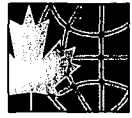


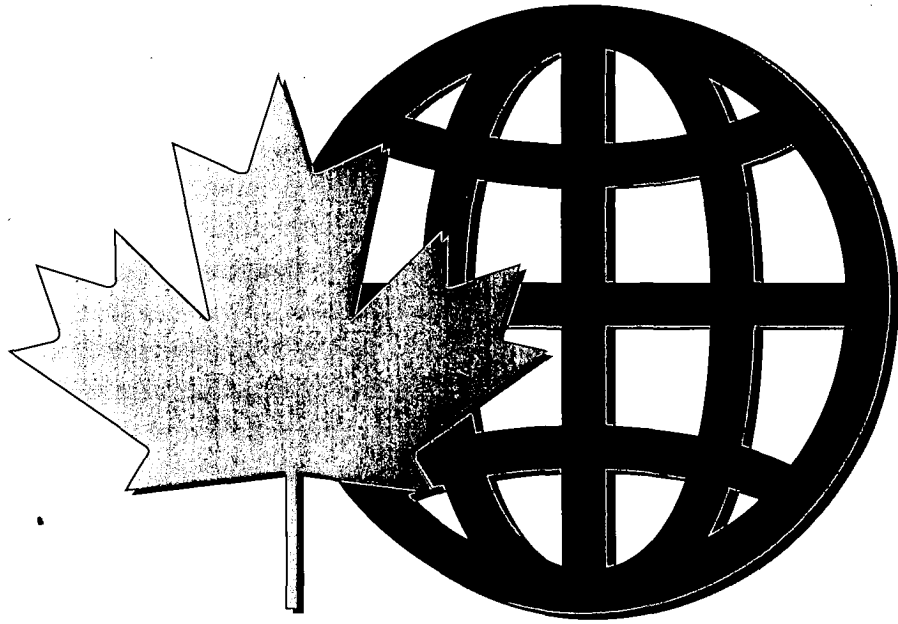
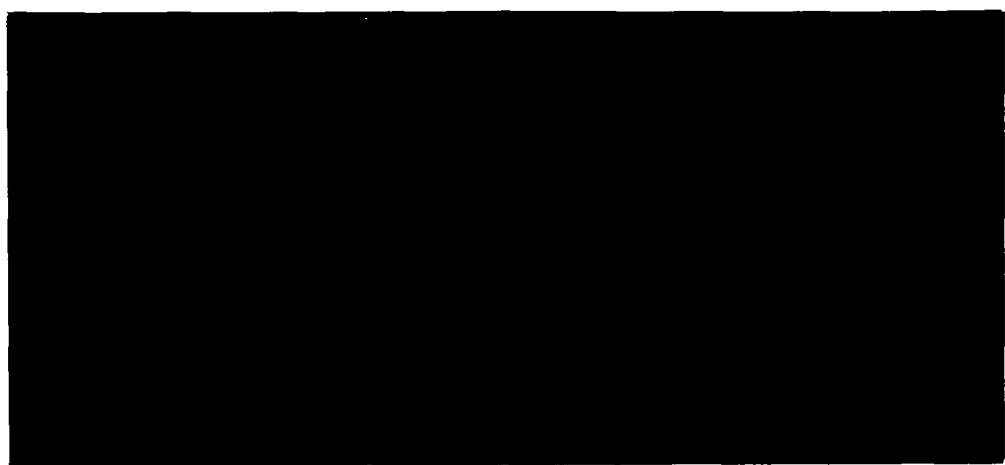
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CANADIAN FOREIGN
SERVICE INSTITUTE



INSTITUT CANADIEN DU
SERVICE EXTÉRIEUR



Department of Foreign Affairs
and International Trade

Ministère des Affaires étrangères
et du Commerce international

Canada

CANADIAN FOREIGN
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INSTITUT CANADIEN DU
SERVICE EXTÉRIEUR

Orientation Handbook for New Employees

Dept. of Foreign Affairs
Min. des Affaires étrangères

OCT 9 2001

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ABOUT THIS ORIENTATION HANDBOOK

This Orientation Handbook is intended to assist new employees in navigating through the various policies, practices and procedures of the Department. The content will assist new employees in their integration into the workplace and serve as an ongoing reference tool.

The Orientation Handbook was developed by the Centre for Corporate Services Learning (CFSS) with input from departmental divisions. A copy of the Handbook will be distributed to all Headquarters divisions and a copy will also be available in the Services Centre (SERV).

This is the initial publication of the Orientation Handbook. The materials will be revised periodically.

While the information herein is as accurate and as current as possible, the contents should not be considered legally authoritative. Employees are therefore advised to take advantage of other sources of information, such as departmental manuals.

Please note that the coordinates for some of the DFAIT Intranet sites will likely change in the near future.

Your comments and suggestions would be greatly appreciated. Please contact Mike Carroll (CFSS) at 944-2407.

ORIENTATION – ROLE OF NEW EMPLOYEE

As a new employee of the Department of Foreign Affairs and International Trade (DFAIT), you play an important role in your orientation. Orientation is a process that involves both your manager and yourself. Your manager's role in orientation is discussed separately. You are encouraged to learn as much as possible about your new work environment. This will assist you to assume your work responsibilities and enhance your ability to contribute to the effectiveness of the organization. To get the most out of the orientation follow these hints:

- Complete the *Schedule of Calls (New Employees)* (Form EXT 1308) given to you by your Human Resources Specialist (sample of form follows).
- View the Orientation Video (“Working for Canada... *at Home and Abroad*”) available in SERV. Telephone 944-2029.
- Register for SIGNET-related training (Outlook mail, WP8, etc.). Telephone 944-0616.
- Register for the Orientation to DFAIT course held monthly on the 2nd Thursday in English and on the 3rd Thursday in French. Telephone 944-2407.
- Meet with the Service Centre Advisor in SERV if you have queries relating to administrative issues. (Refer to the entry under Services Centre in this handbook for details.)
- Contact ISDT to register for the Introduction to Security course and obtain a copy of Security and Safety Practices. Telephone 992-6704 or send an e-mail to Darquise Rochon.
- Meet with your manager (or designate) to discuss work-related issues:
 - Role of the division
 - Key priorities of division
 - Work objectives
 - Hours of work
 - Work tools — procedures, manuals
 - Security procedures
 - SIGNET account
 - Telephone and voice mail
 - Approval for orientation training
 - Meet work colleagues
 - Tour of immediate work area — photocopier, supplies, printer, first aid post, shredder, recycling centre, washroom, kitchen facilities (microwave, fridge)

Take note of things that might be missed in the Orientation process. Approximately three months after taking the DFAIT 101 course you will be asked to evaluate the Orientation process.



