canada, Indian and Northern Affairs, and the Spirit of Enterprise. The Aboriginal Business Map, part of the Strategis site, was rated in the top four for content. Two additional sites were evaluated highly that were not identified in the CANDO/ Consilium Study: Aboriginal Business Development Online and Turtle Island Network.

2. While Bank Web sites were not included in the above evaluation, a search on large bank web sites uncovered four sites of interest:
 - a. Canadian Imperial Bank of Commerce has a dedicated, well-designed website for Aboriginal clients (www.cibc.com/Aboriginal/home.html).
 - b. Royal Bank has a site that contains extensive internal small business information sources apart from the bank program information (information is targeted to general population - www.royalbank.com/sme/links_Aboriginal.html).
 - c. Scotiabank has information for Aboriginal people tied to their products and services (www.scotiabank.ca/Aboriginal01.html).
 - d. Canadian Bankers Association, although more cumbersome to navigate and access information, has some very good resources that have been developed for Aboriginal Entrepreneurs (www.cba.ca).
3. While the Spirit of Enterprise was down for maintenance at time of evaluation site internal links are highly rated.
4. The Aboriginal Business National and Ontario sites were not rated highly in this evaluation relative to other sites.
5. Overall there appears to be a dearth of actual business information content targeted to Aboriginal Entrepreneurs on any one Aboriginal based website. Content often is in the form of linked government program information, or business information related to starting or managing a business that is designed for the general population. A few sites contain some targeted business information i.e. the Aboriginal Youth Business Council has some information about entrepreneurship, or the First Nations Forestry Program, or the Procurement Strategy, but typically it is limited to one or two information types. Many of the sites are program-related sites, and therefore the majority of content is concerned with describing the programs.
6. The sites found to have highly rated design characteristics could prove useful for ABSN Web designers. A useful searchable link feature was found in the Aboriginal Resource Guide. The Aboriginal Resource Guide was a joint project between the Canadian Bankers Association and the Government of Canada launched in July 1999.

B. Focus Group and Survey Results

Providers asked to identify the web sites they most highly recommend to entrepreneurs clearly identified the CBSC site as their top choice (www.sb.gov.bc.ca). Others highly rated included the Industry Canada Strategis site, followed by Aboriginal Business Canada. Others mentioned included HRDC, WED, the Aboriginal Resource Guide, BC Hydro Directory, bank sites (e.g. CIBC), NITA and INAC.

Entrepreneurs and providers in focus group sessions were asked to place primary emphasis on their review of the ABSN prototype site (see below).

Comments on other sites included:

- First Nations sites, more streamlined, all Aboriginal easy to navigate, attractive design, warm.
- INAC site unclear, no info on where to go, disorganized.
- FN Forestry program: web address too long, all links to the same page, too long to download information via Acrobat.

General comments:

- KISS (keep it simple). More user-friendly information.
- People agreed they want private and public access web sites.
- Many communities don't have access to the web. Need workshops in the communities to prepare for its use.
- Aboriginal designs differ from community to community. No shortcut to cultural respect. Get the information right.
- Description of organization on web helps save time, and listing of programs available is helpful. Need more info on the programs.
- Could use a registry of First Nations businesses on the web.
- Simple language on web, we need preparation of people for using the web
- The Internet importance is industry specific. It is essential for international business but less important to the resource industries. Do not disregard other tools for the Internet.
- Wherever the capacity goes, band offices or cap sites, there needs to be technical support on site.
- It is important that any site is well maintained.

Appendix 15 - The Aboriginal Business Services Network - ABSN

Aboriginal Business Service Network: Players, Products and Recommendations

The following appendices includes background on the ABSN as a national initiative and the national ABSN prototype website, similar background on the Ontario ABSN initiative, as well as a description of some potential players in the envisioned BC site. Finally, strategic questions that must be answered in designing a BC ABSN are outlined. Recommendations on these directions are included in the main body of the report and in Appendix 13.

1. Aboriginal Business Service Network (ABSN): National Site

The development of the ABSN can be directly traced to *Gathering Strength* initiative announced by the Government of Canada in 1998. As a part of *Gathering Strength* the Government outlined its commitment to strengthen Aboriginal communities and strengthen Aboriginal capacity for economic growth and development.

Broadly, the ABSN concept is to use “ information technology to support Aboriginal economic development”. The core of the model is to utilize information technology, primarily the Internet, to link information/ service providers across the country in an electronic network that allows for more ready access by Aboriginal entrepreneurs to the wealth of general business information, path finding, counseling services, tools, and training resources across Canada. The network contemplates the researching, refining, and development of tools and resources specifically designed and suited to Aboriginal entrepreneurs, on both a national and regional scale.

The backbone of the ABSN national network is the Canadian Business Service Centre Network. Canada Business Service Centres (CBSCs) are located across the nation, with one core Centre located in each province or territory. In Western Canada they are located in Vancouver, Edmonton, Saskatoon and Winnipeg. CBSCs provide a one-stop location for a businessperson in any stage of business development; to access a wealth of information and assistance by walk-in, “Faxback”, toll-free numbers, and increasingly through web based access. The Centres are already linked electronically to national databases, federal government departments, and provincial departments. Each Centre also has internal databases and libraries that provide information on trade, market opportunities, economic data, as well as information of regional relevance. The Centres allow for outside electronic access to government databases as well as their internal information.

The CBSC National Secretariat is responsible for national product development and testing, national website development, and links to the regional CBSC's. Work is also underway at a national level to continue to build the library of Aboriginal business information print resources.

National ABSN website:

The current structure of the national ABSN website is found on the home page at <http://www.cbsc.org/absn>. The home page provides two primary pathways, one to a suite of government information sources, guides, tools, and links developed for the national website, the other a path to each Provincial/Territorial ABSN site.

Each of the Provincial/Territorial ABSN sites, with the exception of Ontario, is currently generic CBSC websites. Ontario has a website designed to serve the ABSN program in Ontario, and it further extends the electronic network concept by linking member regional service providers within Ontario. CBSCs in other Provinces/Territories will also be working within their capabilities and resources in association with federal and provincial government counterparts as well as through regional Aboriginal organizations to develop Provincial/Territorial ABSN network programs.

2. ABSN: Ontario

The Ontario ABSN is a partnership between Industry Canada - FedNor (Federal Economic Development Initiative in Northern Ontario), the Canada Ontario Business Service Centre (COBSC) and Aboriginal Business Canada. The specific objectives for the Ontario ABSN are:

- To provide a “ first point of contact” approach centered on the needs of the Aboriginal business community, including youth, for specialized business information service
- Assist with the establishment and growth of Aboriginal businesses
- Increase awareness by Aboriginal businesses and communities of the enhanced support systems, products, and services that are available to them.
- Improve communication and feedback with Aboriginal business stakeholders

Furthermore, a number of principles were established and thus informed the structuring and designing of the network:

- Build on existing structures to enhance partnership/cooperation.
- Be culturally appropriate involving Aboriginal participation
- Recognize diverse circumstances
- Be locally sensitive
- Provide local access where possible
- Be urban inclusive [FedNor 1998]

The above principles contemplate a network that is initially facilitated and supported by FedNor-Industry Canada, with an evolution of greater vision, energy, innovation, and control by the Aboriginal network members themselves. For example, while information links and sources are for the most part similar to other non Aboriginal access sites, and reflect current generic databases and tools, it is anticipated that network members can test current sources for effectiveness, can modify information, or can create innovative tools and information that is responsive to the needs of their clients. Best tools and resources, and innovations can then be shared with the rest of the network members. Therefore, rather than seeking out Aboriginal information and tools that could be useful at the outset of the Northern ABSN, the design anticipates ongoing refinement and innovation driven by the members [Phillips, 2000].

“ Our intent is to develop and test a unique Aboriginal service delivery which utilizes, adapts, and tailors existing service delivery approaches to the unique business development needs of the Aboriginal business community [Ontario ABSN, 2000] ”

The Ontario ABSN utilizes the existing infrastructure of the COBSC to serve “host” Aboriginal service providers that are located in various regions throughout Ontario. The network follows COBSC’s regional access model, and on the success of running a regional access pilot project with four Aboriginal service providers in Southern Ontario.

The four pilot Aboriginal service providers in Southern Ontario received:

- A business library: value: initially \$ 5,000, then added another \$ 2,000 per year. Comprised of mostly general business information. The regional program manager expressed that it is very difficult to find Aboriginal specific business information beyond reports about economic development.
- Access to COBSC help desk.
- Access to the COBSC ‘s Winframe Client: This is an Internet tool providing an Internet link into the COBSC databases.
- A computer and Internet access.
- Three day training for staff designated from the Centres.
- Electronic licenses: external commercial databases including: a. Micro media: database of Canadian news and magazine articles. b. Scott Selector: CD-ROM of Canadian Manufacturers c. Stats USA [Pattaglia, 2000]

The pilots provided feedback for the design of the Northern ABSN, the key lessons learned included:

- In the Southern pilots, the package of services has been under utilized given the lack of a dedicated person available to provide the package of services and to be active in the network. Those trained typically do not have enough time to do their jobs as well as utilize the network, and may have forgotten what information is available, and how to utilize systems. Also, many of the staff did not have enough time to promote and interact with the network. Finally, some of the staff trained were not business counselors or information providers directly i.e. Human Resource counselors.
- Training provided in the Southern pilots was the same as the other 65 Regional Access sites. It was found that this three day standardized training wasn’t sensitive enough to the unique needs of the service providers, it was too much information all at once, and that it was generally unsuccessful.
- The Winframe Client program has been underutilized do to reasons above, but also do to the of use. The B.C. developed REACH model will be replacing Winframe in Ontario.

Based on this feedback the Northern Ontario ABSN project:

- Provided the funding for a dedicated staff person to fully utilize, promote and be active in the ABSN network program. Consequently there is a far greater degree of enthusiasm, and utilization of the network in the Northern program than in the Southern pilots. A conference is planned to bring the two groups together, and it is hoped the experience of the Northern network will inspire the Southern group.
- Modified the training programs for the North
- Spent more time working through the Winframe Client access, and therefore feedback from the Northern users indicates it is utilized and valuable tool. The Winframe Client is in the process of being replaced with a modified version of the B.C REACH program in all the Aboriginal and non Aboriginal regional access sites. [Pattaglia, 2000]

The “hosts, or network members in the North each receive the following support package:

FedNor supplies: Computer for Public Access Workstation, Software for workstations, Internet connectivity and on-going monthly charges, travel and staff costs for two for training, Resource materials, directories, publications, marketing costs including website development. And under a separate cover, the Northern sites can apply for an additional \$ 50,000 to staff a position.

COBSC supplies: Access to specialized databases, on going technical, and research support (1-800), training program and delivery, “800” toll free for clients, signage showing federal contribution.

Host supplies: furniture, utilities, space, office supplies, long distance, existing staff and support services. [FedNor, 1999]

The ABSN members were “selected” using broad profile criteria, as well as having to meet specific criteria. The broad profile criteria is as follows:

- Represents the interests of a large or regional group of Aboriginal people (geographic community or “community of interest”)
- Have an established reputation in the community/region as a site where business information and/or service is available
- Provide general business counseling, information and referrals
- Demonstrate the ability to work with other organizations in the community
- Deliver a broad range of services
- Be willing to contribute local or regional information to resource holdings available.

Further criteria and requirements were established including: basic site requirements, minimum 3 years operating, staffing requirements, client service standards, and reporting requirements to be

maintained. Each site interested in becoming a host was required to submit an Expression of Interest that was then evaluated by an ABSN team. [FedNor, 1999]

Electronic Information Access:

The Ontario ABSN, has multiple points of access and links to electronic information:

- The National ABSN site (open access)
- The Ontario ABSN site (open access)
- COBSC provided Internet access to: Winframe Client/REACH, commercial databases (service providers only)
- Host created websites (open access) [Pattaglia, 2000]

Ontario ABSN web site Content:

The Ontario ABSN website is primarily a link site, linking the substantive network of other Aboriginal web based information through a central site, as well as the Ontario ABSN host sites.

The appearance of the site in terms of highlighting and affirming the ownership of the Aboriginal members in the network is not apparent at this stage. Rather than culturally based symbols and design, and a primary featuring of members, the names and symbols of the facilitator organizations are only to be found. Members aren't found until page three. The site is not cluttered and the links are clear. The simple classification of links makes for ease in understanding where to go, and the site is easy to navigate internally and links work well externally. Direct information applicable to Aboriginal business is found through the Aboriginal info guides, depth is limited, focusing on brief descriptions of Aboriginal programs and services through federal and provincial governments. The info guides point to the availability of "infifax" documents providing more in depth descriptions.

