

vided over-the-counter services to 74.7 per cent of passport applicants in Canada, a 6.3 percent increase over 1981. This continuing shift of passport applicants towards regional offices is a result of increased public awareness of the fast, local facilities they provide. The Passport Office is encouraging this trend by active promotion of regional passport office services not only for passports but for travel and consular-related problems of Canadians in difficulties abroad.

The Passport Office installed a toll-free telephone service

across Canada to ensure that passport information is readily accessible to all Canadians.

Many departmental activities take place on the international stage with nations, governments and their leaders as the leading players whose decisions have a widespread effect on world populations. At other times, when the Department implements Canadian foreign policy for immigration, human rights and refugees, the work has a direct and personal effect on the individual.

Immigration and refugees

Visas issued in 1982

Post or Area	Immigrant Visas	Visitor Visas
Western Hemisphere		
United States	13,283	64,875
Caribbean	8,459	15,075
Latin America	4,048	12,714
Sub-total	25,790	92,664
Africa and the Middle East		
Africa	3,615	28,646
Middle East	3,567	49,568
Sub-total	7,182	78,214
Europe		
Western Europe	32,459	28,010
Eastern Europe	8,629	26,409
Sub-total	41,088	54,419
Asia and the Pacific		
Hong Kong	10,437	17,267
New Delhi	6,845	11,068
Manila	5,340	7,637
All Others	12,000	23,930
Sub-total	34,624	59,902
TOTAL	108,684	285,199

The Canada Employment and Immigration Commission responded to a deteriorating job market in Canada by placing restrictions on the selection of immigrants destined for the labour market. These restrictions required all applicants in the independent category to have pre-arranged employment and curtailed immigration from our traditional sources of skilled workers. In 1982, Canadian diplomatic posts abroad issued 108,684 immigrant visas, 15 per cent fewer than in 1981, and 285,199 visitor visas, a slight increase over the previous year.

Special immigration efforts for oppressed and displaced persons and for refugees continued to provide solutions for some of the world's distressed. In 1982, refugee programs

brought more than 16,000 persons to Canada. The year was the most successful in family reunification since the Vietnamese Family Reunification program began in 1979. Officers of the Department visited Ho Chi Minh City six times during the year and granted visas to a total of 2,180 persons.

One of the world's great tragedies continues in Indochina and Canada is deeply involved and committed to finding a resolution to the underlying problems. Canada has said it will help ASEAN in its search for a peaceful settlement in Cambodia which will remove foreign occupation, allow the Khmer people to choose their own government free from external pressures and halt the flow of refugees. The Secretary of State for External Affairs has assured the ASEAN foreign ministers