SCHEDULE OF CALLS (NEW EMPLOYEES)

MARCHE À SUIVRE (NOUVEAUX EMPLOYÉS)

Surname / Nom de famille		Given name / Prénom		Start date / Date de début Y/A M D/J			End date / Date de fin Y/A M D/J		
Position No. / N° du poste	Group and level / Groupe et niveau	Salary / Traitement	Assigned to / Affecté à						
Remarks / Remarques									

**PLEASE REPORT TO THE FOLLOWING
SECTIONS AS INDICATED**

**VEUILLEZ VOUS PRÉSENTER AUX
SECTIONS INDIQUÉES**

ITINERARY / ITINÉRAIRE		LOCATION ENDROIT	INITIALS INITIALES
<input type="checkbox"/> HRS	Staffing and Classification Dotation et classification	D4	
<input type="checkbox"/> HPC	Personnel Records Dossiers du personnel	D4 HPC Gayle Fyfe	
<input type="checkbox"/> HPF	Assignments Division Direction des affectations	D4	
<input type="checkbox"/> ISRG	Passcard Laissez-passer	BG	
<input type="checkbox"/> SRG	Mail Services Services du courrier	AG	
<input type="checkbox"/> SERV	General Administrative Information/Information administrative générale Spousal Program/Programme d'emploi des conjoints Pick-up parking application (Application for Parking Permit EXT 1490) Se procurer une Demande de permis de stationnement (EXT 1490)	Services Centre Centre de services D1	
<input type="checkbox"/> HPDA	Employee Assistance Program Programme d'aide aux employés	Services Centre and behind Skelton Lobby Centre de services et derrière le foyer Skelton	
<input type="checkbox"/> SMFC	Compensation Services Section (by appointment only 996-1791) Section des services de rémunération (sur r.-v. seulement 996-1791)	D3	
<input type="checkbox"/> HRE/HREE	Staff Relations/Code of Conduct and Conflict of Interest Section Relations de travail/Section du Code de conduite et des conflits d'intérêts	D3	
<input type="checkbox"/> HRP	Bilingualism - Language Test Bilinguisme - Tests de langue	D4	
<input type="checkbox"/> SXTV	Voice Services and Switching Services téléphoniques et commutation	A1-133 Stephen Gates	
<input type="checkbox"/> CFSS	SIGNET/IMT Training Formation SIGNET/GTI	BG - 271	
<input type="checkbox"/> SXCH	SIGNET Account Administration Unit Unité d'administration des comptes SIGNET	Library / Bibliothèque B1	

When the above itinerary is completed, please
reprt for duty to:

Une fois les formalités complétées, veuillez vous
présenter à :

Please return this schedule to your Personnel
Division as indicated:

Une fois vos visites terminées, veuillez retourner ce
formulaire à la Direction du Personnel indiquée:

ORIENTATION – ROLE OF MANAGER/DESIGNATE

Orientation helps ensure that new staff members will be productive and comfortable in their roles when they begin work with DFAIT. Both the Department and the new employee have important roles to play. During the course of the first few days in the Department, it is suggested that managers meet with newcomers to discuss the role of the division, work objectives, office procedures and introduce the new employee to key colleagues. A listing of topics for discussion is included in the section describing the employee role in orientation. By following these steps the Department will be better able to comply with Treasury Board objectives concerning orientation of new employees as well as the spirit of the Human Resources Development Strategy.

In addition, before hiring an employee there are procedures to follow with regard to SECURITY and PREPARING THE WORKSITE.

SECURITY

When hiring a new employee, the responsible manager or staffing officer is required to undertake a security screening process for the individual. A properly conducted personnel screening ensures that the candidate about to be hired is the right individual for the job.

The security screening process applies to all positions in the Department and to all phases of the contracting process, including short term employees, agency staff, individuals under contract and any individual working at a Canadian mission abroad.

If the individual already has federal government experience, a verification of the persons security status is all that is required before employment. If the individual does not have an ERC (Enhanced Reliability Check) or a security clearance, a complete security screening must be completed). The following are the relevant forms:

1. *Personnel Security Screening Request and Authorization* (Form TBS/SCT 330-23);
2. *Personnel Security Assessment for Levels I and II* (Form TBS/SCT 330-279) to obtain an Enhanced Reliability Check (ERC) or a SECRET Security Clearance;
3. *The Personnel Security Clearance Questionnaire* (Form TBS/SCT 330-60) to obtain a TOP SECRET Security Clearance.

The above forms are available from SRAM, BG-162.

A set of fingerprints is also required.

Building Passes

Swipe card entry devices are installed at the entrance of each tower. The following four colours of departmental and temporary building passes allow access to the Lester B. Pearson Building:

- **BLUE:** unlimited access 24 hours, 7 days a week
- **GREEN:** limited access 0700–1800, 5 days a week
- **RED:** public areas, frequent visitor
- **PINK:** limited access 0700–1800, 5 days a week (no escorting or access to classified material)

PREPARING THE WORKSITE

Divisions can prepare the worksite for the new employee by providing the following:

- Computer and SIGNET Account – (Available under Outlook Tools, Forms, Choose Form, SIGNET Account Request – complete this form and forward to the SIGNET Account Administration Unit)
- Telephone – Contact SXTV 944-2513 or 996-6298
- Voice Mail – Contact SXTV 944-4444
- Office Key or new combination padlock*
- Headquarters Telephone Directory – Contact 944-0647
- Name Signage – Contact SRAA by e-mail or memo with specific requirements

* If required, please contact L. Perrault, ISRG by e-mail.