Host Websites:

The Ontario Northern ABSN funds the development of web sites by the individual network members. These sites can be accessed through links in the Ontario ABSN website. A number of the websites have yet to be developed. However, there are active links that are instructive:

Gezhootjig Employment and Training: Content

This site has not yet been completed, however there are two aspects of the current site (see appendix 3) that are worth noting: 1. Words are in large print; information is in simple form, with clear directions of how to access services. 2. There is a list of links to the websites of communities it serves on the main page. This demonstrates the concept of the electronic information network extending directly to the community level. Only one of eight communities is linked as of viewing.

Nishnawbe-Aski Development Fund: Content

This is a complete site that appears culturally suited to the peoples it serves, it is easy to navigate with large push buttons on symbols, and the overall logic of the site is sound. However, the size of the print could be larger, and the information less technical and less report style, to be more easily understood.

3. ABSN British Columbia

Western Economic Diversification Canada is leading development of the ABSN in British Columbia in association with the B.C. Ministry of Small Business, Tourism, and Culture. This initiative flows from *Gathering Strength*, as well as WD's focus on "Supporting Strong Communities, People, and Economies". The B.C. ABSN like the federal model is primarily focused, but not limited to establishing an "electronic network offering business products and services to Aboriginal entrepreneurs." [WD, 2000]

The ABSN vision for B.C. involves:

- [Providing] electronic access to the full range of federal/extended resources available to small businesses.
- [Developing an] Internet "tool kit" for Aboriginal service providers and entrepreneurs (i.e. "responsive" tailored to Aboriginal needs)
- Increasing knowledge of Aboriginal businesses and EDO's
- Connecting Aboriginal Economic Development Officers and the business community
- Establishing links between Aboriginal and non-Aboriginal business communities

WD is partnering with the Canada British Columbia Business Service Centre located in Vancouver, and Aboriginal service providers in B.C. to develop and implement the BC ABSN. [WD, 2000] The actual form of the partnership, and design of the B.C. ABSN has yet to be worked out between the partners.

3.1. CANDO: 'TEC' Project

CANDO was established in 1990 by 50 Native Economic Development Officers from across Canada. It is a non-profit society that is Aboriginal controlled, community based and membership driven. [CANDO, 2000]

In August 1998, CANDO signed an agreement with WD to supply approximately 400 Economic Development Officers working for Aboriginal communities and organizations across Western Canada with hardware, software, and training in an initiative to provide "Technology for Economic Capacity" (TEC). [CANDO, 2000] For B.C., up to 197 TEC packages will be made available to Aboriginal communities and organizations [WED, 2000].

“ The goal of CANDO in undertaking this project is to provide EDO’s with the tools necessary to support community economic development and to provide opportunities for education, information sharing, research, and professional development.

...The special challenges facing Aboriginal communities require exceptional knowledge and skills if this potential is to be fully realized. EDO’s are charged with significant responsibilities in such areas as developing investment initiatives, creating business plans, negotiating and forming partnerships with the corporate and government sector, strategic planning, project management, and providing economic advice to leadership.”
[CANDO, 2000]

Eligibility Criteria:

The selection or eligibility requirements to receive a TEC package are broad:

“ Economic Development Officers (simply defined as: ‘an individual responsible for community economic development in an Aboriginal community/organization’) working for organizations such as First Nations communities and Tribal Councils, Metis National Council organizations: Metis Settlements & Congress of Aboriginal Peoples (CAP) offices in western Canada.” [CANDO, 2000]

The terms and conditions of transfer are as follows:

- “ - Upon signing a Certificate of Receipt” document. legal title of the computer hardware and software will transfer to the individual First Nation, Tribal Council, Metis Settlement, Metis Nation, or Association for use by the EDO position within that community/organization.
- As a part of the agreement with CANDO for hardware and software, recipients must indicate that the computer already in use is either transferred to another part of the company/organization, or donated to an individual in the community who may need it. (i.e. small business start-up, youth entrepreneur, etc.)” [CANDO, 2000]

In B.C. the rollout of the program is underway, recipient organizations are: communities with EDO’s, Development Corporations which serve an economic development function for a community or communities, and Tribal Council EDO’s. Final numbers of those organizations that will be participating in the project has not yet been finalized. CANDO is in the process of collecting Participant Response Forms [Mackay, 2000]. These forms a. identify the person responsible for economic development in their community/ organization b. confirm their participation in the CANDO TEC project c. confirm their acceptance of the terms and conditions of the CANDO TEC project. [CANDO, 2000]

The list of organizations in B.C. was derived from Department of Indian and Northern Affairs lists of CEDO’s in the various communities. CANDO has had a challenge in completing the list of participants. Initially the forms were sent out, however, the response was minimal and the communities and organizations were followed up by phone. It was found that once the participants understood more what the project was about from a personal call the process proceeded more

smoothly. Also, the list of participants is said to be ‘evolving’ given the high turnover of EDO’s in the communities and organizations [Mackay, 2000].

‘TEC’ Package:

Every EDO will be provided the same Desktop PC, Monitor, Printer, Software and Training. The transfer of the assets and title will go to community or organization. Uniform hardware, software and training are provided to ensure ease in communication within the network (i.e. all same Windows 98, and same MS Office suite), and to standardize EDO skills and knowledge. [CANDO, 2000] The training component of the package is focused on basic computing skills. The 4 day training program (Monday afternoon to Friday afternoon) is comprised of: Introduction to computers - Windows 98, MS Office, MS Internet Explorer 5.0 and Outlook 2000, and a brief overview of small business tools. The participants would be divided into two groups according to computer proficiency [Mackay, 2000].

On going support once computers have been delivered includes three months of follow-up support by company providing the training and technical support through manufacturers of hardware and software installed. It will be up to each community or organization to fund their own Internet service connections. Also, CANDO has a website that can serve the network of EDO’s. There are plans to expand the capabilities of the website to include different levels of access, bulletin/chat boards, ability to deliver-to-deliver distance education, etc. [Mackay, 2000].

3.2. Canada/ B.C. Business Service Centre (BSC):

The BSC is another partner with WD in the development of the ABSN model for B.C. WD anticipates that the BSC would develop “regional content and website in collaboration with CANDO and other BC stakeholders (EDO’s, etc.)” [WD, 2000] The BSC, as an extension of the National ABSN model, would be the “hub” or core of the ABSN for British Columbia. The National ABSN website link to B.C. is currently the BSC website. The BSC website is widely used with on average 20,000 hits per day from all over the world, but concentrated from B.C. There is considerable traffic from the U.S. as well. The website is widely linked with approximately 780 links to the site.

BSC Website Content:

Like the physical site in Vancouver, the website has been designed to provide one stop access and advisory for a range of information needs. The information has been regionalized to reflect the needs of British Columbian entrepreneurs, and content reflects many years of “culling” by the Centre in response to feedback from the users of the BSC. This site currently does not provide specific, direct Aboriginal content, or linkages.

The main home page is divided into 4 key areas:

1. On-line Small Business Workshop: This is an award winning, internationally recognized support tool for small business start-up. This tool designed in B.C. was then placed in other BSC websites across the country.
2. Popular Requests: Based on years of experience offering business information, the most requested activities are available as Small Business Sourcing Guides. Each sourcing guide then points to additional information resources: i.e. trade shows, associations, books, magazines, videos, government services, etc.
3. Web Sites for Small Business: links for business start-up, export-import, directories of companies, market information, selling to government and B.C.'s communities.
4. Interactive Business Planner: A step-by-step business-planning tool.

There is also a powerful search capability on the site to locate more specific information. This includes four searchable collections:

1. Government and Programs and Services: A collection of about 1100 federal and provincial programs and services.
2. BC Trade Shows: Almost all of the shows, fairs, or conferences in this location are listed in B.C. this includes many smaller regional events as well.
3. C/BC BSC Library: two sections: one starting and managing your business, and another on small business exporting and importing. 4,000 records.
4. Combined Search: Will search the site, with the exception of the Library.

BSC Regionalization Strategy

REACH Delivery:

The BSC has a regionalization strategy that follows the national Canada Business Service Network strategy to “extend comprehensive access to government information through service intermediaries throughout the country in locations outside of the major Canadian Centres.” [CBCBSC, 1999] The regionalization strategy of the BSC is based on an Internet delivery tool entitled “REACH”, for Regional Access and Community Help. The REACH program is being considered as model of delivering business information to Aboriginal communities regionally in B.C.

As of the end of February 2000, 37 REACH sites have been selected, and agreements entered into with “hosts” or “strategic alliance partners” covering all development regions in the province. The final step will be implementing 3-5 sites in the Lower Mainland. These partners include Community Futures Development Corporations, Government Agents, and Business Centres. While REACH is web based, it is only currently accessible to user sites that have passwords to access the site. Creating open access to REACH would be possible through the elimination of password only entry [Hartley, 2000].

REACH, through the Internet, is a technology that allows for a low cost, and simple means by which service providers can access the resource base of the BSC for the benefit of their clients. This includes: 1. the collection in Vancouver of B.C. specific information i.e. BC trade shows, regulations,

business associations, etc .2. The vat of information in Ottawa that includes; federal departments, crowns, business related programs, etc. 3. Library of over 6,000 books that has evolved over the years. 4. Recommended best websites and print materials for: regulatory and legal, funding and financing, contacts and directories, and marketing. 5. BC and StatsCan statistics. 6. Publications that the BSC sells/and or distributes for free, in the same format as it's hardcover equivalent.

REACH design principles:

- Easy to use: a well-designed web site is simple to navigate and so there is a reasonably small learning curve.
- Easy to upgrade: unlikely to become obsolete. Web sites are easy to upgrade as technology changes. They are also easy to adapt as user needs change.
- Easy to include new partners: The Internet is cross-platform and it is not necessary to buy expensive hardware or software. There are no long distance charges, so there are no large telephone bills. There are no technological obsolescence issues.
- Easy to manage: A web site allows us to accomplish our objectives efficiently [CBCBSC, 2000].

Key REACH delivery principles:

1. Address regional needs: The site is designed for two types of users at regional locations:
 - a. Front office service rep. can utilize a “Quickfind” and “Publications Inventory” search capability to provide quick prints of pages to clients.
 - b. The small business advisor who needs to undertake more research requiring more and greater depth of information.
2. Extension of expertise in business information: The BSC brought together their internal experts/staff including a librarian, statistic consultant, Start-up Centre and Trade Centre managers, and others to create a business directory of best sources for small business according to Regulatory and Legal, Funding and Financing, Contacts and Directories, and “How to”.
3. To distribute existing print documents on line: REACH utilizes Portable Document File (PDF) format that allows for simple and inexpensive updating of files and websites with no HTML programming. Of course this requires that the end user is equipped with the necessary plug in software to access and download PDF format i.e. Adobe Acrobat.

Key advantages: a. For the service provider the documents can be read on-line or printed and handed out. b. existing print documents of any size may be converted to a PDF file in a few minutes.

4. Delivery of interactive training: An interactive partner training tool was developed to provide on-line training to Agency staff utilizing REACH and serving the business information needs of clients. This training is divided into two modules: 1. Diagnostics and Information Sourcing 2. Market Data/Statistics Sourcing.

There is a one day workshop training designed to assist agency staff on how to use the REACH site. This training assumes agency staff have an average level of competency using computers: ie. Running MS windows, MS Software, Netscape, etc.

Strategic Partner Selection:

Apart from the initial slate of regional sites, the REACH regionalization manager spends up to five working days evaluating each new prospective REACH site. The manager conducts a site visit, interviews, and a comprehensive questionnaire to determine the suitability of each site to effectively utilize, and benefit from the use of the REACH technology. Staff size, experience and time is considered along with reputation of the organization, utilization of existing services, partnering with other agencies, funding support, sustainability, etc. The purpose of site selection is to “maintain the quality and integrity of the REACH program” [Bains, 2000]

Partner Contributions:

The BSC provides:

- Hardware upgrades if needed to gain effective access to the Centres web server (could include upgraded telecommunications capabilities)
- A specific website ie. REACH, designed to facilitate delivery of services.
- Communications software and Internet access if not already at site.
- Small Business library: 60-65 books: 32 self-counsel books (How to), and 30 plus directories.
- Initial training support for the user module.
- Ongoing training support for user module

Partner provides:

- Staff
- A designated liaison contact for initial and ongoing training, maintenance issues, and future planning.
- Space
- Telephone line to accommodate data transfer.

[CBCBSC, 1999]

REACH Website Contents:

While this website is in the process of being utilized in two Aboriginal Business Centres, it currently does not have direct Aboriginal content and design.

