

VI Resources: Personnel and Communications

Protocol

The number of countries and agencies with resident diplomatic missions in Canada continued to grow in 1976. Three nations — Saudi Arabia, Guatemala and Vietnam — and the Commission of the European Communities established resident missions in Ottawa, bringing the total to 87. In addition, 42 states had non-resident accreditation, making a total of 129 missions accredited to Canada. There were also 323 offices of foreign governments — consular and other — throughout Canada.

The Department's Office of Protocol maintained contact with the missions, providing services and advice in accordance with Canada's obligations under international conventions and Canadian laws and regulations. Such matters as the protection of foreign embassy and consular personnel, ceremonial arrangements involving the diplomatic corps and Government hospitality offered to foreign visitors were the responsibility of the Office of Protocol. The Office was also responsible for overseeing the privileges and immunities of 544 diplomatic personnel and their families in Ottawa, 624 individuals and families attached to consulates, and foreign administrative and support staff and their families. It continued to help newly-arrived foreign personnel to understand Canadian customs and the Canadian laws and regulations they are obliged to observe, and to intervene to prevent misunderstandings between members of the diplomatic community and Canadian citizens from having an adverse effect on the work of foreign missions, while protecting the interests of Canadians.

The Office of Protocol's Visits and Conference Service, in co-operation with other government departments and agencies, co-ordinated or assisted with the arrangements for 123 visits to Canada. These included state or official visits by: the heads of state of Jordan, Senegal and Botswana; the heads of government of Belgium, Britain, Jamaica and Pakistan; and the ministers of foreign affairs of Benin, Ghana, Greece, Israel, Nigeria, Poland, Rwanda, Spain and Togo. The service

also made the logistic arrangements for official travel abroad by the Prime Minister and the Secretary of State for External Affairs.

The Special Olympics Co-ordination Unit, set up in 1975 as a separate entity under the Chief of Protocol, gave its attention to the diverse aspects of the Department's interests and role in the Olympics. The unit established close liaison with other departments and agencies and with the Organizing Committee for the 1976 Games, conducted basic research, and served generally as a co-ordination and resource centre. Considerable assistance was provided by the Department to the Olympics Organizing Committee — for example, in the provision of communications facilities with overseas members of the Olympic family. During the Games, the unit was represented in the Security Co-ordination Centre in Montreal. In addition to its increased responsibilities for security and accreditation, the Office of Protocol co-ordinated arrangements for a great number of private visits to the Olympics by distinguished foreign personages, including heads of state and of government, and facilitated the participation of resident foreign missions in events related to the Olympics, including the attendance of heads of mission at the opening and closing ceremonies of the Games.

Personnel

In a department engaged in foreign service operations like External Affairs, the Bureau of Personnel has a special impact on the professional and personal lives of employees at all levels. It must respond to the challenges that arise from complex operations carried on both at home and in virtually every part of the world. It must respond, with frequency and sensitivity, to the diverse concerns that arise within a career foreign service. It is under constant pressure to innovate, because it is dealing with people scattered round the globe, people requiring training for long-term careers in a *rotational* foreign service — i.e., entailing service both at home and abroad, and thus moving with their families and belongings between Canada and many dozens of countries