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Pay and Benefits
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- Travel for Official Business
- Travel – Rider Government Travel Service

W

- Walk-in Centre
- Waste Reduction and Recycling at the Pearson Building
- WIN Exports
- WinFrame (*see SIGNET*)



ACCESS TO INFORMATION AND PRIVACY PROTECTION

For information, refer to:

Director
Access to Information and Privacy Protection Division
DCP – Pearson D1
Hours of Operation: 8:00 a.m. – 5:00 p.m.
Tel: 992-1487
Fax: 995-0116
Intranet: Division Sites – DCP Home Page

Two pieces of legislation impact on the work of federal government departments and all new staff should be aware of the implications of these Acts.

Access to Information Act

This Act is based on the principle that government information should be available to the public to ensure open government and transparency. The Department has the obligation to provide as much information as possible without causing injury to the public and private interests specified in the Act.

- Who?** Any Canadian citizen or Permanent Resident of Canada (whether currently residing in Canada or not) or individuals and corporations present in Canada can request access to any record under the control of this Department.
- When?** Once a request is made, the Act requires the Department to respond within 30 days of its receipt. This time limit may be extended for a reasonable period if it can be demonstrated that processing the volume of the request within 30 days would unreasonably interfere with Department operations.
- What?** Requests can be made for any record or document, in any form. This could include paper documents, electronic documents, handwritten notes, tapes, etc. However, the Act requires that certain information remain protected or exempted from public access. This decision is made by the Access to Information and Privacy Protection Division (DCP) based on the recommendations and consultation of the appropriate program division. No document is automatically exempt from disclosure (with the exception of Cabinet confidences which are excluded from the Act).

Documents may be exempted in whole or in part. Examples of exemptions:

- information obtained in confidence from another government
- personal information as defined in the *Privacy Act*
- solicitor-client privileged information
- commercial, financial or other information supplied in confidence by a business or other third party

Documents may also be exempted in whole or in part if disclosure would:

- damage international relations or the defence/security of Canada
- damage federal-provincial relations
- be injurious to law enforcement

or they contain:

- advice/recommendations to Ministers
- Canadian positions on international negotiations.

Recent amendments to the *Access to Information Act* make it a criminal offence to falsify, destroy or conceal records or direct/counsel anyone to do so, with intent to deny access under the Act.

The Privacy Act

The purpose of the *Privacy Act* is to protect the personal information held within the Department and also to allow individuals to access their own information and to ensure its accuracy. The Act defines personal information as information about an identifiable individual that is recorded in any form.

Who? Canadian citizens or permanent residents have rights under this Act

What? There are two basic sets of rights and obligations:

- 1) The accountability of the Department for the protection of personal information that is under the control of the Department:
 - in particular, personal information about an individual may not be disclosed to a third party without the consent of the individual (subject to certain exceptions in the Act);
 - personal information may only be used by the Department for the purpose for which the information was obtained (e.g. PRI number used to pay benefits), or for a use consistent with that purpose (age used or disclosed to allow employee to obtain a pension).
- 2) The right of individuals to know what personal information about them is held by the Department and to have access to that information (subject to certain exemptions under the Act) and the right to ensure its accuracy.

The *Privacy Act* does not protect:

- identity of federal government employees
- identity of someone under contract
- identity of someone in receipt of a discretionary benefit
- identity of person dead more than 20 years.

 **ACCOMMODATION/SPACE PLANNING**

For information, refer to:

Deputy Director
Headquarters Facilities Management
SRAA – Pearson D1-125
Tel: 996-7170
Fax: 944-0759

Headquarters Facility Management (SRAA) is responsible for accommodation planning and space design including allocation, renovation, consolidation and optimisation of all departmentally occupied space in the National Capital Region (NCR).

Contact the Deputy Director by telephone, SIGNET or memo.

All projects must be authorized by the Director or Area Manager.

If required, an SRAA project manager will be assigned and a project number issued after requests have been evaluated for scope and priority.

Project delivery times are dependant on their complexity and on competing project priorities.

The client is involved at every stage of the project and is required to approve final proposals by a “sign-off.”



For information, refer to:

SRA – Pearson D1-128

Tel: 996-6816

Ministers, DMs, ADMs and some exceptional public areas are the only areas where works of art are authorized for use.

Requests can be made by memorandum, telephone, fax or SIGNET to SRA. Acquisitions, moves, restorations, exchanges and rentals will be coordinated by SRA on behalf of clients with Canada Council Art Bank or Departmental Valued Assets Program specialists.

Requests for temporary removals (e.g. during renovations) or disposals (rented works are client-funded) if other than at the end of the contract can be made by telephone, memo, SIGNET or fax to SRA.

 **ASSETS-IN-USE INFORMATION**

For information, refer to:

SRA – Pearson D1-128

Tel: 996-6816

Common-user equipment (except informatics) and furniture information including physical verification of distribution accounts, value, date of purchase, etc. can be obtained from SRA by memo, SIGNET, in person or by telephone.

 **AUDIO VISUAL / CONFERENCE AREA SERVICES**

For information, refer to:

SXCH – Pearson B1-115

Hours of Operation: Monday to Friday, 8:00 a.m. – 6:00 p.m.

Tel: 995-8390

The Mission Operations and Client Support Section (SXCH) is responsible for the conference area bookings (Robertson Room, Cadieux Auditorium and Skelton Lobby).

The loan of projectors, TVs, VCRs, projection screens, large screen monitors, etc. can be booked through SXCH.

Repair of any audio visual equipment in the Department (TVs, VCRs, cablevision, etc.) will be arranged by SXCH.

Video conferencing in the Lester B. Pearson Building (3 ISDN line capabilities), as well as the non-linear editing system (video editing, etc.), and video dubbing (PAL, NTSC, etc.) will be arranged by SXCH.



For information, refer to:

Pearson Ground Level

Hours of Operation: Monday to Friday, 8:00 a.m. – 4:00 p.m.

