



PERSONNEL MANAGEMENT BUREAU

6. Services Centre

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Overview

Assignments Division

Recruitment, Counselling & Promotion Division

FSD Policy & Administration Division

Executive Pool/Heads of Mission Division

Services Centre

Employee Assistance Program

The **Services Centre (SERV)** provides a variety of programs and services to assist employees and their families to prepare for assignments overseas and on return to Canada. This includes managing the entire relocation process to, from and within Canada, and advising on benefits such as the Foreign Service directives, medical insurance, travel claims, family issues, and education information. The Centre also manages DFAIT's awards and recognition program.

Briefings and workshops are offered, covering a wide range of topics such as preparing for your overseas moves, managing your property, financial planning, taxation and customs, taking your teens abroad, care for elderly family members, staying healthy abroad, protocol, and retirement planning. There is also a series of workshops for spouses on topics such as job search, self-employment, portable careers, and community co-ordinators.

The Centre also provides a **resource centre** with reference documents, computers, telephones and a fax machine which are accessible to employees and dependants for their transition period. The centre is easily accessible from the main lobby and is open from 8:00 to 5:00. It also houses EAP counselling (HPDA), Career counselling (HPC), Security Cards (ISRG), Official Passports and visa photos services (ISRG), and the Foreign Service Community Association (FSCA).

Below we outline the service standards to which the Division has committed, under each service area.

The services areas include:

- **Resource Centre and Reference Material;**
- **Administrative Information and Services;**
- **Education Information and Counselling;**
- **Briefings and Workshops;**
- **Spousal Employment;**
- **Awards and Recognition Program;**
- **Medical Appointment Coordination; and**
- **Domestic Relocations.**