



Passport and Consular Services

- The demand for Canadian passports continues to grow rapidly, as both the population and people's desire to travel increase. The security and integrity of the passport document and process are vital to everything the Passport Office does. The Passport Office conducts some 2.9 million client transactions annually.
- Every year, the Department provides consular services to more than two million Canadians around the world. Service is provided 24 hours a day, seven days a week to meet a broad range of needs such as the emergency evacuation of Canadians in danger from natural or human-made disasters or international political crises, assistance during child abduction and custody dispute cases or assistance for those kidnapped, arrested or detained in foreign prisons.
- The Government of Canada maintains over 250 offices abroad in more than 180 countries. These include embassies, consulates general, consulates and other offices, including those that fall under the responsibility of other departments. Think of these as "service points" for Canadian citizens around the world.
- While the majority of Canadians travelling abroad enjoy trouble-free trips, accidents, illnesses, legal problems and linguistic or cultural difficulties sometimes occur. If a substantial problem arises, we are there to help.
- Canadian offices abroad offer 24-hour assistance. During non-office hours, a telephone call will automatically be transferred to an officer in Ottawa or the caller may be asked to leave a message. In either case, there will be a prompt response.
- These offices are a valuable source of information regarding local laws, regulations, cultural customs and visas. They also provide a wide range of services.
- Staff are available to contact relatives or friends and provide assistance in case of emergencies such as natural disasters