Tel: 564-2005

Fax: 789-4796

The Royal Bank, located on the Ground Level of the Pearson Building, serves the needs of the Department and its employees, both at home and abroad. The bank is a full-service branch. There are two Royal Bank automated banking machines located in front of the bank.

The CS CO-OP also operates an automated banking machine near the entrance to Tower D.

**BUSINESS CARDS**

For information, refer to:

SRAM – Pearson D1-138

Tel: 992-9717

The *Request for HQ Calling Cards* (Form 1391-T) is available in paper form as well as on the JetForm database and when completed should be forwarded to SRAM, D1-138. Note: Business cards are only issued to salaried employees of the Department. Contractors/consultants/agency personnel as defined in their contracts under “Status of contractor” are not employees of the Department and as such, in accordance with the *Financial Administration Act* (F.A.A.), are not eligible for business cards.



CABINET DOCUMENTS

For information, refer to:

Cabinet Liaison Officer
Cabinet and Parliamentary Affairs
DCL – Pearson A6
Tel: 944-0390
Fax: 944-0665
Intranet: Division Sites – DCL Home Page

GENERAL COMMENTS

Cabinet documents include Memoranda to Cabinet, Agendas, Records of Decision, Committee Records and Cabinet Papers (including Aide-Mémoires and Decks). All are colour-coded and printed on special forms.

Cabinet documents are the property of the Privy Council Office (PCO), who has the sole authority to reproduce them. PCO conducts periodic audits of documents held by each department and their methods of handling them.

All Cabinet documents are classified SECRET and must be handled with great care. They can never be photocopied or reproduced in any way.

Each government department has a unit responsible for the circulation and control of these documents. In DFAIT, the responsible unit is DCL.

Cabinet documents must be stored in an approved locked cabinet when not in use. When creating cabinet documents always use secure electronic equipment such as SIGNET – C4.

The Deputy Minister is responsible to PCO for the Cabinet documents held by DCL on behalf of DFAIT.

 **CAFETERIA**

For information, refer to:

Manager

Tel: 789-3518

The cafeteria and kiosk are situated near Tower C and both are managed by Sodexo Marriott Services. The hours of operation of the cafeteria are from 6:30 a.m. to 4:00 p.m. and the kiosk is open from 7:15 a.m. to 3:45 p.m. The short order service is open from 6:30 a.m. to 2:00 p.m.

The menu selection covers all types of food from sandwiches to daily specials. The cafeteria also offers an extensive catering menu.



For information, refer to:

Pearson A4 – CFSI

CFSC Tel: 997-1197

CFSD Tel: 944-7763

CFSL Tel: 953-4751

CFSS Tel: 944-2407

CFSI Tel: 944-0011

Intranet: Division Sites – CFSI Home Page

The Canadian Foreign Service Institute is one of more than 40 diplomatic academies around the world. Created in April 1992, the Institute provides a focus for learning in the Department. The Institute is composed of four divisions supported by a Management Services Division (CFSM). The four divisions are:

Centre for Intercultural Learning (CFSC)

The Centre provides individuals and organizations with inter-cultural competencies such as understanding how business is conducted in foreign countries and prepares personnel and their families to live and work in another culture. Of interest to employees are the country E-thologies, sites relating to specific countries, which can be found on the CFSI Intranet site. The Centre is located at the Bisson Campus of CFSI, 15 Bisson Street, Hull.

CFSC – General Inquiries: 997-1197

Centre for International Affairs Learning and Management Development (CFSD)

The Centre provides a setting where professional learning is organized, in close partnership with DFAIT sectoral managers and experts, to help support all DFAIT business lines. The areas of specialization at the Centre include: Management Development, Organizational Development, Core Foreign Service Skills, International Business Development, Trade Policy, International Security and Cooperation, and Public Diplomacy.

CFSD – General Inquiries: 944-7763

Centre for Language Training (CFSL)

The Centre for Language Training works closely with the personnel divisions and missions abroad to ensure that DFAIT employees have the language skills they need to carry out their duties effectively. The Centre provides training in both official languages plus over forty foreign languages. The Centre is located at the Bisson Campus of CFSI, 15 Bisson Street, Hull.

CFSL – General Inquiries: 953-4751

Centre for Corporate Services Learning (CFSS)

The Centre for Corporate Services Learning is responsible for the design, delivery and evaluation of Information Management Technology (IMT) and IMS (Integrated Management System) training, Corporate Services training (Personnel, Foreign Service Administration, Health and Safety) as well as Security and Consular training and training of Locally engaged staff (LES).

CFSS – General Inquiries: 944-2407

CFSI RELATED INFORMATION

THE VIRTUAL CAMPUS

The Virtual Campus is an Intranet application designed to provide web-based training to departmental employees.

Virtual Campus Manager: 944-0743

COURSES OUTSIDE WORKING HOURS

CFSI offers a modest programme of financial assistance for DFAIT Canada-based and Locally engaged staff wishing to take courses outside working hours. For information, see the CFSI Intranet site or call 944-0741.

INDIVIDUAL PROFESSIONAL TRAINING

For employees of DFAIT wishing to take outside courses during working hours, CFSI offers a modest programme of financial assistance. For information, see the CFSI Intranet site or call 944-0741.

INFORMATION MANAGEMENT TECHNOLOGY

To register for these courses (Outlook Mail, WordPerfect 8 and the suite of SIGNET-related courses), call 944-0616.

**CANADIAN TRADE COMMISSIONER SERVICE**

For information, refer to:

Intranet: Division Sites – Trade Branch

Since 1894, the Canadian Trade Commissioner Service has been helping Canadian companies succeed in foreign markets by promoting the economic interests of Canada in the global marketplace. Over 300 trade commissioners work to promote Canadian business interests in over 100 cities around the world. They have expertise in foreign market access, international business contacts, exporting, foreign business leads, investment in Canada, licensing, joint venture development and technology transfer.

