



Late in the summer, preparations were made in anticipation of the PSAC strike which affected 90 percent of Central Operations staff. The Directorate co-ordinated activities across the country, acting as the communications centre for applicants seeking emergency service. It is to the credit of the Office, that emergency cases continued to be served.

Central Operations organized tours of Headquarters for officials of 13 countries including New Zealand, Ukraine, Netherlands and Costa Rica.

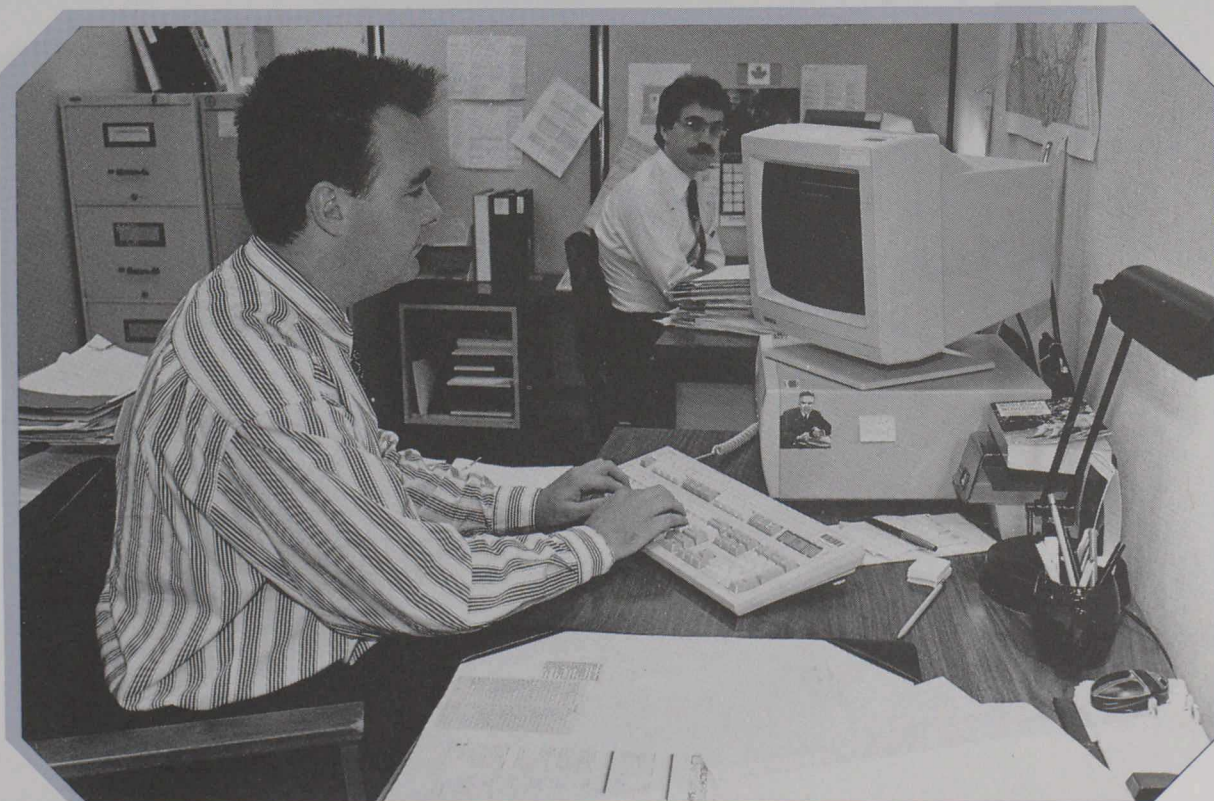
The Director of Central Operations is Canada's representative on the Technical Advisory Group of the International Civil Aviation Organization. As such, his role is to facilitate the development of specifications for machine readable documents. Canada is encouraging other countries to introduce and accept machine readable travel documents and uses every opportunity to demonstrate their effectiveness.

In line with the current trend in technology, Central Operations, in conjunction with the

Consular Operations Division of EAITC, prepared a computerized course which can be used both to instruct and to test examiners on matters relating to Canadian citizenship, the Citizenship Act and Regulations. This type of computer application may well enhance training resources in the future.

New promotional exhibits were prepared with assistance from the sections and a private sector consultant. The exhibits appeared at travel shows across the country and abroad. This project was carried out in conjunction with the Consular Operations Division.

Certificates of Identity are issued in Canada to eligible legally landed non-Canadians. The Certificate of Identity Section issued 3 percent fewer documents in 1991-92 than it did the year before, despite high activity in the office both from increased personal appearances (111 percent over last year) and from a 25 percent increase in telephone enquiries.



*Grant Cranston and Clive Ledger
Policy Officers, Central Operations*