

a variety of activities, including Canadian merchant shipping, immigration and citizenship matters; for monitoring legislative developments in Canada that affect Canadians abroad; for amending the *Manual of Consular Instructions*; for preparing and issuing circular documents of instructions to posts abroad; for conducting a consular training program; for conducting a consular awareness program for Canadian travellers, warning them of possible travel problems; and for maintaining liaison with other departments or 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; for contacting friends, relatives and others who might be able to help Canadians in distress; for giving them, where warranted, financial aid on a recoverable basis to relieve immediate distress or to enable them to return to Canada; for helping with arrangements in connection with the death of Canadians abroad and the settlement of estates; for authorizing the issuing of diplomatic and courtesy visas to foreign officials; for answering enquiries on matters of travel abroad; for providing consular advice to Canadians at home on matters of dual nationality; for providing assistance in obtaining birth, marriage, death and other official documents from certain foreign countries; for contingency planning and for maintenance of a register of Canadian residents abroad; for providing a representative on the Interdepartmental Committee on Refugee Applications in Canada.

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. 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 55 per cent of all Canadian passports. Abroad, service is provided through Canadian diplomatic missions and consular and trade offices.