 **CAREER MANAGEMENT**

For information, refer to:

The relevant Personnel Divisions responsible for Career Management are as follows:

HPE – Pearson D4

Tel: 995-9298

– Executive Pool/Heads of Mission

HPF – Pearson D4

Tel: 995-1351

– Assignments Division

HPC – Pearson D4

Tel: 992-5241

– Recruitment, Counselling and Promotions Division

 **CASHIER'S OFFICE**

For information, refer to:

General Telephone number: 943-2791

General Fax number: 995-0725

SMFM – Pearson D1

Hours of Operation: 8:30 a.m. – 4:00 p.m.

The following main services are provided to our clients:

- Issue taxi chit booklets;
- Issue petty cash reimbursements;
- Issue official receipts for temporary parking;
- Prepare and distribute American Express Traveller's cheques in different currencies (Canadian dollar, US dollar, Pound Sterling, Swiss Francs, Deutsche Marks, French Francs and Japanese Yen);
- Travel claims can be dropped off;
- Reimbursements accepted through Interac or by credit cards;
- Distribute hard copy Receiver General cheques; and
- Receipt and deposit of public money from Missions and Headquarters.



For information, refer to:

Information and Technology Help Line: 944-1776

What is CATS? It's DFAIT's Corporate Automated Text Storage System

The Corporate Automated Text Storage system (CATS) provides the Department with the ability to capture, store, maintain, search for, retrieve and dispose of documents that are either generated or received electronically by DFAIT in the normal course of its business. CATS contains the text of electronic mail messages and their attachments which have been copied to CATS. (Electronic documents are only part of Corporate records information holdings; DFAIT keeps records in other media including paper and film.)

Employees have an obligation to send a copy of electronic documents of corporate value to CATS. There are sound business reasons for keeping a good corporate record: re-using information (i.e. not re-writing it); being able to defend the government in litigation; orienting new staff to the background of current policies and programs; and being able to look at the whole picture to assess policy proposals, etc. All official departmental communications between officers, organizational units and external groups or individuals; e.g. public or clients, must be copied to CATS.

CATS keeps e-mail and attachments as sent to them; no one is allowed to alter or destroy any of the words. By copying the messages to CATS, employees help to satisfy the Department's present and future business requirements for rapid information retrieval, and to assure corporate accountability for government information. The messages an employee writes today is history tomorrow — and that is meant literally! Without documents, there might not be a history.

How do you retrieve documents sent to CATS?

From the DFAIT Intranet Home Page, click the <CATS> button and use the <Simple Search> or <Complex Search> buttons to retrieve unclassified documents and their attachments. All other documents required can be retrieved by a visit to the designated Local Information Service Office (LISO) or by phone, using the Information and Technology Help Line at 944-1776. LISO staff will be most happy to answer questions and provide employees with CATS guidelines and best practices.

**CODE OF CONDUCT and CONFLICT OF INTEREST**

For information, refer to:

Advisor

Code of Conduct and Conflict of Interest

HREE – Pearson D3

Tel: 995-0686 or 996-0869

Fax: 996-2479

Intranet: Reference Documents – *Human Resources Management Manual, Chapter 2: Code of Conduct and Conflict of Interest*

Canadians have a right to expect from all public servants, whether serving in Canada or abroad, a wholehearted and scrupulous commitment to the highest standards of personal honesty and responsibility. All departmental employees, in their loyalty to the community whose interests they serve, in the impartiality with which they carry out their functions, in their handling of public funds and in their use of whatever influence or knowledge may be accorded to them by virtue of their positions, should be worthy at all times, in Canada and abroad, of the trust they have accepted.

All Federal Public Servants have an obligation to read and understand the Treasury Board Code on Conflict of Interest. In addition, members of the Department of Foreign Affairs and International Trade must also abide by the Department's own Code of Conduct and Conflict of Interest.

 **COLLECTIVE AGREEMENTS**

For information, refer to:

Treasury Board of Canada Secretariat Internet site

Collective Agreements are available on the Treasury Board of Canada Secretariat Internet site. Go to this site on the Internet, click “Popular Links” and the “Collective Agreements and Rates of Pay” will appear.

Hard copies of Collective Agreements are available in the Services Centre (SERV). A list of Foreign Affairs Staff Associations is found in the Headquarters Telephone Directory.

 **CONFERENCE ROOM RESERVATIONS**

Newcomers to DFAIT are reminded that employees require a Corporate Applications account and password to reserve a conference room.

To make a reservation, go to the "SIGNET Network Applications," click "Conference Rooms" and log in with the assigned Corporate Applications name and password.

The Commissionaires at the front desk provide a reception information service for visitors and employees. Their responsibilities also include contacting sponsors for visitors to the Building and arranging for a Commissionaire escort as required.

In regards to prearranged meetings, a memorandum indicating who, when and where should be forwarded to the front reception desk; for a last-minute meeting, contact the front desk staff at 995-5859.

 **CONTRACTING FOR SERVICES**

For information, refer to:

SMFG – Pearson D1

Tel: 992-6286 or 944-1102

Fax: 995-5933

Intranet: Division Sites – SMD Home Page – Finance – Contracting for Services

The objective of government procurement is to ensure competition, openness, equal access, transparency, fairness and best value for Canadians. Basically, any services contract in excess of \$25,000 should be let using a competitive process, in accordance with Treasury Board policy. Depending on the type of solicitation methodology used, contracting limits delegated to managers vary. There are also special rules for hiring former public servants in receipt of a government pension, hiring individuals under a personal services contract, thresholds under the various free trade agreements (e.g. NAFTA), and travel expenses for individuals, just to name a few.

To assist employees in the Department in carrying out their contracting (for services) responsibilities, consult the Intranet site “Contracting for Services” found at <http://intranet.lbp/department/smd/sbr/finance/contract/menu-e.asp>. Included at this site is a document *Contracting for Services – A Manager’s Guide*, as well as blank contract forms, sample clauses for use in contracts, a chart of Treasury Board contracting limits and other useful information. Government-wide contracting policies, directives and regulations are available on Treasury Board’s Contracting Web site at http://publiservice.tbs-sct.gc.ca/Pubs_pol/dcgpubs/dcg_82_e.html.

