

monitoring of consular policies and procedures, including the collation and assessment of statistics; monitoring legislative developments in Canada affecting the lives of Canadians outside Canada, such as social-security plans, immigration and citizenship matters and Canadian merchant shipping; amending the *Manual of Consular Instructions*; preparing and issuing circular documents of instructions to posts abroad; conducting a consular-training program; conducting a "consular-awareness" program for Canadian travellers, warning them of possible travel problems; and maintaining liaison with the travel industry in Canada and other departments and organizations concerned with matters of consular policy.

The *Consular Operations Division* is responsible for: providing advice and instructions to posts concerning Canadians in difficulty abroad, including those who are ill, have been injured, or are in jail or temporarily destitute; contacting friends, relatives and others who might be able to help Canadians in distress; giving them, where warranted, financial aid on a recoverable basis to relieve immediate distress or to enable them to return to Canada; helping with arrangements in connection with the death of Canadians abroad and the settlement of estates; authorizing the issuing of diplomatic and courtesy visas to

foreign officials; answering enquiries on matters of travel abroad; providing consular advice to Canadians at home on matters of dual nationality; providing assistance in obtaining birth, marriage, death and other official documents from certain foreign countries; contingency planning and maintenance of a register of Canadian residents abroad; and providing a representative on the Refugee Status Advisory Committee.

The *Passport Office*, which is directly responsible to one of the Assistant Under-Secretaries, issues passports to Canadian citizens. This is done in Canada through the main Passport Office in Ottawa and through regional offices in Montreal, Toronto, Vancouver, Halifax, Edmonton and Winnipeg. The regional offices also carry out local functions, as required, on behalf of other divisions and bureaux of the Department, such as meeting foreign dignitaries and visiting journalists, providing local assistance in consular matters, etc. Since the first regional offices were established in 1970, the issuing of passports has steadily shifted from Ottawa to the regions, which now issue 57 per cent of all Canadian passports. Service is provided abroad through Canadian diplomatic missions and consular and trade offices. Growth in public demand for passport services has increased approximately 100 per cent during the past ten years.