

**SERVICES CENTRE: GENERAL INFORMATION**

*For information, refer to:*

Hours of Operation: Monday to Friday, 8:00 a.m. – 5:00 p.m.

Main Lobby – Lester B. Pearson Building

Tel: 992-2221

Fax: 995-9335

**Clients:**

All employees of the Department of Foreign Affairs and International Trade, both at Headquarters and abroad, and their spouses and children, as well as employees of other departments on foreign service assignment and their spouses and children.

**Key Functions:**

To provide assistance and information on personnel administrative issues. To provide a timely and accurate response to enquiries with equal attention given to requests by mail, fax, e-mail and telephone.

**Services Provided:**

- General Information on personnel administrative issues
- Relocation services for employees assigned to and from missions overseas and employees assigned to regional offices
- Mission Reports
- Counselling on education for dependant children in the National Capital Region and abroad
- The Awards Program
- Pre-posting Briefings and Re-entry workshops
- Retirement Planning Seminars
- Spousal Employment
- Official Passport/Visa applications and photos