 **DIRECTORIES**

If the telephone number of a DFAIT employee cannot be located, it is likely available on the departmental Intranet. Simply go to “Directories” and click “DFAIT Telephone Directory” to locate a telephone number. The “Directories” also includes the following:

- | | |
|--|--------------------------------------|
| Other Government Departments | – e-mail directory |
| Government Electronic Directory Services | – the government telephone directory |
| Canada 411 | – Canada-wide telephone directory |
| Canada Post | – tool to find postal codes |
| Canadian Representatives Abroad | |
| Foreign Representatives in Canada | |

Touch screen monitors:

Touch screen monitors are installed at the main reception desk which provide access to the names and telephone numbers of all employees in the Pearson Building. Once identified, the employee can be telephoned by a touch of the screen. The system has been developed as a means of facilitating contact between visitors and departmental employees.

Names and telephone numbers displayed in the Visitor Information System are drawn from the Profiles Corporate Application, so it is important for each employee to confirm the information is correct and up-to-date.

 **DISTRIBUTION ACCOUNTING**

For information, refer to:

SRA – Pearson D1-128

Tel: 996-6816

For reporting and requesting asset transfers, loss or suspected thefts and Bar Code information, contact SRA by memo, telephone, SIGNET or in person, D1-128.

**EMPLOYEE ASSISTANCE PROGRAM (EAP)**

For information, refer to:

Coordinator/counsellor

Pearson B1-108

Tel: 992-6167

Counsellor

Pearson D1-440 – located in SERV (Services Centre)

Tel: 995-9547

Counsellor

Pearson B1-106

Tel: 992-1641

The Employee Assistance Program (EAP) can play a valuable part in employees' careers and personal lives. As a professional service provided to the employees of DFAIT and their families, EAP offers a confidential, short-term counselling service to assist employees in dealing with situations in which they need support. They can also provide guidance to managers and supervisors who, in turn, support and guide employees.

Whether seeking advice on managing stress at work or at home, looking for community resources, adapting to a new culture, dealing with separation, divorce or substance abuse, having financial difficulties, or thinking of a career change, EAP can help. Any situation that affects the employee's well-being and concerns the employee can be assisted by the counsellors of the Employee Assistance Program.

 **EMPLOYMENT EQUITY**

For information, refer to:

HRP – Pearson D4-155
Human Resources Policy
Employment Equity Advisors
Tel: 996-8398 / 944-1968
Fax: 992-3492

There are also coordinators in each group of Bureaux. Find out who your coordinator is by viewing our Web page under: <http://intranet.lbp/department/spd/sps/sps04-e.asp>

Employment Equity Act

The purpose of the new *Employment Equity Act* which came into force on October 24, 1996, is “to achieve equality in the workplace so that no person shall be denied employment opportunities or benefits for reasons unrelated to ability and to correct the conditions of disadvantage in employment experienced by the designated group members...” The four groups designated for employment equity (EE) purposes are:

- women
- Aboriginal peoples
- persons with disabilities
- persons in a visible minority

The representation of people in the designated groups in the workforce must reflect their presence in the Canadian workforce, or in segments of the workforce that we draw upon for staffing purposes. We are obligated under the Act to implement employment equity by:

- identifying and eliminating barriers to employment that affect people in designated groups; and promoting equal access to jobs;
- promoting an equitable workplace at meetings and in daily operations;
- instituting positive policies and practices, and ensuring reasonable accommodations for people in the designated groups. “...employment equity means more than treating persons in the same way but also requires special measures and the accommodation of differences.”

Departmental progress and achievements in employment equity must be reported annually to the Treasury Board Secretariat for tabling in Parliament and to the Canadian Human Rights Commission (CHRC). The CHRC has an audit and enforcement role to ensure compliance with the requirements of the Act. We encourage you to view the Act under the EE Website: <http://intranet.lbp/department/spd/sps/sps04-e.asp>.

Have you self-identified? Only you can count yourself in!

If you are a term or an indeterminate employee:

- Complete an *Employee Demographic Survey* form as fully and accurately as possible and return it as soon as possible.
- Make a personal commitment to ensure fairness in the Public Service. Self-identifying is a contribution only you can make.

If you have not received a form with your letter of offer or for further information, please contact the departmental Employment Equity Advisors, Doreen Séguin at 996-8398 or Lucie Amyotte at 944-1968, 4th Floor, Tower D.

Self-Identification is about you. It is about your participation to ensure accurate information on the composition of the Public Service workforce as a whole and the workforce of this Department.

Self-identification is *voluntary*. However, we can only have accurate information on our workforce if you complete a self-identification form as fully and accurately as possible.

The participation of every employee is important in helping to:

- get an accurate profile of who we are and how representative we are of the workforce;
- identify areas where changes in policies, practices and systems are likely to be most effective in achieving fairness and equity in employment;
- pinpoint where we need to eliminate barriers which limit or exclude designated groups from opportunities which should be open to all employees.

How can the Employment Equity Advisors help you?

The departmental employment equity advisors (HRP) can provide up-to-date information on the employment equity situation of the Department as well as its action plan, along with any specific goals which may be set for the recruitment of designated group members for your Group of Bureaux.

Please do not hesitate to contact the Employment Equity Advisors (HRP) for general advice on employment equity issues such as, how to:

- ensure equitable treatment in training and development;
- act as an arbitrator;
- participate in the organization of employment awareness events;
- ensure that designated group members are systematically represented on selection and promotion boards;

- ensure that the assessment tools and methods are barrier free to designated group members;
- contribute to the development and update of the employment equity action plan for the Department.

We encourage you to view the HRP Employment Equity Website at <http://intranet.lbp/department/spd/sps/sps04-e.asp>

The Department is committed to creating a new culture within Foreign Affairs and International Trade. You are the key player in achieving this goal. Welcome aboard!

 **FIRST AID FACILITIES**

For information, refer to:

Tel: 992-1150 or 992-5452
or lift the receiver of the **Red Emergency telephone** located on each floor

Major medical emergencies: 8+ 911

Treasury Board Occupational Safety and Health Policy and the Canada Labour Code, Part II, require that each department provide not only emergency response plans and procedures for the Department and its employees but also first aid services to employees during working hours.

