

## DIVISIONS

Consular Affairs Bureau (JPD)  
Emergency Services Division (JPE)  
Consular Case Management Division (JPO)

## RESPONSIBILITIES

- Provides services to Canadians overseas encountering difficulty. Services are provided in a wide range of situations, including civil unrest, natural disasters, kidnapping, hostage taking, hijacking, child abduction/custody, death, victims of crime, arrests and detentions, financial problems, lost passports, citizenship applications and missing persons. The Bureau manages and directs mission consular officers at more than 270 offices in other countries and is the contact point for relatives and friends in Canada. The Bureau works closely with the staff of Members of Parliament and Ministers who are asked by constituents to assist.
- Operates the departmental Operations Centre. It operates 24 hours a day, seven days a week and is available to assist ministerial staff with overseas and domestic calls and constituent problems after business hours.
- Manages an outreach program for Canadian travellers, including many publications concerning safe travel habits, as well as contact information and country travel reports for 223 countries/destinations.

## TIME LINES

- Consular services are available 24 hours a day, seven days a week anywhere in the world.

## CONTACTS

Gar Pardy	Director General	Office: 996-0639 Cellular: 720-1705 Fax: 943-2434
Helen Harris	Director, Emergency Services	Office: 996-8893 Cellular: 794-1422 Fax: 943-1054
John Carisse	Director, Case Management	Office: 992-1152 Cellular: 292-6882 Fax: 996-5358
Operations Centre	All officials can be contacted through this number	Office: 996-8885 Fax: 943-1054
Travel Information:	<a href="http://www.voyage.gc.ca">http://www.voyage.gc.ca</a>	1 800 267-6788 or 944-6788