A number of features found on the REACH site have been adapted from the BSC website. The Quickfind section, designed for over the counter service is composed of Handouts, (Small Business Workshop material) and quick Guides for most requested kinds of businesses (Popular Requests). There is an immediate wide search capability on the main page which provides access into the collections found in the BSC website. There is the publications feature, which allows the downloading of a large portion of the same material available upon request over the counter at the BSC. The C/BC BSC's Best provides a recommended list of not only web sites but, CD ROMs, and print publications. The Partner Training On-line is meant to assist the staff person on how better to assist their clients.

REACH Evaluation:

An evaluation of the REACH program/website is currently underway by an independent consulting firm. It is expected that this evaluation will yield results that will assist BSC information specialists to further evolve the system.

BSC staff indicate that partner staff express that they “really like it” in training however, it is difficult to say how this translates into use in the field. BSC staff track the use through website monitoring software, however, while it may give an indication of site usage it does not necessarily indicate site value to staff or customer.

Staff indicate that field use may in part, depend on the profile of the Agency partner using the system. Two examples were given:

1. High volume agency: The more an agency receives business information inquiries i.e. 30 per day, the greater the need for and use of a system like REACH. With use, comes greater familiarity and tendency towards relying upon it as a tool.
2. Agency focus: If an agency is serving customers requiring a broad range of services, apart from business related information and assistance, and if there is heavy demand for other services the Staff person may have limited opportunity to fully utilize the system.

Staff also, indicate that while the partner training is a good feature and believe it is well designed, there is a question as to the over utilization of this feature, relative to the proportion of cost incurred for this feature in the development of the site.

One Stop Business Registration

REACH and the One Stop Business Registration program of the Ministry of Small Business, Tourism, and Culture (MSBTC) are cooperating to promote awareness and access to both programs in regions and communities throughout B.C. The recent training of the two Aboriginal service providers featured both REACH and OSBR training. The Small Business Branch of the MSBTC is implementing the OSBR and are interested in expanding the siting of the OSBR in communities throughout B.C., including Aboriginal communities where the service could be utilized. The OSBR is designed to be generic to all communities in B.C., and therefore it is anticipated that there will not be a redesign of this service specifically for Aboriginal business people.[Kelley, 2000]

The OSBR is a system for business owners to simultaneously register with multiple government agencies through a single window, a computer access terminal located in communities throughout

B.C. Partner sites utilize the OSBR through a password that allows them access into the OSBR via the Internet.

“ The OSBR eliminates the need for a business owner to visit many offices, complete different forms and repeatedly provide the same information to complete registration requirements. To reduce time required, names, addresses and other common registration information need to be entered only once. Finally, time is cut in half by expeditiously providing agencies with legible and complete forms.” [MSBTC, 1999]

There are four core agencies that have partnered to provide registration through the OSBR:

5. BC Consumer Taxation - Application for PST account
6. BC Registrar of Companies - Registering a name (not reserving a name)
7. Workers Compensation Board - Registering with WCB
8. Revenue Canada - Registering for business number accounts GST/HST, payroll, corporate income tax, import/export

OSBR will be expanded over time to include additional agencies. Currently, there is partnering with municipalities to use a common business license application.

- OSBR Vision: Automated “One Window” business registration
- OSBR Mission/Mandate: Support British Columbia businesses by responding to their call for a reduction in time required to deal with government regulations.

OSBR Principles:

Co-operation - Co-operation with small business organizations, federal, provincial, municipal governments and agencies will ensure efforts are coordinated to minimize duplication and overlap and maximize utilization of resources.

Innovation - Leading edge technology will be utilized to provide excellent client service to all present and prospective businesses in B.C.

OSBR Objectives:

- Implement new products - Increase the number of “products” or forms available in OSBR, reduce steps needed to complete forms, and reduce administrative processing turnaround times.
- Increase accessibility: Increase the number and types of sites at which small business owners can access OSBR.
- Promote awareness: Increase the number of people using the automated registration process as compared to total number of people registering their businesses.

OSBR Site selection:

Any organization that assists small business can apply to have OSBR made available at their location. Most of these organizations have computers and access to the Internet. For those sites

with existing hardware and access one registration per month would be of interest to the OSBR. There is a cost for training and support for these sites. In the case where hardware and software were provided the potential for registration volume is expected to be considerably higher. The sites do not have to have the “latest and greatest technology” to run the OSBR. While there is no monopoly or territories given for the sites, the OSBR is sensitive to not locating sites in near proximity to one another.

It is anticipated that in the next two plus years OSBR will become available via public access. This is not expected to considerably reduce terminal site access given the expected interest by many people in having personal assistance in using OSBR. [Kelley, 2000]

Partner Contributions:

The Small Business Branch responsible for OSBR contacts each prospective site to work out technical, physical, and training requirements of OSBR. The Small Business Branch will then supply software, upgrades (i.e. Netscape 5.0, Adobe Acrobat 4.0.), a human help desk, toll free help desk telephone line, signage, setup, training, and ongoing support.

Each site is required to provide a help telephone line, Internet connectivity, furniture for OSBR. In many of the sites the OSBR is installed on an existing public access computer. Staff will be trained on how to use the site. Also, staff time will be required to mail applications (that require signatures), collect fees, and guide clients to and through the OSBR workstation [MSBTC, 1999].

Current Access and Utilization:

There are currently 59 sites with the OSBR. Utilization is approximately 1,000 people per month. The percentage of registrations for Revenue Canada, WCB, and Consumer tax is considered to be very low relative to total registrations. However, name registrations are considered to be at 40-50% of total registrations. The Small business branch has been running the program for three years, yet feel awareness by the business community of the availability of the service is low. If the “business community doesn’t know about it they can’t use it”. The Small Business Branch is concentrating more effort on promotion of the site, within it’s budget constraints [Kelley, 2000].

Training:

The one day training session includes:

- Familiarity and how to fill out virtual forms for registration
- How to do name searches.
- How to work the OSBR site and system. Train two people at a time. Found this number is optimal for interaction, and retention.
- Run through different scenarios in the system to demonstrate the systems versatility.
- How to market the service: posters, brochures, etc.
- How to administer the system, submitting registration fees, etc.
- How to get help when they need it.

[Kelley, 2000]

The training sessions with the Aboriginal Service providers on March 1, 2000 yielded two interesting potential ideas for further development: 1. A training-of-trainers for the Prince George Business Development Centre to train other Aboriginal service providers. 2. A piloting of a project to provide OSBR registration directly to communities through laptop computers run by Centre staff while visiting communities.

3.3. Aboriginal Service Providers

WD has identified Aboriginal service providers as partners in the development of the B.C. ABSN. [WD, 2000] In this respect WD, along with the BSC, has invited the participation of Aboriginal Service providers in the early stages of the development of the BC ABSN through:

1. *Meeting of Aboriginal Economic Development Organizations in Western Canada held in December 1998.*

Representatives from a number of Aboriginal economic development organizations, including Aboriginal Capital Corporations, Community Futures, Development Corporations, economic development officers, were brought together in a one-day session to provide input regarding “federal initiatives and plans aimed at enhancing the prospect for Aboriginal economic development”. The B.C. ABSN was one of the initiatives discussed at this meeting. The follow-up summary report to the meeting outlined the following common themes and B.C. specific comments expressed by those present:

Common themes:

- a. The Canada Business Service Centres (CBSC) do not meet the needs of Aboriginal entrepreneurs who are in the pre-entrepreneurial and start-up modes. The available information is often not presented in a user-friendly fashion. More attention is needed to such topics as securing capital for on-reserve ventures, the availability of government programs as well as management advice for start-up situations. Market information about various commercial sectors would be particularly useful to Aboriginal business people who are investigating business opportunities. Additional promotion of CBSC services is needed.
- b. Many participants noted the need to ensure that the ABSN coordinators do not create another service delivery infrastructure that duplicates existing Aboriginal financial institutions. ABSN coordinators should work through ACC’s and CFDCs and focus their attention on identifying the needs of economic development agencies and business people.
- c. There was a broad consensus that it would be very difficult for one coordinator in each province to meet the needs of the particular province.
- d. Many ACC and CFDC clients do not have Internet access. If the Internet is to be used to access the Aboriginal Business Service Network, additional resources will be needed by Aboriginal economic development service providers to work with their clients.

Additional Comments - British Columbia

- Participants expressed the view that consultation should have occurred prior to the development of the ABSN.

Suggestions from the group included:

- The Canada Business Service Centre should market its services more aggressively to Aboriginal organizations, communities, and business people. (Approximately six of 25 participants had heard of the CBSC)
- A link between ABSN and international trade programs would be valuable.
- Aboriginal economic development agencies should add information to the ABSN web site.
- Aboriginal Capital Corporations and Community Futures Development Corporations should receive additional funds to deliver new services resulting from the ABSN initiative.

[WD, 1998]

2. Aboriginal Economic Development Officer Conference held in October 1999.

The conference was sponsored by the BC Economic Development Working Group which included WD and the BSC, and the Department of Indian Affairs and Northern Development. The conference mandate was to:

“ Share information and help create a strategy for advising the federal government on an effective means of delivering economic development programs to Aboriginal communities in B.C.” [CBCBSC, 1999]

There were approximately 75 participants: 42 CEDO's, and 33 band representatives. During the three days 35 participants visited the BSC booth. Visitors ranged from Band government representatives, to EDO's, to band members. The most common questions asked were:

- a. What kind of services does the BSC and WD provide?
- b. What kind of funding programs are available for Aboriginal drama and art projects?
- c. Are there any entrepreneur programs designed specifically for the Aboriginal community?

The BSC conducted a survey by questionnaire. Three door prizes were offered by way of enticing participants to complete the questionnaire. There were 28 questionnaires filled out, again not all specifically by actual EDO's. Results were summarized as follows:

- Everyone who completed questionnaire had access to a computer.
- Only three of the twenty-eight did not have access to the Internet.
- Majority of respondents had above average computer skills.
- Only four respondents used CANDO services.
- There was a wide variety of industries of interest

[CBCBSC, 1999]

3. *BSC selection of two Aboriginal service provider REACH partners*

The Prince George Aboriginal Business Development Centre, and the First Nations Employment and Enterprise Centre in Vancouver were reviewed in 1999-2000 and staff received training March 1, 2000. The one-day training session was broken into two primary modules:

1. How to use Adobe Acrobat to access and utilize PDF documents on REACH.
2. Use of REACH content.

Comments arising from the training session include:

“staff have a high level of computer proficiency because they have been trained and use them all the time”

“we may eventually set up a terminal for access by entrepreneurs who are further along but we find that sitting down and talking to them works best”

On content: “big print, small words” was advised.

[Training, 2000]

4. *Involvement of Aboriginal service providers in a “Gap” study assessing the business information needs of Aboriginal entrepreneurs.*

See *Assessing the Business Information Needs of Aboriginal Entrepreneurs in BC*, Final Report, Section 2 – Methodology.

4. Summary

1. The national ABSN model contemplates a classic “hub and spoke” network built on the existing CBSC web based infrastructure. The national ABSN website is the core, with extensions to provincial “hubs” comprised mainly of the Canadian Business Service Centres, then from these hubs to regional Aboriginal Service providers. In the case where the regional sites have community membership and participation, electronic linkage can reach to these communities as well.
2. The Ontario ABSN has an open access website, as well as closed access for electronic tools and information delivery to Aboriginal regional service providers. The Ontario regional sites are converting to the REACH web based delivery program developed by the C/BC BSC. The intent of the Ontario ABSN is to foster a network that is member driven, where successful or innovative ideas regarding business new information delivery and products can be shared. FedNor, as sponsor, considers its role as facilitator of the network. While there is little by way of Aboriginal based content on the websites at this point, FedNor sees content evolving over time with input from the members. The Ontario ABSN site, in it’s current form, is primarily a link site with very little direct content for Aboriginal entrepreneurs, The site reflects more featuring of the sponsor partners with significant government departments logo’s on display. One must get to page three before the listing and links in small type are found of the network members.
3. The Ontario ABSN network partner development design was informed by a pilot of four Aboriginal sites in Southern Ontario. It was found that the pilot regionalization program, in association with the Ontario BSC, did not work well because: 1. There was no one person who could champion the network, and effectively use resources provided to it. Existing staff were busy carrying on their own work. 2. Training needed to be longer, better targeted for varied capacities, and made culturally appropriate. Therefore for the Northern program of 15 Aboriginal “hosts”, support for a staff person was also provided. They have found a significant difference in the level of utilization, enthusiasm, and development of the network. The Ontario ABSN had significant requirements for Aboriginal agencies to join the network, as well as ongoing service delivery requirements. The ABSN model signals the possibility of extending the network to communities in the service area of the Aboriginal service providers. Given the mandate regional providers could form stronger ties and networks with communities they serve through this model.
4. The Western Economic Diversification vision, while still evolving, has signaled a concentration on “electronic” access and delivery of business information at the center of the network as a means of delivering the full range of federal/government programs and services and as a means of linking Aboriginal and non-Aboriginal communities. The WD, through consultation in the development of the B.C. ABSN, is interested in involving the Aboriginal community in the development and working of the network. WD has identified various service providers that may be partners in the implementation of the ABSN in B.C. including the Council for the Advancement of Economic Development Officers (CANDO), the Canada/B.C. Business Service Centre (BSC), and Aboriginal service providers. The BSC would play a primary role in the design and delivery of web based business information for the Aboriginal community.