In the Lester B. Pearson Building, there is now a first aid room located in the former Health Canada health unit at the entrance to the cafeteria. The first aid room is equipped in accordance with the requirements of the Treasury Board First Aid Directive (2-5). There are also Commissionaires trained in first aid located in ISRG, at the Security Control Centre, Tower B, Ground Level. The Commissionaires staff this Centre on a 24-hour basis and can be reached by calling 992-1150 or 992-5452 or directly by lifting the receiver of the **Red Emergency telephone** located on each floor, adjacent to the stairwells.

When an employee requires the use of the first aid room, it is important that he or she be accompanied by someone from the area of work or by a qualified first aider. If assistance from the area of work is not readily available, the Commissionaire at the Front Reception Desk will be informed at the time of picking up the key to the first aid room. The Commissionaire will continue to attempt to contact someone in the employee's area of work while at the same time alerting Commissionaires in the area so that spot checks can be made. For access to the first aid room, you can obtain the key from the Front Reception Desk or by calling 992-1150 or 992-5452 prior to leaving the work area.

In case of major medical emergencies 8 + 911 should be called first and then the Building Fire/Safety Control Centre at **992-1150 or 992-5452** or by lifting the red emergency telephone.

First aid kits are located on each floor of the building, near the Red Emergency phone. They are checked and restocked on a regular basis. If the employee finds that the kit on the floor is not complete, please contact the Building Control Centre at 992-1150.

Employees requiring assistance for minor first aid situations should contact the Building Control Centre. In cases of major medical emergencies 8+ 911 should be called first and then the Building Control Centre.



For information, refer to:

Tel: 241-0183 (RA Centre)
Ground Level near the Loading Dock – Pearson Building

The DFAIT Fitness Centre is run by the Department in partnership with the RA Centre. A program coordinator is on duty in the Centre Monday to Thursday from 11:30 a.m. to 2:00 p.m. unless otherwise indicated. During these times, trainers are available to monitor aerobics classes, answer members questions and give advice about the program.

All employees who choose to join the Fitness Centre are introduced to the programs and the equipment by means of an orientation. For membership details, contact the RA Centre at 241-0183.

For membership access a special red building pass is issued which provides access to the Fitness Centre only. Passes must be approved by the Fitness Centre. This pass belongs only to you and under no circumstances should it be loaned or given to anybody else. If you are working out after hours, for security and safety reasons, you are required to register with the Commissionaire at the front desk of the Building.

**FOREIGN SERVICE COMMUNITY ASSOCIATION**

For information, refer to:

FSCA Coordinator in SERV (Services Centre)
Tel: 944-5729

The Foreign Service Community Association (FSCA) is a volunteer organization dedicated to the welfare of Canadian Foreign Service employees and their spouses and dependents. Among its activities, it monitors departmental policy on family issues, holds regular meetings with the Department, offers a computerized data base in Ottawa and all missions for spousal employment, makes recommendations for improvements on matters of concern, organizes activities for members, and publishes a quarterly magazine, the Bulletin. Membership is open to anyone in the Foreign Service, employees on secondment or retired, and their families. The annual dues are \$20.

 **FORMS**

For information, refer to:

SRAM – Pearson BG-162

Hours of Operation: Monday to Thursday, 9:30 a.m. – 11:30 a.m. and 1:30 p.m. – 3:30 p.m.
Friday, 9:30 a.m. – 12:00 p.m.

All forms in use by the Department are available from SRAM, BG-162 (common user, departmental, central agency).

Headquarters users may contact SRAM Stores by memo, SIGNET, fax or send the completed *Internal Requisition for Office Supplies* (Form GC 91) to SRAM, Stores, BG-162.

 **GOODS PROCUREMENT – CLIENT FUNDED**

For information, refer to:
SRAM – Pearson D1-138

Requests for goods procurement can be made via memo, SIGNET or fax to SRAM.

Goods will be sourced, ordered, received, verified and forwarded to clients by professional SRAM procurement staff.

 **GOODS PROCUREMENT – CORPORATE FUNDED**

For information, refer to:

SRAM – Pearson D1-138

SRAM provides furniture, furnishings, general equipment and goods to all departmental locations in the NCR.

Contact SRAM, D1-138 by fax, memo, SIGNET or telephone.

A needs analysis meeting will be arranged from which replacement or a purchase may result.

SRAA Facilities managers may be required to work with clients as needed.



HARASSMENT IN THE WORKPLACE

For information, refer to:

Advisor on Harassment

HRE – Pearson D3

Tel: 995-0686 or 996-0869

Fax: 996-2479

Intranet: Division Sites – HPD/HRD Home Page – Staff Relations – Departmental Policy on Harassment: *“Doing Unto Others”: A Policy for an Harassment-Free Workplace* (pamphlet and booklet), DFAIT, 1996

The Department of Foreign Affairs and International Trade is committed to providing a workplace free of all forms of harassment. The departmental policy entitled “Doing Unto Others,” applies to all departmental employees (indeterminate and term), employees on secondment from other departments, Locally engaged staff, persons hired through temporary help agencies, and managers. It is every departmental member’s responsibility to ensure they have read and understood the policy. This policy applies within the workplace in Canada and abroad, and during work-related activities such as conferences, retreats, social functions, training courses and travel.

 **HEADQUARTERS ADMINISTRATIVE SERVICES**

For information, refer to:

Director:

SRA – Pearson D1-139

Tel: 992-9675

Fax: 944-0759

Secretary:

Tel: 992-9717

Fax: 944-0759

Administrative Officer

Tel: 996-6816

Fax: 944-0759

Intranet: Division Sites – SRD Home Page – Administrative Services (SRA)

Headquarters Administrative Services Division (SRA) oversees the following areas concerning DFAIT:

- accommodation
- art
- assets-in-use information
- business cards
- distribution accounting
- forms
- goods procurement – client funded
- goods procurement – corporate funded
- materiel disposal
- moving services
- office equipment/supplies, e.g. calculators, lamps, typewriters, etc.
- parking
- signage
- stamps (rubber and date)

GENERAL INFORMATION

Conference Rooms: The Director of SRA is responsible for the overall management of all conference facilities for the Department.

