



Appendix D ONE HOUR AND FORTY MINUTE MIRACLE

12 December 1994

Hon. Andre Ouellet P.C.
Minister, Foreign Affairs
Lester B. Pearson Bldg.
125 Sussex Dr.
Ottawa, Ontario, K1A 0G2

Dear Sir,

I am writing to commend three members of your staff in the Passport office located at 5001 Yonge Street in North York.

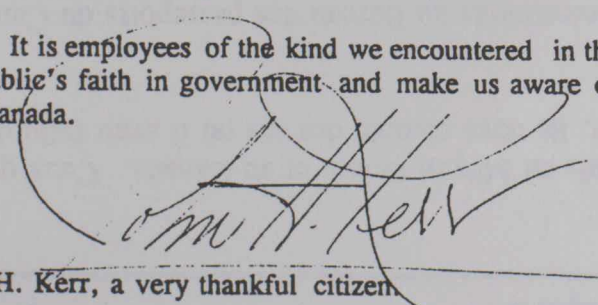
My wife and I were scheduled to fly to the Middle East on Thursday November 10th. Three hours before leaving for the airport we discovered our passports were missing. Two of these hours were spent on an increasingly frantic search for our missing passports. When we could not find them we called our travel agent who told us to go to the local passport office on Yonge Street and try to get new passports because we would not be allowed to travel to the Middle East without them. She also told us there might not be much hope of getting new ones soon enough to make our flight but to take our tickets and birth certificates to the Passport Office and pray.

We arrived at the passport office at 2:00 p.m. where Mr. William Pike the commissioner, Ms. Gianna Dallarosa the office Supervisor and Mr. D. Bridge a passport officer were all of utmost assistance to us. Ms. Dallarosa was kind enough to calm us down, explain the course of action we should take, provide the necessary forms, instruct us on how to complete them and give us the addresses of local lawyers who could handle sworn statements and photographers who could quickly provide us with new photographs. The lack of time precluded statements by our own lawyers, clergy or M.D. who do not reside close by.

When we returned with the appropriate pictures, signed forms and statements, Ms. Dallarosa asked Mr. D. Bridge to assist us. He did and within minutes, after phoning a variety of individuals who were prepared to vouch for us, he handed us new passports and we left the office at 3:20 p.m. just one hour and forty minutes after arriving there. We made our flight and had no further problems, thanks to the compassion and willingness of your staff to help someone in need.

We have since told friends in the Middle East and at home of this "one hour and forty minute miracle". Those in the Middle East were the most surprised telling us in turn stories of lost passports taking months to be replaced.

It is employees of the kind we encountered in the Canadian Passport Office that restore the public's faith in government and make us aware of how lucky we are to live in a country like Canada.


John H. Kerr, a very thankful citizen.