5. CANDO is currently rolling out their 'TEC' project, funded by WD, which will see the placement of 197 computers and software, and the delivery of training modules to Aboriginal Economic Development Officers across communities in B.C. It is the intent of the project to create a network of EDO's who can utilize the Internet and business based information to assist their communities and entrepreneurs in their communities. CANDO is formulating an enhanced website that will serve this network with discussion groups, distance education, etc. CANDO has found it challenging to locate the EDO's in all the communities receiving funding. Also, they have found that there appears to be a high turnover rate of EDO's further slowing their efforts. There is a broad difference in training and capacities for assisting entrepreneurs in this group. Also, the mandates related to assisting entrepreneurs can vary considerably from community to community. The selection criteria for receipt of hardware, software and training assistance through this program is very simple; they need only identify who the EDO in the community is.
6. The C/BC BSC is a world-class service centre for delivering business information whether through telephone inquiries, walk-in search, or via the Internet. The BSC has an excellent website aimed primarily at assisting the start-up small businessperson, however, many other resources for business at all stages of development are accessible. The Small Business Workshop feature is an internationally recognized and awarded feature. The site has an over 700 linkages to the World Wide Web, and generates significant daily traffic. An ABSN website link from the opening home page of this site would be provide excellent promotion and traffic generation to an ABSN site.
 - a. The primary strategy for extending the services of the BSC to the various regions of the province has been through the REACH (Regional Access and Community Help) program now established in Government Agents offices, Community Futures Development Corporations, and Business Centres. While the REACH program provides a small resource library, and some software assistance as needed, it is primarily based on providing password access to a business information service tool on the web. The site is designed to provide "quick" business information in the form of most requested guides or most requested information to a person at a front counter serving a walk in client and the capability of a case counselor to utilize the system for deeper research requirements. There is a service trainer module on the site; however, this has been found to be an expensive addition relative to over usage. In order to become a reach partner the regionalization manager undertakes a thorough review in selecting sites, in order to maintain the integrity and utilization rates of program. This program is currently under review by an independent consultant for effectiveness and utilization of various components. The REACH web content could be modified to reflect unique Aboriginal business and socio-cultural considerations.
 - b. The One Stop Business Registration program has been designed and is delivered by the Small Business Branch of the B.C. Ministry of Small Business, Tourism, and Culture. This program provides for the multiple registrations for small business across federal, provincial, and municipal governments by electronic means including: Revenue Canada, WCB, B.C. Consumer Taxation, and Municipal business licenses. OSBR sites are now in 59 locations across B.C., however, utilization for Revenue Canada, and Consumer Taxation are currently very low relative to over all registrations. While this service has been in the regions for three years low utilization rates are said to be due to lack of awareness. OSBR and REACH have an informal accord to offer joint services and training at selected sites.

5. Summary Strategic Parameters

Strategic level decisions pertaining to the mandate, design, and partners of the Aboriginal Business Services Network in B.C. ought to be further defined with consideration of the following:

1. Does the ABSN concept of “network” extend beyond a vision of an “electronic” network composed of Aboriginal based business information content, the linking of Aboriginal websites, and the linking of service provider websites? And who is going to have primary “ownership” of the network?
 - a. The Ontario ABSN administrators report that they are facilitators of the network in Northern Ontario. Their job is to facilitate the active sharing of effective business information service and content ideas between network members, and for the members to take ownership of the network to the point where FedNor has minimal involvement. This approach mirrors business network theory and design. [Robertson, Making Waves, Flexible Business Networks, 1997]
 - b. The experience of the Ontario CBSC with the Southern Service providers indicated that for their network concept to succeed in the north they needed to support the hiring of personnel for the Northern service providers to utilize and promote the network.
 - c. Aboriginal service providers have indicated a need for additional resources if they are to be involved in the Aboriginal Business Service Network.
2. Currently there is multiple access modes to electronic information demonstrated in the Ontario ABSN as well as in the existing C/B BSC web based infrastructure. Is the B.C. ABSN going to be an open access website only, a closed website designed for service providers, or will it have both components like the Ontario model?
 - a. The C/BC BSC delivers the open access BSC website as well as the closed REACH regionalization program which concentrates on electronic based delivery of information to it’s regional partners. It is possible to adjust both sites for Aboriginal content.
 - b. The effectiveness of the REACH program is currently being evaluated. These results, in addition to the evaluation of the utilization and effectiveness of the program at the two Aboriginal Business Centres that have recently signed on as REACH partners, will provide necessary feedback for determining application to Aboriginal service providers in the B.C. ABSN.

3. Partners:

Determining core partners will be an important design feature for the ABSN in B.C. This may be informed by the following fact pattern:

- a. Having a well defined process and substantive criteria for the selection of service providers appears to be an important consideration for ensuring successful utilization of products and services offered through regionalization/partner programs. The selection process is also

intended to ensure a uniformity of service provision from region to region to ensure the integrity and effectiveness of the program.

- b. The extent, cost, and effectiveness of training delivery to partners is conditioned by current technical and business service capacity as well as the capacity of organizations to retain service and capacity levels through employee turnover.

6. Issues of Connectivity

Aboriginal Entrepreneurs on the Internet

A study funded by Aboriginal Business Canada and undertaken by CANDO and Consilium (an Ottawa based consulting firm) entitled “ Aboriginal Entrepreneurs on the Internet” was completed in October 1998. The purpose of the study was to “assess the current access and use of the Internet by Aboriginal Entrepreneurs, and the extent to which their information needs are being met [CANDO/Consilium, 1998, p.ii].”

Survey questionnaires were sent to 1,300 Economic Development Officers across Canada from CANDO’s membership database. The EDO’s were to respond themselves as well as distribute the surveys to Aboriginal businesses they work with in their community or region. 2. 402 Aboriginal businesses selected from the First Nations Tribal directory, and from a list from Aboriginal Canada’s database. Also, the survey was posted on the Spirit of Aboriginal Enterprise website. In total 102 responses were received; 81% from businesses, and 19% from EDO’s. Surveys were received from Aboriginal businesses with employees from 1 to 50, over a range of business activities, and from all provinces except Prince Edward Island. In depth interviews were conducted with six individual businesses. Finally, three focus groups were conducted, one each for urban, rural, and remote businesses [CANDO/Consilium, 1998, p.v.].

Key Results:

1. 75% of survey respondents use higher speed Pentium computers.
2. 76.5 % of respondents use the Internet for business, and 70.6% have an e-mail address, and 46.1 % have their own web site.
3. The three most important uses of the Internet were cited as research, business information, and marketing.
4. The three most utilized services of the Internet were cited as E-mail, World Wide Web, and file transfer.
5. “ The level of internet use by the Aboriginal businesses which responded to the survey is much higher than the level of use in the general small business population. It appears that those Aboriginal businesses which are aware of and using the Internet were more motivated to respond to the present survey.”

6. Respondents were asked to estimate the percentage of Aboriginal businesses in their community using the Internet. 61.8% estimated between 1-25% are using the Internet, and 10.8% estimated no businesses in their community use the Internet [CANDO/Consilium, p.vi].

The study also reviewed programs of benefit to Aboriginal peoples and communities through the national strategy *Connecting Canadians*. This strategy introduced in 1997 was designed to “make Canada the most connected country in the world”. Two key federal programs of interest to Aboriginal communities the First Nations SchoolNet, and the Community Access Program were examined.

First Nations SchoolNet(FNSN):

Purpose: To connect all First Nations schools under federal jurisdiction to the Internet by 2000.

Key Results:

1. According to a survey conducted to evaluate the FNSN, 74.1% of respondents said they were satisfied with the program.
2. Primary impact: successful in providing research tools to students. Teachers noted an improvement in quality, content and variety of papers. Teachers used the Internet to research curriculum.
3. While a majority of respondents wished they could provide access to other community members, there were barriers to allowing access: a. During the day students were using the site. b. Cost to keep staff on in evenings or weekends to monitor and assist , and/or additional costs for long distance charges are prohibitive. Despite the restriction of access, the survey found that the program had fostered “greater understanding of computers and the Internet, and training in specific skills required to access the Internet”

[CANDO/Consilium, 1998. p.viii -ix].

Community Access Program (CAP):

Purpose: “ To help residents and businesses in small, rural communities have the same access to the opportunities offered by the information highway as those in larger urban Centres”.

At the time of the CANDO/Consilium study assistance of up to \$ 40,000 was provided to help communities cover the cost of equipment, and of connecting to the Internet. The original goal of the program was to connect 1,500 rural communities from 1995 to 1998. In 1997 the federal government extended the CAP program to cover all of the rural and remote communities with populations between 400 and 50,000 by the year 2000 [CANDO/Consilium, 1998, p.ix].

Key Program Results:

Results were concluded from five case studies of Aboriginal CAP program recipients and interviews conducted with program officials and administrators of CAP sites.

1. Benefits:

“CAP sites are providing community members with an introduction to computing and the Internet” and have been a convenient access point for individuals to use the internet for communication, research, and learning. CAP sites have provided the technology for Aboriginal businesses to go regional, national, or global, for marketing and accessing business information.

2. Challenges:

- a. Sustainability: The ability of these sites to be self-sustaining is a major issue for most CAP sites. In remote areas communication charges were a major cost element.
- b. Training: the need for training, for a technical support person and for community members was an issue for most CAP sites. it was found that there was a need to have ‘a training component clearly identified as one part of the overall assistance package provided to communities to help them in obtaining and maintaining access to the Internet”
- c. Technical Support: Many of the sites encounter technical problems [CANDO/Consilium, 1998, p.x].

Five Key Study Findings:

1. Information:

Many people learn about the Internet by word of mouth. Several participants suggested that there be a targeted approach towards informing Aboriginal communities and businesses about the internet and it’s potential.

2. Training:

The greatest perceived barrier to Internet use by Aboriginal businesses was a lack of skilled employees, and the importance of training cannot be understated. Training at several levels is required to assist Aboriginal entrepreneurs to begin to use the Internet, and to fully develop their capacity to benefit from it. Training is also required to provide initial and ongoing technical support.

3. Infrastructure:

Differences in infrastructure remain one of the critical barriers to full utilization in the new knowledge economy by Aboriginal businesses. Many isolated remote communities had poor telecommunications infrastructure.

4. Support:

Initial support beyond placing equipment and services is required to assist businesses or communities in assessing needs for the service, potential costs and benefits, and preferred solutions towards a technical and business plan. On the back end, ongoing support is required to assist with technical problems, upgrades, and for continued training and professional development.

5. Financial:

Many participants referred to the need to reduce costs for Internet access in rural and remote communities, where service costs are higher. They also discussed the need for more coordination among various government programs serving these communities.

[CANDO/Consilium, 1998, p.xiii-xiv]

“ Participants from urban, rural, and remote regions agreed on the importance of equal access to the Information Highway for *all* Aboriginal businesses, no matter where located. They stressed that rural and remote communities must have equal access to modern telecommunications services, including the Internet. ***This is probably the single most important underlying theme of the research results.***”

[CANDO/Consilium, 1998, p.xi.]”

Connectivity in British Columbia

1. CANDO Connectivity Study:

Following the findings as per above, and related to the CANDO ‘TEC’ Project that seeks to place up to 197 Internet access and support sites with Economic Development Officers in Aboriginal communities throughout BC, CANDO is currently undertaking a connectivity study to determine current connectivity of BC Aboriginal communities and organizations to the Internet. The purpose of the study is to determine “who is connected, how connected, and what steps are necessary for communities that are not connected to achieve access. It is anticipated that many communities are connected, and that focus will be given to how to connect those communities which are not”. Also, the study will not only look at technical resources available in the community, but also other resources in the community available for supporting the EDO [Mackay, 2000].

