

Canada issues **refugee travel documents**, authorized under the 1951 United Nations Convention on the Status of Refugees. These documents are issued to permanent residents, and those with minister's permits, who have refugee status in Canada.

**Certificates of Identity** are issued to stateless persons, legally landed in Canada, who do not yet qualify for Canadian citizenship, and who are unable to obtain a travel document from another country.

Refugee travel documents are endorsed for travel to all countries, except the holder's country of origin. The Certificate of Identity is endorsed for travel to countries specified in the document. Both of these types of documents are limited in their validity to one or two years with provision for extension. During that time, holders are able to take advantage of the opportunity to apply for Canadian citizenship, which will make them eligible to apply for a Canadian Passport.

Canadian travellers stranded abroad may be issued **emergency passports** by Canadian diplomatic and consular missions on behalf of the Passport Office.

The Canadian Passport Office is a leader in the field of machine-readable documents. International interest in this technology began in the early 1980s when a surge in international travel meant that air terminals were flooded with travellers trying to pass through immigration and customs quickly. In the future, processing of travellers will be further simplified by emerging technologies.

The Passport Office is interested in new technological developments. We see them providing additional service to our clients, as well as enhancing security.

### **Are You Being Served?**

At the Passport Office, we have formally recognized quality service as one of our core values. The ability to provide quality service depends on our employees, and we pay considerable attention to providing them with a positive working environment. The role of Passport Office examiners, who interact directly with clients, is particularly important. To reflect this, we have prepared a training package, tailored to their needs, which is regularly reviewed and upgraded.



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