



*Elizabeth Samec, Head of Public Services and
Marsha Firth, Manager, Vancouver Office*

A two-week examiner training course was conducted for 12 examiner trainees. In addition, a one-day voluntary attendance refresher course was held for 20 employees.

Special projects were assigned to managers in support of team-building. This allowed input into procedural changes and quality of service initiatives. The projects included:

- standardized guarantor check forms;
- wall messages in passport offices;
- the agenda for the Western managers meetings;
- an intra-regional sharing of positive feedback received from the public; and
- a coordinated response to inquiries related to the Security Enhancement Plan.

Passport Services Abroad

Canadians living or travelling outside the country may access passport services offered by Canadian embassies, high commissions and consulates around the world. This service accounts for approximately six percent of the volume of passports issued. In 1991-92, Canadian missions issued 71,842 passports.

Travellers are often stranded when passports are lost or stolen and of course feel very vulnerable. An extensive training program is carried out to ensure that mission employees will be able to handle such situations.