2. SchoolNet B.C.

This program has completed the installation of computer terminal and website connection for all First Nations schools under federal jurisdiction in B.C.. According to the SchoolNet website connectivity is uniform given all schools have long distance connection via satellite (MSAT). The telecommunications company has provided this service in conjunction with the federal government at a reduced rate. However, the costs for connectivity are still high. There is an Aboriginal Schoolnet website designed for kindergarten to high school. SchoolNet doesn’t create content, instead they contract it out. SchoolNet has supported career choices content i.e. Aboriginal Engineering, but have not thus far assisted in the creation of entrepreneurship content. SchoolNet prefers to see users involved in determining creation of content [Marsh, 2000].

Challenges:

The challenge for members of the community who could benefit from use of the terminal in the school continues to be the same as presented in the national study.

- It would be costly to have a person available to oversee and instruct in use of the terminal after hours or on weekends.
- The cost of the satellite link, although subsidized is still high. Additionally the telecommunications company who is subsidizing has done so with the purpose of supporting schools. [Marsh, 2000]

Therefore, the utility of this program for business people in the communities has been minimal. However, it does pose an opportunity to introduce students to entrepreneurship.

3. Community Access Program in Aboriginal Communities in BC

As of March 1, 2000 there are 35 First Nations based Community Access Program sites. For the upcoming year there are an additional 6 Aboriginal community applications for both rural and urban CAP sites.

Challenges:

The challenges in implementing CAP in Aboriginal communities have been similar to those outlined in the National study:

1. Sustainability of the sites has been an issue both in terms of trained users as well as covering cost. However, sites which are part of a network have had greater success in achieving sustainability for both Aboriginal and non-Aboriginal sites. CAP is now encouraging partnerships through the program.
2. CAP administrators in BC have found that it is necessary to spend more time up front with many of the Aboriginal communities that are applying to assist them in the application process.
3. Limited provision for training continues to be a challenge in enabling people to use the sites.
4. An additional challenge for new CAP sites is that matching funds have now been reduced from a maximum of \$ 40,000 to \$ 20,000.
[Boyle, 2000]

5. Service Providers

Aboriginal Service providers in BC are getting connected and increasingly looking to computers and the Internet as a tool for providing information to clients, for training staff as well as clients, for business research, and for marketing. This trend to greater use of Information technology is exemplified by the use of the Internet and REACH training by Aboriginal business development

Centres in Prince George and Vancouver. Also, the 24 B.C. Friendship Centres have embarked upon a program to install hardware and Internet connectivity at each location. Youth 'TEC' representatives have been trained and will be at each site to assist the Centres with technical needs, training and assist clients with use and access to the internet, and assist entrepreneurs with accessing business information on-line.

Summary: BC Connectivity

1. There is a trend of increasing connectivity in the Aboriginal communities and with Aboriginal service providers.
2. There is an increasing awareness and use of tools and information by Aboriginal Service providers to assist Aboriginal business people.
3. Additional research through survey and other forms through this study is needed to understand the use of the internet and tools by Aboriginal entrepreneurs in BC.
4. Many of the key issues and barriers to effective Internet connectivity by Aboriginal communities and service appear to be relevant:

Training: For programs providing connectivity assistance, appropriate pre- and follow-up training is critical to encouraging usage and effectiveness.

Sustainability: For programs providing funding for connectivity assistance, the ability of the organization to identify and capture revenue in support of on-going costs, where the program does not provide on-going assistance is critical in the pre-and post stages of site establishment. The Communities Assistance Program indicated that those projects that were part of a network demonstrated much greater capacity to be self-sustaining.

Costs: Those in rural and remote areas have higher costs associated with connectivity i.e. long distance, ISP charges. High costs to utilizing sites can also be a barrier to the use of community-based sites by entrepreneurs.

5. Aboriginal Youth are being more exposed to information technology and are utilizing information technology and the Internet at a higher rate than other age groups of the Aboriginal population. SchoolNet offers an opportunity for exposure to entrepreneurial concepts and career options in high school.

Appendix 16 - ABSN Evaluation

Particular attention was paid to the ABSN sites in development nationally and in other provinces during the focus group session. Comments on the site were not obtained from the survey.

The ABSN national prototype, coined “Your Gateway to Government Business Information for Aboriginals Through a Network of Information Centres Across Canada” includes the following components:

Federal Programs and Services- specific to Aboriginal Entrepreneurs

- A list of programs, services and selected regulations targeted to Aboriginal people

Government Programs and Services

- A comprehensive database of federal and provincial business
- Related programs and services and selected regulations

Online Small Business Workshop

- Techniques on developing business
- Ideas and improving existing businesses

Info-Guides

- Detailed guides to popular business topics, including;
- Aboriginal Business,
- Business Start-up,
- Employment and Training,
- Exporting, Importing, and Taxation

Interactive Business Planner

- Award winning step-by-step tool for creating a comprehensive business plan

Other Aboriginal Business Information and Organizations

CEDC/CBSC Review

In the initial evaluation of websites pertaining to Aboriginal business, undertaken by CEDC researchers and CBSC staff, the Aboriginal Business National and Ontario sites were not rated highly relative to other sites. The site was rated 51 overall, 26 for design, and 25 for content (see Appendix 14). Suggestions for improvement are made below.

However, the reviewers also concluded there is a need for one comprehensive Aboriginal business web site: “Overall there appears to be a dearth of actual business information content targeted to Aboriginal Entrepreneurs on any one Aboriginal based website. Content often is in the form of linked government program information, or business information related to starting or managing a business that is designed for the general population. A few sites contain some targeted business information i.e. the Aboriginal Youth Business Council has some information about

entrepreneurship, or the First Nations Forestry Program, or the Procurement Strategy, but typically it is limited to one or two information types. Many of the sites are program-related sites, and therefore the majority of content is concerned with describing the programs”.

Focus Group Comments/Ranking

ABSN data collected through focus groups between April 10 and May 1, 2000. Total sample 25, made up of service providers and Aboriginal entrepreneurs, as a part of the WD/SFU study on The Provision of Business Information to Aboriginal Entrepreneurs.

The following scores are averages, for that location. The total is an average of all individual scores: 3.7 for appearance, 4.0 for navigation, and 3.8 for content.

	LS	PGSP	TSP	VSP	KE	PGE	TE	VE	TOTALS
Appearance	4	3	4	4	4	4.1	3	3.1	3.7
Navigation	5	3.7	5	4	2.8	-	4.4	3.0	4.0
Content	-	4	4	4	3	-	4.1	4.0	3.8

PGSP = Prince George Service Provider

PGE = PG Entrepreneur

T = Terrace

LS = Ladysmith

V = Vancouver

K = Kamloops

The following comments offer additional feedback on the site:

“a lot of information, it’s overwhelming.”

“very government looking”

“seemed clear”

“looks institutional, not very Aboriginal”

“slow to come up”

“takes too long to load”

“address is complicated”

“information should be more to the point – What is it? And who is it for?”

“First nations Micro Loan Program does not specify eligibility”

E-commerce Info-guide “..language is too complicate, seemed targeted more for people who are Internet literate – these people may not need this”

“unable to access Aboriginal Info-Guide”

“graphics are nice but take too long to load,, I prefer faster service”

“keep the language simple”

“government agency comes with a bad history.”

“need web interaction, links to Aboriginal businesses, mentoring. Use site to provide networking opportunities.”

“recommend - click here for Aboriginal Business in B.C., listed by sector and geographic region.”

“must be easy to navigate from first page. Need to have somewhere to refer questions on this network real person support.”

“test the site before it becomes operational.”

Respondents were asked to indicate their preference between two prototype designs (the “look” of the site). There was some preference for mockup number one, although responses varied. Some felt the first was too slow to load, too small and the heading too difficult to follow and that option two was more professional.

Participants liked the separate listing of Aboriginal-specific programs.

ABSN Recommendations

Based on the SFU/CBSC review and the input on the ABSN prototype and web-based tools in general the following suggestions are made for the design of an electronic component of the ABSN.

1. An open access web site be developed in association with the Canada/BC Business Service Centre as follows:
 - a. An advisory committee comprised of private and public sector delivery agency representatives advise the BSC regarding initial and subsequent web site design and content.
 - b. A distinct Aboriginal peoples business web site be designed with the following potential components for further review by C/BC BSC staff and advisory committee:

Links:

Given the high traffic and extensive linkages to the main C/BC BSC site create a link on the existing BSC home page to the Aboriginal business web site. Also, create direct links from the Aboriginal web site to other ABSN sites.

- Through sector-pages, provide for links to sector-based web sites and links to other highly useful sites government or private (e.g. Strategis, ABC, Spirit of Aboriginal Enterprise - see Appendix 14 for web site evaluations) which should be organized by content (e.g. by sector or by type of info. provided).
- Provide a link between ABSN and international trade programs
- Through regional pages, provide for links to various regional providers and communities and to databases of Aboriginal businesses in their regions.
- Provide for chat or bulletin capability for entrepreneurs to interact.

Content:

Business Planning: A few actual samples of Aboriginal plans at varying levels of complexity. A simpler form of Interactive Business Planner as per those currently used by Intermediary delivery agencies.

Pre-Business Planning/How to Start a Business: Include sections on taxation and financing. Financing component could feature information on the importance of credit and establishing credit history as well as how financing agencies evaluate credit for loans.

Business/Sector Specific Manuals: develop a series of business specific manuals designed for Aboriginal business people. i.e. home based business, eco-tourism, etc. Within content have referral information or links to specific agencies or associations that can help or provide information.

- Business directories: Listing of Aboriginal business by region and sector (also link to this listing from regional and sector pages).
 - Financing: Develop a quick list of all the delivery agencies that have loan programs with basic outline of what is offered in B.C. Include private and public sources. Maintain separate listing of Aboriginal programs. Link to websites or more specific information.
 - Government Programs: Include information and links on government funding program under both the heading of financing and government programs.
 - Marketing: Include information re: Aboriginal statistics, export programs and opportunities, expanding markets.
 - Growth: Design content for those businesses that are more mature and complex related to management, growth, financing, etc.
 - Services for the entrepreneur: Include a listing of service available by type (e.g. mentoring, training workshops).
 - Publications of interest to the entrepreneur: Include a listing.
 - Web site links of interest: Include a listing (as per suggestions above). Links should be available in pertinent content sections and in listing form.
 - Somewhere upfront (bottom of all pages?) provide contact information for somewhere to refer questions on this network – “real person” support
2. A closed Internet based site for Aboriginal service providers, i.e. REACH, be considered as a component of regional service support.
- a. The utility and desirability of an electronic support component for Aboriginal service providers in the regions to be informed by the following:
- Consultation between the web advisory committee and C/BC BSC
 - Outcome of the REACH evaluation study
 - Evaluation of the two current Aboriginal service provider REACH sites
- b. An electronic regional service provider support component, i.e. Aboriginal REACH could be designed with the following components for further review by an advisory group and C/BC BSC:
- Features from the current REACH be adapted to reflect Aboriginal content
 - Each service provider could be assisted in developing or modifying existing websites of their own to serve Aboriginal clients and communities. Sites could include information on services provided, links to community web sites (these could be developed with communities to have strong economic development focus), and links to sites of Aboriginal entrepreneurs in the region. There could also be a chat or bulletin feature so that entrepreneurs in a region could discuss issues, look for advise from one another, buy/sell trade, etc.

3. That the necessary resources be made available to regional and community-based service providers to utilize these tools and to contribute content and expertise.

Design Principles for Web-based Information and Support Tools

Many different web sites were reviewed both by both a three-person research team and by focus group participants. Their comments suggest four areas of design principles that should be kept in mind when developing web-based information and support tools:

1. Appearance: Aboriginal graphics are attractive, but not if they take too long to load, delay access to information. Keep layout simple - not busy, cluttered, ample but not too much wasted space.
2. Navigation: "Put the information on how to move through the site up front in clear, simple language", "keep the layout simple", "avoid too much government identity - need to scroll down too far to get to where you want to go"
3. Content: Use Aboriginal examples. Comprehensive content. Simple language.
4. Consultation: Seek input from providers and entrepreneurs on content and design of new information tools.

Appendix 17 - Regional Analysis

Section A. Regional Analysis Summary

A regional analysis of the primary and secondary data gathered in this study indicates a number of commonalities among regions. While this appendix presents these common areas, it will also point out the divergent or inconsistent issues, where applicable, that have implications for the provision of information services to the Aboriginal entrepreneurs of BC.

The analysis that follows represents an integration of provider inventory results, calculations of provider to population ratios based on these results, BC Stats population figures, entrepreneur survey results and a visual representation of where providers are located. Maps of each region and the location of key service providers are included below.

