

to give prompt and responsive attention to an individual distressed Canadian as it is for mission management to arrange carefully for visits of official delegations.

As a rule the help provided by our missions to visitors is welcomed and appreciated. Visitors may, however, make unreasonable demands on mission resources. In such circumstances employees should use discretion, judgment and common sense. Where demands would constitute an improper use of Canadian Government resources because, for example, they might result in the unwarranted expenditure of mission funds, the situation should be tactfully explained and, if necessary, Headquarters informed.

2.4 Discrimination

The *Public Service Employment Act*, Section 12, forbids discrimination in the selection of employees on grounds of sex, race, national origin, colour or religion, and the Fair Employment Practices incorporated in the *Canada Labour Code* also apply to public service employees. Under the *Canadian Human Rights Act*, which came into force on March 1, 1978, the Canadian Human Rights Commission was established with the responsibility, among other things, for dealing with any complaint of a discriminatory practice, whether committed abroad or in Canada, against a person who is either a Canadian citizen or has been admitted to Canada for permanent residence. The Commission has the power to investigate all such complaints and the responsibility for prescribing remedial action or ensuring that appropriate judicial action is taken. Employees dealing with colleagues and the general public, Canadian or local, should exercise particular care to avoid any instance or impression of discrimination.

2.5 Dress and Appearance

Today we live in a society where once-rigid standards governing dress and appearance have given way to a more relaxed and casual manner depending on individual tastes. In Canada, employees are free to use good judgment in matters of dress and appearance bearing in mind the type of work they perform. Abroad, however, employees should be aware that standards of dress and appearance prevailing in Canada may not be the accepted custom in a given host country, and as these employees may be looked upon as Canada's representatives they may have to adapt themselves to a more conservative standard. As part of the personnel indoctrination program and the pre-posting program, employees will be informed of the guidelines by which they should govern themselves. This will be complemented by general guidance related to local practice given by the Head of Mission in consultation with the Committee on Mission Management.

2.6 Personal Relationships and Conduct

While serving abroad, employees have a particular responsibility to ensure that their behaviour and that of members of their families at the mission does not discredit or adversely affect the image of Canada or of the mission. In this context, and recognizing that judgment on such matters is to some extent subjective, employees should be alert to both Canadian and local sensitivities, and to avoid behaviour that might be imprudent or likely to attract adverse criticism of themselves or members of their families.

An employee has a responsibility to inform his or her Head of Mission and the employing department of personal problems should they develop. The employee may be assured the information will be handled confidentially and sympathetically but must recognize that such problems may affect decisions about an employee's security status, rotational status or "postability" to some countries. See also Chapter 9, Employee Assistance Programme.

2.7 Marriage and Spousal Relationships

A spousal relationship is defined as a man and a woman living together as husband and wife, although not necessarily married to each other.