It is important that we qualify this analysis by noting the limits of using information from regions where very few entrepreneurs responded to the study survey (e.g. Nechako, Kootenay, Peace River). Because we do not necessarily have proportional representation from each district, we have limited our discussion regarding the opinions of entrepreneurs to more general trends or issues that seem to emerge, and suggest that they be regarded as clues rather than as conclusive evidence.

It is also noted that some organizations serve more than one region, but for the purposes of this study, we assigned them to their principal region, assuming that to be the region in which they are located. Furthermore, all organizations included in the analysis are known to be still in operation but may not have returned the inventory survey.

The complete list of CFDCS and ACCs in the province was utilized for the analysis. The EDO's included were either respondents, or others from the condensed list of EDO's where the EDO could be contacted and/or an EDO could currently be identified in a position. The addresses of the intermediary service providers, Aboriginal Capital Corporations (ACC's), Community Futures Development Corporations (CFDC's), and Aboriginal Business Development Centres, assigned the intermediary to a specific region. Similarly, all Aboriginal Human Resource Development Agreement (AHRDA's) holders were located based on their addresses. Only those Friendship Centres (FC's) and Development Corporations that responded were included as local service providers. For those Friendship Centres that have activity in support of entrepreneurs, it is typically but one of many other services offered by the FC.

The level and types of information support provided to entrepreneurs by Development Corps. and AHRDAs is also varied. Because these agencies are likely to act as referral agents rather than delivering business information directly, they were not classified as intermediaries in this analysis, although they are listed as providers in the region. The Aboriginal only intermediaries counted in a region are those organizations who serve Aboriginal clientele only and have a specific mandate to support Aboriginal entrepreneurship, therefore, excluding Friendship Centres, AHRDAs and Development Corps. Finally, the analysis focused on service delivery at the community level by community-based organizations. Therefore, senior government agencies were not included in ratio calculations but are considered in the discussion. Private sector, NGOs (other than those discussed above), sectoral organizations and educational institutions were also not included.

The following analysis looks at the various topics and issues examined in this study and analyzes them by region. This evaluation by region looks at both delivery and content. Data used to examine these components comes from respondents to the provider inventory, provider and entrepreneur surveys and from the literature review. Regional maps showing the location of various providers within each region suggest areas where provision may be weak.

Organizations

All regions have a variety of intermediate and local level service providers who target entrepreneurs, both Aboriginal and within the general population, within their respective regions. Such organizations include government organizations, intermediary organizations, corporations, sectoral organizations and education/training organizations.

Within the 71 communities with EDOs that were identified in this study, it seems that some regions are better served than others. The North Coast (14), Vancouver Island (15) and Okanagan (16) regions, for example, have a high number of active EDOs, while the Kootenays (1) and the Peace River (2) have few (see Table 1). This may be explained in part due to lower populations and numbers of communities in the latter regions, or by differences in urban and rural population numbers. In some cases, EDOs might not have identified their regions correctly or some existing EDOs might not have been identified at all.

Table 1. Number Of Providers By Region And Type

	EDOs	Dev't Corps ⁵	AHRDAs	Friendship Centres	Aboriginal Intermediaries			Non-Aboriginal CFDCs
					Aborg'l CFDCs	Business Dev't Centres	ACCs	
Kootenays	1	1						4
Lower Mainland	9	1	3	3	1	1 ⁶	2	4
Nechako	5	1		1				2
North Coast	14	1	1		.5 ⁷		1	2.5
Okanagan	16		2	1	1		2	8
Northeast/Peace	2		1	3				1
Vancouver Island	15	1	2	2	1		2	6
Cariboo	7		2	1		1		3

Source: Provider Inventory

This research has shown that intermediaries (particularly those that are Aboriginal-specific) are clearly important to entrepreneurs due to their role as referral agents, their tendency to have more resources and a fuller range of service than EDOs, and their proximity to the communities where entrepreneurs operate. Two ACCs are present in the Vancouver Island region, and two in the Lower

⁵ Numbers for Friendship Centres and Development Corporations are based on those responding to the Inventory Survey.

⁶ Also an AHRDA

⁷ Haida Gwaii – 50% Aboriginal

Mainland. Aboriginal CFDCs are also located in these three regions. Because of their importance, it might be worthwhile to reconsider priorities for improved service in the following regions with low numbers of Aboriginal intermediaries (e.g. high population per intermediary numbers):

- Cariboo
- North Coast
- Lower Mainland
- Vancouver Island,
- Peace River (Northeast)
- Nechako, and
- Kootenays.

In fact, there are no Aboriginal intermediaries present in the Peace River, Kootenays or the Nechako and the Okanagan appears to be considerably better served by Aboriginal intermediaries than other regions. All others are worthy of further investigation. See Table 2 below. Data indicates that Okanagan providers may also be offering service in parts of the Cariboo and Northeastern portion of the Lower Mainland (e.g. Lillooet), thus helping to fill potential gaps in these regions.

Friendship centres appear to be a key component of community-based provision in the urban areas, although they act primarily as referral agents. In areas where other types of provision are weak it they attempt to help fill the gap. For example, while provision appears weak in the Northeast, 3 FCs are active in this area. Similarly, there are no Aboriginal intermediaries in Victoria but the Victoria Friendship Centre indicates activity in this area, along with several EDOs.

Table 2. Ratios of Population to Service Providers

	Aboriginal Population/Agencies	Aboriginal Population/Intermediaries	Aboriginal Population/Aboriginal Intermediaries
Kootenays	664:1	996:1	---
Lower Mainland	1,777:1	5,332:1	14,218:1
Nechako	691:1	3,110:1	---
North Coast	916:1	4,580:1	12,213:1
Okanagan	629:1	1,714:1	6,285:1
Northeast/Peace	858:1	6,005:1	---
Vancouver Island	1,041:1	3,355:1	15,098:1
Cariboo	875:1	3,063:1	12,250:1

Overall, Table 2 indicates there are some regions whose Aboriginal populations seem to be served to a greater extent than others. For instance, the ratio of Aboriginal population to service providers in the Northeast region is 857:1, whereas in the Lower Mainland, this ratio expands greatly to 1,777:1. The same holds true when comparing the Aboriginal population to Aboriginal Intermediaries. In the Okanagan, that ratio is 6,285 to one, yet the Vancouver Island Aboriginal populations face a ratio of over 15,000 to one. When considering three types of comparisons, (ratios between total population: total delivery organizations, total population: intermediary organizations, and total population: Aboriginal only organization), the regions that stand out as having higher ratios relative to other regions are the Lower Mainland, Vancouver Island/Coast, North Coast and the Northeast district. While it is difficult to draw conclusions based upon numbers alone, this clear divergence warrants attention. The degree to which other organizations (e.g. EDOs and non-Aboriginal CFDCs in the north coast, Kootenays and Nechako, business association and friendship centres in the northeast) are able to provide the services otherwise offered by Aboriginal intermediaries, for example, requires further exploration in consultation with individuals and organizations from those regions.

Furthermore, within these regions certain communities and areas appear to be particularly underserved, including those that are more remote but also some urban areas. The figures in Section B provide a visual representation of where providers are located. Gaps appear to be present in the northern and western Kootenays, Sunshine Coast and northeastern portion of the Lower Mainland, northern Nechako and Peace River, south and northeast Thompson/Okanagan, and, within the Vancouver Island region, in Victoria and northern Vancouver Island. Issues surrounding the Central Coast (e.g. service in Bella Coola) have also been discussed in this report. In the north the communities of Atlin, Lower Post, and Good Hope Lake are far removed from service providers in BC or the Yukon. Though EDOs service is spread throughout the North Coast, the level of service offered by these EDOs is not known. Study findings indicate that service is likely to be highly varied, and in some cases poor. Again, further investigation is required to determine if the needs of these communities are being met in other ways (e.g. extension workers).

Aboriginal provider ratios indicate that Vancouver may also be underserved. Despite the presence of government services and the private sector in the Lower Mainland, research results show that the Aboriginal entrepreneur generally prefers a more comfortable environment, often offered by Aboriginal organizations. Further, research suggests that the urban Aboriginal has an even higher need than others to build networks with others from whom they can seek support. Many of the Aboriginal organizations in the Vancouver area are located outside of the downtown core. This emphasizes the importance of Aboriginal organizations that are currently serving this population.

Similarly, it seems that the on-reserve population is better served than the off-reserve population in general, although this too varies among regions. For instance, in the Nechako, one-half of the organizations serve on-reserve populations only, and the on-reserve population is almost 60% of the total Aboriginal population. On the other hand, in the Lower Mainland, only 14% of the Aboriginal population lives on reserve, yet one-third of providers serve on-reserve populations only. One entrepreneur in Vancouver expressed frustration that Aboriginal Business agencies are not more accessible. Similarly, in the Cariboo, one-half of the providers target on-reserve populations, when only 16% of the Aboriginal population lives on reserve.

Delivery

There are clearly some commonalities among regions regarding the preferred methods used to provide information to Aboriginal entrepreneurs. Service providers in seven out of eight regions noted that receiving information in person was without doubt the favorite delivery method of their clients. The only exception was providers in the North Coast who cited no clear preferences of their clients for any one method. However, personal attention was key to all those methods desired.

The use of print was also mentioned as an important preference for clients followed by phone, seminars and conferences. The Internet was mentioned only by providers in the Lower Mainland as one of the top three delivery methods of client choice (ranked third in importance in this region). Providers in the Nechako and the Kootenays, however, noted Internet as one of the second and third most often used delivery methods by their organizations. Thus, although entrepreneurs may prefer not to use this method, providers are attempting to take advantage of the Internet as a delivery tool in these more remote regions.

The top three forms of media used by service providers to deliver business information was also consistent among regions with print (brochures, manuals, books) materials being the most used form. This underscores the importance of having relevant, understandable, and culturally adapted written materials for Aboriginal entrepreneurs. The only exception was the Nechako, which ranked mentoring and coaching as the primary medium of delivering information, followed by print.

The consistent ranking of forums/workshops, and training (classroom) as the second and third most used media underlines the importance of personal contact in small groups as a means of delivering business information. The data also reflects the progression from a large number of inquiries through walk-in and phone, to fewer numbers in classroom settings.

Providers indicate that each region is being served by Extension Workers in some way. Therefore, it appears access to information is currently being delivered in a limited way, direct to entrepreneurs in more remote communities in the regions.

The consistent high ranking of walk-in, library, and resource centres across regions in the entrepreneur survey also indicated the importance of personal contact as the most used access methods of entrepreneurs. The telephone as the personal contact rated highly as the second access method. There was a tendency for phone access to be more highly used in regions with more distant and isolated communities.

Types of Information

Stage of business development

Another commonality among regions is the type of information provided related to stage of business development. Regions unanimously report a strong emphasis on information related to the initial start-up needs of entrepreneurs. "Introduction To Entrepreneurial Concepts" was ranked as Number 1 in all regions by a very high percentage of respondents. This was consistently followed by "Training And Other Start-Up Support" and thirdly, "Aftercare". Although the numbers of respondents in each district are not necessarily representative of the Aboriginal entrepreneurs operating there (as explained in this introduction), there is clearly a mismatch between the

concentration of programs for start-up operations, and the numbers of entrepreneurs responding to the surveys. For instance, in the Peace district, most of the businesses that responded had been established over 5 years, suggesting a need for more emphasis on aftercare.

Responses from service providers and entrepreneurs indicate that most regions are well served, particularly when information needs are compared to the type of information being provided. Providers' coverage of business information types in each region appears to be wide, with a fairly even distribution in coverage overall. The top four types of business information requested most during both start-up and growth stages of business included Government Programs and Services, How to Start a Business and/or Business Planning, Financing and Contacts and Directories.

Specific Content

A comparison of specific content wanted and offered gives us clues into strengths and gaps in the provision of specific information by region. All regions show an extensive list of information offered, particularly that which is sector-specific. For the most part, this provision reflects the types of industry and business in which entrepreneurs are involved. Coverage of sector specific information in the Nechako, Cariboo and Northeast, however, indicates poor overall sector coverage. This represents sector information being made available through Intermediary organizations, rather than specific organizations with sector specific expertise.

Entrepreneurs in the Cariboo, Lower Mainland and the Okanagan, as well, stated that they wanted information specific to First Nations and Home Based Business, yet providers in these regions did not mention these as particular content areas offered.

Content most difficult to get had to do with financing within the Lower Mainland and the Cariboo, and to do with legal information in the North Coast and Nechako. The North Coast also lacked export information and the Cariboo, information on taxation.

Tourism seems to have a good base of information in most regions, and is served by the province-wide organization Aboriginal Tourism BC. This is obviously an area growing in importance and is offered by all regions, in most cases more often than other types of content. In the North Coast, for instance, tourism information is very popular, offered as often as arts and crafts and almost as often as forestry related material.

The primary area for Oil and Gas development is in the Northeast, and while it appears there is no regional provision of information about Oil and Gas, the Northeast BC Business Association serves contractors to this industry. Additionally the Indian Resource Council has a program for oil field training for Aboriginal people in association with the Canadian Association of Petroleum Producers that has been delivered in northeast BC.

Information in the forestry sector is offered by service providers in most regions, as well as through Forest Renewal. The existence of the National Aboriginal Forestry Association also indicates this sector has a foundation of information and service.

Fishing-related information is supported and served by various agencies across the province including Department of Fisheries and Oceans, BC Aboriginal Fisheries Commission, Fisheries Renewal BC, Native Fisheries Association.

Many mines are major developments where the downstream activities provide contracting opportunities to entrepreneurs. Communities primarily work with mines on an overall basis, the Canadian Aboriginal Minerals Association, however, is a resource that is province-wide.

While the Arts and Crafts sector appears to have regionally-based information support, there appears to be one organization assisting in marketing based in the Okanagan, that is, the Indigenous Arts Service Organization. Also, the Consortium of Indigenous Arts has been formed in Victoria.

It seems that the Northeast BC Business Association is the only organization found operating in the construction sector, since other Construction-based associations have ceased operating in recent years. The construction sector is varied and there needs to be a nucleus of a similar construction activity, such as that which is found in the Oil and Gas sector, to encourage organizational development.

One small retail association is operating in the Okanagan area, made up of small retail/gas bar operators. However, the main activity is now focused on a government lobby of cigarette quotas.

Providers indicate that there is regionally based information supplied on the agriculture business, yet only one sector organization provides such information, mostly by way of finance, that is, First Nations Lending Association in the Okanagan. Government and FNLA materials may be used elsewhere as well.

Sources of Information

Across the board, family and friends and local business people are the sources of information most used by entrepreneurs in their search for information relevant to their businesses. Entrepreneurs in the North Coast and the Cariboo regions also use aboriginal CFDCs and/or ACCs and Band Council as preferred sources of information. When comparing this with the most useful sources, a slightly different picture emerges. The Lower Mainland, the Cariboo and the Okanagan all mentioned that it is the CFDCs, the Aboriginal CFDCs and/or ACCs that are the most useful. One respondent on the North Coast particularly mentioned NITA as being most useful; one in the Kootenays finds Band Council most useful; and one in the Nechako finds the Chamber of Commerce to be useful.

Above all, the reasons for this usefulness have to do with dealing with knowledgeable, approachable people who have an awareness and sensitivity to First Nations. Entrepreneurs in all regions particularly like a welcoming, friendly environment. This helps to explain why they might go to those close to home for information first, even though they do not necessarily find they offer the most useful information. This also explains why many state that they want information dispensed at a community level. Materials that are accessible and low cost are also important considerations.

A majority of respondents also mentioned that sources were particularly useful because entrepreneurs knew where they could get the information they needed. Conversely, entrepreneurs in the Okanagan, Nechako, Vancouver Island, Cariboo and Peace regions report that they did not use various sources of information because they lacked knowledge of where to get the information they needed, or even that certain sources existed at all. Entrepreneurs in both the Lower Mainland and North Coast regions want providers to be more sensitive to First Nations protocol and issues. Access to computers was mentioned on Vancouver Island as a reason why sources were useful and lack of such in the Okanagan, as a reason why sources were not used.

When asked what providers do well, entrepreneurs suggested that Intermediaries and EDOs were particularly important to them because of their role as brokers of programs or referral agents. They were also seen to be valuable by providing encouragement and help to them. Clearly, community level help is very important to entrepreneurs, emphasizing the need to reinforce the capabilities of local providers in all regions.

Section B: Maps of Provider Locations⁸

⁸ The source for all regional base maps is BC Stats.

Section C: Regional Summaries Of Data

1. Region: Cariboo

DELIVERY:

1. Aboriginal Population: Total: 12,250
 Percentage of total Aboriginal BC population: 9%

2. Regionally-based Delivery Organizations: 14

 EDO's: 7
 AHRDA: 2
 FC: 1

 Intermediaries: 4
 - CFDC: 3
 - P.G. ABDC: 1
 Aboriginal Only Intermediaries: 1

3. Aboriginal Population /Delivery Agency Ratio's

 Total Population/Total Delivery organizations: 875:1
 Total Population/ Intermediary organizations: 3,063:1
 Total Population/ Aboriginal only intermediary organizations: 12,250:1

4. # of respondent organizations who specified Cariboo was the primary region served: 14

5. # of respondents who Target Clients who are:
 - Aboriginal only: 11
 - General public: 3
 - On reserve clients only: 8
 - On and off reserve: 4
 - Off reserve: 1

6. Top three Forms of media used for delivering information:
 - 1) Print (brochures, manuals, workbooks, etc.)
 - 2) Forums/Workshops, Training/Classroom
 - 3) Mentoring/Coaching

7. Methods used by entrepreneurs to access business information from providers:

- Ranked # 1: Walk-in, Library, Centre: 54%
Telephone: 33%
- Ranked # 2: Phone 63%
- Ranked # 3: Classroom: 33%
Internet: 33%

* Extension workers: 2 respondents ranked as 2nd method for this region.

* 2 respondents indicated they provide all methods of access.

CONTENT:

1. Information by Sector Coverage: respondents who indicated they are organizations with sector-specific information:

- Tourism: 2
- Forestry: 1

2. Information by Stage of Business Development:

- Ranked # 1: Introduction to Entrepreneurial Concepts: 71%
- Ranked # 2: Training and Start-up Support: 71%
- Ranked # 3: Aftercare: 66%

1. Top three types of Information provided by respondents:

- 1) Government Programs and Services
- 2) How to Start a Business/ Business planning, Contacts and Directories, Government Regulations/Registration, Aboriginal Specific Information
- 3) Financing

* Coverage: all information types provided

2. Region: Kootenay

DELIVERY:

1. Aboriginal Population: Total: 3,985
Percentage of total Aboriginal BC population: 3%
2. Regionally-based Delivery Organizations: 6
 - EDO's: 1
 - Development Corps: 1
 - Intermediaries: 4
 - CFDC: 4
 - Aboriginal Only Intermediary Organization: 0
3. Aboriginal Population/Delivery Agency Ratio's
 - Total Population/Total Delivery organizations: 664:1
 - Total Population/Intermediary organizations: 996:1
 - Total Population/ Aboriginal Only Intermediary organizations: -
4. Number of respondent organizations specified Kootenay was the primary region served: 6
5. Number of respondents who Target Clients:
 - Aboriginal only: 1
 - General public : 5
 - On and Off reserve: 3
 - Off reserve: 2
 - On reserve: 1
6. Top three forms of media used for delivering business information:
 - 1) Print (brochures, manuals, workbooks, etc.)
 - 2) Training (classroom), Mentoring/Coaching, Forums/Workshops, Web
 - 3) Conference, Interactive Media
7. Methods used by entrepreneurs to access providers' business information:
 - Ranked # 1: Walk-in, library, and centre: 60
Phone: 40%
 - Ranked # 2: Phone 40%

Ranked 3: Walk-in: 40%
Classroom: 50%
Internet based: 50%

* Extension workers: 1 respondent indicated as second most used access

* 4 respondents indicated they provide all access methods

CONTENT:

1. Information by Sector Coverage: respondents who indicated they are organizations with sector specific information:

- Agriculture: 1
- Arts and Crafts: 1
- Construction and Trades: 1
- Forestry: 2
- Manufacturing: 1
- Mining: 1
- Retail: 1
- Tourism: 1

2. Information by Stage of Business Development:

Ranked #1: Introduction to Entrepreneurial Concepts: 80%

Ranked #2: Training and other start-up support: 80%

Ranked #3: Aftercare , Growth: 100% combined

3. Top three Types of Information provided by respondents:

- 1) How to Start a Business/Business Planning, Marketing Info.
- 2) Financing, Government Programs and Services, Market Information, Contacts and 1) Directories
- 3) Business Management

* Overall coverage: all information types provided

3. Region: Lower Mainland/ Southwest

DELIVERY:

1. Aboriginal Population: Total: 42,655
Percentage of total Aboriginal BC population: 31%
2. Regionally-based Delivery Organizations: 24

EDO's: 9
AHRDA: 3
FC: 3
Development Corp.: 1

Intermediaries: 8
 - ACC's: 2
 - CFDC's: 5 (1 Aboriginal)
 - ABDC: 1
Aboriginal Only Intermediary Organizations: 3
3. Aboriginal Population/Delivery Agency Ratio's

Total Population/ Total Delivery organizations: 1,777:1
Total Population/Total Intermediary organizations: 5,332:1
Total Population/ Aboriginal Only Intermediary organizations: 14,218:1
4. Number of respondent organizations specified Lower Mainland/Southwest was the primary region served: 24
5. Number of respondents who Target Clients:
 - Aboriginal only: 18
 - General public: 6
 - On and Off reserve: 6
 - Off reserve only: 2
 - On reserve only: 7
6. Top three forms of media used for delivering business information:
 - 1) Print (Brochures, manuals, workbooks, etc.)
 - 2) Forums/Workshops
 - 3) Mentoring/Coaching
7. Methods used by entrepreneurs to access providers' business information

Ranked #1: Walk-in, library, centre: 44%
Phone: 27%
Ranked #2: Phone: 53%
Ranked #3: Internet: 31%

- * Extension workers: 1 respondent indicated as first most used access
1 respondent indicated as second most used
2 respondents indicated as third most used
- * 6 respondents indicated they provide all access methods

CONTENT:

1. Information by Sector Coverage: respondents who indicated they are organizations with sector specific information:

- Arts and Crafts: 2
- Finance: 1
- Fishing: 1
- Forestry: 1
- Retail: 1
- Tourism: 2
- Agriculture: 1

2. Information by Stage of Business Development:

Ranked #1: Introduction to Entrepreneurial Concepts: 100%
Ranked #2: Training and other Start -up support: 100%
Ranked #3: Aftercare: 62%
Growth: 38%

3. Top three Types of Information provided by respondents:

- 1) Financing, Government Programs and Services, How to Start a Business/Business Planning
- 2) Contacts/Directories, Aboriginal Specific
- 3) Market Information

- * Overall coverage: all information types provided

4. Region: Nechako

DELIVERY:

1. Aboriginal Population: Total : 6,220
Percentage of total Aboriginal BC population: 5%

2. Regionally-based Delivery Organizations: 9

EDO's: 5

Friendship Centres: 1

Burns Lake Development Corp: 1

Intermediaries: 2

- CFDC: 2

Aboriginal Only Intermediary Organizations: 0

3. Aboriginal Population/Delivery Agency Ratio's

Total Population/Total Delivery organizations: 691:1

Total Population/Intermediary organizations: 3,110:1

Total Population/ Aboriginal Only Intermediary organizations: -

4. Number of respondents who specified Nechako was primary region served: 9
(overlap with Cariboo and North Coast)

5. Number of respondents who Target Clients:

- Aboriginal only: 6
- General Public: 3
- On and Off reserve: 4
- On reserve: 5

6. Top three forms of media used for delivering business information:

1) Mentoring/Coaching

2) Print, Forums/Workshops, Training, Conference, Web based

3) Various

7. Methods used by entrepreneurs to access providers' business information:

Ranked #1: Walk-in, library, centre: 43%

Ranked #2: Phone: 33%

Extension: 33%

Ranked #3 Phone: 50%

- * Extension workers: 1 respondent indicated as first most used method
- 2 respondents indicated as second most used method
- 1 respondent indicated as third most used method

CONTENT:

1. Information by Sector Coverage: respondents who indicated they are organizations with sector specific information:

- Arts and Crafts: 1
- Finance: 1
- Forestry: 2
- Tourism: 2
- Retail: 1

2. Information by Stage of Business Development:

Ranked #1: Introduction to Entrepreneurial Concepts: 80%
Ranked #2: Training and Other Start-up Support: 60%
Ranked #3: Aftercare: 75%

3. Top three Types of Information provided by respondents:

- 1) How to Start a Business/Business Planning,
- 2) Contacts/ Directories, Business Management
- 3) Various

5. Region: North Coast

DELIVERY:

1. Aboriginal Population: Total: 18,320
Percentage of total Aboriginal BC population: 13%
2. Regionally-based Delivery Organizations: 20

EDO's: 14
AHRDA: 1
Development Corp.: 1

Intermediaries: 4
 - ACC's: 1
 - CFDC's: 3
Aboriginal Only Intermediary Organization's: 1.5 (CFDC Haida Gwaii-50% Aboriginal)
3. Aboriginal Population/Delivery Agency Ratios:

Total Population/Total Delivery organizations: 916:1
Total Population/Intermediary respondents: 4,580:1
Total Population/ Aboriginal Only Intermediary organizations: 12,213:1
4. Number of respondent organizations specified North Coast was the primary region served: 19
5. Number of respondents who Target Clients:
 - Aboriginal only: 16.5
 - General public: 2.5
 - On and Off reserve: 7
 - On reserve: 11
6. Top three forms of media used for delivering business information:
 - 1) Print (Brochures, manuals, workbooks)
 - 2) Training (classroom),
 - 3) Mentoring/Coaching, Forums/Workshops
7. Methods used by entrepreneurs to access providers' business information:

Ranked #1: Phone: 39%
Walk-in, library, and centre: 26%
Ranked #2: Phone: 31%
Walk-in, library, and centre: 23%

Ranked #3: Extension Workers: 33%
Phone 33%

- * Extension workers: 1 respondent indicated as first most used access
2 respondents indicated as second most used access
4 respondents indicated as third most used access
- * 5 respondents indicated they provide all access methods

CONTENT:

1. Information by Sector Coverage: respondents who indicated they are organizations with sector specific information:

- Agriculture: 3
- Arts and Crafts: 5
- Construction/Trades: 4
- Finance: 2
- Fishing: 4
- Forestry: 6
- Retail: 3
- Tourism: 5
- High Tech: 1
- Manufacturing: 1
- Mining: 1
- Oil and Gas/Energy: 1

2. Information by Stage of Business Development:

Ranked #1: Introduction to Entrepreneurial Concepts: 80%
Ranked #2: Training and other Start-up Support: 70%
Ranked #3: Aftercare: 85%

3. Top three types of Information provided by respondents:

- 1) Government Programs and Services, How to Start a Business/Business Planning
- 2) Financing, Aboriginal Specific Information
- 3) Business Management

* Overall coverage: all information types provided

6. Region: Okanagan/Thompson

DELIVERY:

1. Aboriginal Population: Total: 18,855
Percentage of total Aboriginal BC population: 14%

2. Regionally-based Delivery Organizations: 30

EDO's: 16

AHRDA: 2

FC: 1

Intermediaries: 11

- ACCs: 2
- CFDC's: 9 (one Aboriginal)

Aboriginal Only Intermediary Organization's: 3

3. Aboriginal Population/Delivery Agency Ratios:

Total Population/Total Delivery organizations: 629:1

Total Population/Intermediary organizations: 1,714:1

Total Population/ Aboriginal Only Intermediary organizations: 6,285:1

4. Number of respondent organizations specified Okanagan/Thompson was the primary region served: 28

5. Number of respondents who Target Clients:

- Aboriginal only: 20
- General public: 7
- On and Off reserve: 7
- On reserve: 11

6. Top three forms of media used for delivering business information:

- 1) Print (Brochures, manuals, workbooks)
- 2) Training (classroom),
- 3) Forums/Workshops

7. Methods used by entrepreneurs to access providers' business information:

Ranked #1: Walk-in, library, centre: 45%

Ranked #2: Phone: 66%

Ranked #3: Classroom: 43%

- * Extension Workers: 2 respondent indicated as first most used access
2 respondent indicated as second most used access
4 respondents indicated as a third most used access
- * 1 indicated they offer all access methods

CONTENT:

1. Information by Sector Coverage: respondents who indicated they are organizations with sector specific information:

- Agriculture: 2
- Forestry: 2
- Arts and Crafts: 1
- Construction and Trades: 1
- Finance: 1
- Fishing: 1
- High Tech: 1
- Mining: 1
- Retail: 1
- Tourism: 1
- Manufacturing: 1
- Oil and Gas/Energy: 1

2. Information by Stage of Business Development:

Ranked #1: Introduction to Entrepreneurial Concepts: 92%
Ranked #2: Training and other Start-up support: 73%
Ranked #3: Aftercare: 60%

3. Top three Types of Information provided by respondents:

- 1) Government Programs and Services
- 2) How to Start a Business/Business Planning, Government Regulations/Registration
- 3) Financing, Contacts and Directories

* Overall coverage: all information types provided

7. Region: Peace River (Northeast)

DELIVERY:

1. Aboriginal Population: Total: 6,005
Percentage of total Aboriginal BC population: 5%
2. Regionally-based Delivery Organizations: 7

EDO's: 2
AHRDA: 1
FC: 3

Intermediaries: 1
 - CFDC: 1
Aboriginal Only Intermediary Organization: 0
3. Aboriginal Population/Delivery Agency Ratios

Total Population/Total Delivery organizations: 858:1
Total Population/Intermediary organizations: 6,005:1
Total Population/Aboriginal Only Intermediary organizations: 0
4. Number of respondent organizations specified Peace River was the primary region served: 8
5. Number of respondents who Target Clients:
 - Aboriginal only: 5
 - General Public: 2
 - On and Off reserve: 5
 - Off reserve: 1
 - On reserve: 2
6. Top three forms of media used for delivering business information:
 - 1) Print, Training (Classroom)
 - 2) Forums/Workshops, Web based Information
 - 3) Mentoring/Coaching, Conference

7. Methods used by entrepreneurs to access providers' business information:

- Ranked #1: Walk-in, library, and centre: 57%
- Ranked #2: Phone: 33%
- Ranked #3: Various

- * Extension Workers: 1 respondent indicated as first most used access
1 respondent indicated as second most used access
- * 1 respondent indicated they provide all access methods

CONTENT:

1. Information by Sector Coverage: respondents who indicated they are organizations with sector-specific information: Arts and Crafts: 1
2. Information by Stage of Business Development:
 - Ranked #1: Introduction to Entrepreneurial Concepts: 100%
 - Ranked #2: Training and other Start-up Support: 100%
 - Ranked #3: Aftercare: 100%
3. Top three types of Information provided by respondents:
 - 1) Government Programs and Services
 - 2) How to Start a Business/Business Planning, Aboriginal Specific
 - 3) Financing, Aboriginal Specific Information

8. Region: Vancouver Island/Coast

DELIVERY:

1. Aboriginal Population: Total: 30,195
Percentage of total Aboriginal BC population: 22%
2. Regionally-based Delivery Organizations: 29

EDO's: 15
AHRDA's: 2
FC's: 2
Development Corp.: 1

Intermediaries: 9
 - ACC's: 2
 - CFDC's: 7 (one Aboriginal, also an ACC)
Aboriginal Only Intermediary Organizations: 2
3. Aboriginal Population/Delivery Agency respondent Ratios

Total Population/Total Delivery organizations: 1,041:1
Total Population/ Intermediary organizations: 3,355:1
Total Population/ Aboriginal Only Intermediary organizations: 15,098:1
4. Number of respondent organizations specified Vancouver Island/Coast was primary region served: 29
5. Number of respondents who Target Clients:
 - Aboriginal only: 21
 - General public: 7
 - On and Off reserve: 11
 - Off reserve: 3
 - On reserve: 14
6. Top three forms of media used for delivering business information:
 - 1) Print (Brochures, manuals, workbooks)
 - 2) Forums/Workshops
 - 3) Training (classroom)

7. Methods used by entrepreneurs to access providers' business information:

- Ranked #1: Walk-in, library, centre: 48%
Phone: 33%
- Ranked #2: Phone: 63%
Walk-in, library, and centre: 23%
- Ranked #3: Extension Workers: 32%
Classroom: 21%
Internet based: 16%

- * Extension Workers: 3 respondents indicated as first most used access
3 respondents indicated as second most used access
6 respondents indicated as third most used access
- * 4 respondents indicated they provide all access methods

Appendix 18 - Aboriginal Learning Styles

If BC's Aboriginal population is to take effective control of their economy, it is clear that, among other things, they must improve and accelerate their capacity to work as entrepreneurs. They must engage in relevant learning activities, implemented in appropriate and effective ways. The question becomes then, 'what are those ways?' It is encouraging that many people are looking at this question and finding some answers. One point stands out. A number of articles, studies and reports maintain that, in many ways, Aboriginal peoples learn quite differently from the mainstream public. It follows then that attention to these differences could very well increase the chances of success of educational programs aimed at improving Aboriginal capacities. The following characteristics point out the ways that Aboriginals learn best, and are presented as a guide to program development, program implementation, instructor selection and training, development of learning supports and finally, the selection of teaching/learning techniques, strategies and tools.

1. **STORYTELLING:** Our First Nations have a long history steeped in oral tradition. From generation to generation, history, values and ways of living have been taught through storytelling. Thus, active listening, dreaming and imagination play an important role in the Aboriginal's learning process.
2. **REFLECTION:** A great majority of the literature reviewed recognizes the need to incorporate reflection within learning activities. Students need time to reflect upon new information and to incorporate this into their existing frame of reference and knowledge. This implies that educators should appreciate the importance of SILENCE as a productive time.
3. **INTERACTION:** Aboriginal society values cooperation above competition, and this is reflected in its use of sharing circles and mentoring for purposes of teaching. Structured educational programs should be interactive, using such techniques as group learning and student networking, and should provide opportunities for student interaction with Aboriginal role models.
4. **EXPERIENTIAL:** First Nations have traditionally learned by doing. They learn by observing, repeating and imitating. Apprenticeship programs are beneficial.
5. **LEARNER-CONTROL:** The literature makes it clear that the most successful Aboriginal learning programs are those that are firmly under the control of the learner. Sterling and Hebert⁹ (1994) state, "There is an assumption of non-authority underlying...the Indian culture of Nicola Valley, BC, coupled with a belief in personal freedom of choice". Aboriginal students learn quickly when they can determine for themselves what they want to learn and how. By extension, they learn well in a familiar environment that they can manipulate for themselves.
6. **HOLISTIC:** Many authors insist that aboriginal learning is holistic, incorporating the self, the family, the community and in fact, the universe. Learning programs must convey knowledge in a

⁹ Sterling, R., & Y.M. Hebert (1984). Non-authority in Nicola Valley Indian culture and implications for education. In *The Canadian Journal of Native Studies* 14(2), 293-301.

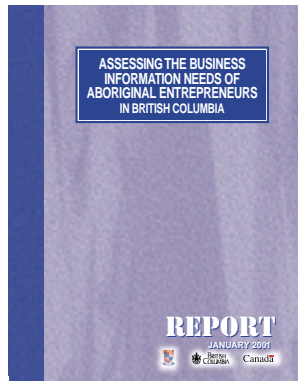
holistic and thematic way. On a community level, it is suggested that success follows local community endorsement and commitment to the goals of learning.

7. **CULTURALLY APPROPRIATE:** Ritual and ceremony are an inherent part of Native culture and must be reflected in the learning context. Other culturally based learning approaches include adaptation to the community's living patterns, intergenerational teaching, and incorporation of Aboriginal values, including non-interference, cooperation, personal and community responsibility and inclusion of Elders.

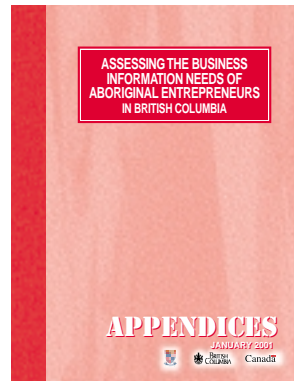
Report Documents

The analysis of the business information needs of Aboriginal entrepreneurs, undertaken by the Community Economic Development Centre at Simon Fraser University, is comprised of four elements. For ease of reference, the analysis has been divided into four separate documents: Report, Appendices, Literature Review, and Best Practices.

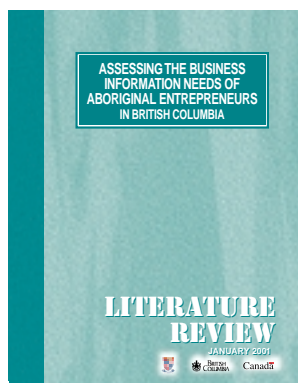
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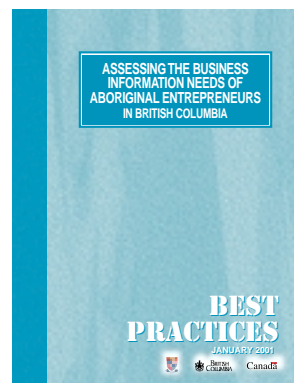
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