With some exception, these facilities are considered a common use/corporate resource, available to all on a first-come, first-served basis and should be reserved through the departmental online Board Room Booking System.

Facilities/Lobby Use: Any use of common space by DFAIT employees or organisations must be approved and coordinated through the Director, who is the Chair of the Facility/Lobby Use Committee.

Posters and Signs: Posters, signs, pictures, etc. should not be attached in any way to the granite walls in the Lester B. Pearson Building.

Please make use of the designated areas, i.e. the bulletin boards located in the cafeteria and in the elevator lobbies of each tower. It is also the responsibility of those posting materiel to remove all documents as soon as they become outdated.

Space Use and Facility Policy: Space is considered a corporate resource and is managed accordingly. It is limited in availability, costly to acquire and maintain, and is subject to government standards with regard to use, occupancy and size.

SRA manages all space at Headquarters sites on behalf of Corporate Management in accordance with government standards and is responsible for all liaison with PWGSC and third-party providers.

 **HOSPITALITY IN CANADA**

For information, refer to:

Head

Corporate Policy and Training

SMSC – Pearson D1

Tel: 992-8158

Fax: 995-5933

Head

HQ Supplier Accounts

SMFS – Pearson D1

Tel: 992-5340

Fax: 995-0725

Government employees may extend hospitality in an economical, consistent and appropriate way when it will facilitate government business or is considered desirable as a matter of courtesy. This policy applies to departmental program-related hospitality extended on behalf of the Department in Canada. All hospitality events must be approved in advance.

DFAIT's policy is in accordance with Treasury Board policy and is currently being revised. The existing policy is available in hard copy only, Chapter 8 of the Financial Management Manual. The updated policy will be available in the Fall of 1999 on the DFAIT Intranet site, under Reference Documents, Financial Management Manual or under SMD Home Page/Finance/Financial Services Intranet site. It provides information on:

1. the different forms of hospitality;
2. the locations where hospitality events can take place;
3. the different types of expenditures related to hospitality;
4. the per person meal rates limits;
5. hospitality to government employees versus other beneficiaries;
6. the accompanying spouse;
7. the level of authorization required **prior** to the events;
8. the procedures related to obtaining an approval; and
9. the procedures related to processing payments and the required supporting documentation.

The Treasury Board Hospitality Policy can be found on the Internet site:
http://publiservice.tbs-sct.gc.ca/Pubs_pol/hrpubs/TBM_113/HOSP_e.html

Official Hospitality Outside Canada is **excluded** from this section but can be consulted in the *Protocol Manual, Chapter 9*, at the Intranet site – Division Sites – SMD Home Page – Finance.



For information, refer to:

SXC – Pearson D1
Tel: 995-1114

SXIA – Pearson D1
Tel: 944-0214

The DFAIT Intranet is a tool for the electronic dissemination of general documentation to all employees in the Department, both at Headquarters and at missions. It uses Internet (World Wide Web) type tools, but is set up on the internal SIGNET network. The information is accessed by means of a cascade of pages linked to a home page, in which one merely has to click on the chosen headings to get the information requested.

The Intranet is used to disseminate such documents as departmental manuals, newsletters and circular documents, as well as other widely distributed documents that were commonly printed or copied on the shared drives at Headquarters.

Units wishing to have a document published, or a site created, on the Intranet should:

- ensure that the document does not already exist on the Web;
- send an e-mail message to the Intranet administrator (SXC D1 – 995-1114) suggesting the document for inclusion. Provide the title, subject, potential audience, size and current format;
- once confirmation is received that the document is appropriate for the Web, send the duly authorized text (or the proposed table of contents) with an electronic version to the Intranet administrator (SXC D1 – 995-1114); and
- indicate where on the Intranet they suggest it should be entered.



Finding a Home for the Department

As Canada's international responsibilities expanded during and after the Second World War, the Department of External Affairs became increasingly dispersed beyond the East Block of the Parliament Buildings, historically identified as its home from 1914 until 1973. With the move to the Lester B. Pearson Building in 1973, the Department's Headquarters activities were once again brought together under a single roof.

At Work in the Pearson Building

The work carried out in the Pearson Building has continued to evolve, notably as a result of the amalgamation of External Affairs and the Trade Commissioner Service in 1982. In 1995, the Department's name was formally changed to Foreign Affairs and International Trade. The Pearson Building is the nerve centre of departmental activities, and its conference facilities are often used as well for other events of national importance, such as federal-provincial meetings and Cabinet retreats.

 **LIBRARY SERVICES**

For information, refer to:

Librarian
Lester B. Pearson Building
Main Library – Pearson B1 (SXCI)
Legal Library – Pearson C7

General telephone number: 992-6150
General fax number: 944-0222
SIGNET e-mail: infotech (can be used for any requests)
Intranet: Division Sites – The Link – SXCI – Library Home Page
Hours of Operation: Monday to Friday, excluding public holidays:
Main Library: 8:30 a.m. – 4:30 p.m.
Legal Library: 10:00 a.m. – 5:00 p.m.

Research Services

The mandate of the Library is to support the research needs of DFAIT staff at headquarters and abroad and of Canadian and foreign clients conducting research in the areas mandated by the Department. The Library collects information from a wide variety of sources from all over the world, and holdings reflect the Department's responsibilities in foreign relations, international trade, international law, and international security. The Library uses the most up-to-date technology to provide information and research services for departmental staff working at headquarters and also at embassies and consulates abroad, and welcomes all kinds of work-related questions.

Coaching Services

The Library can help departmental employees leverage the power of the information tools on their desktops by refreshing or supplementing training in the Intranet, CD-ROM and on-line services. The Reference staff will work with departmental employees on specific projects or in specific subject areas to find the best information sources, Internet search engines or Web sites for their purpose, and can show them the best way of using these tools.

Circulation and Interlibrary Loan

Library catalogues for Headquarters and several of the larger mission libraries are searchable at the desktop (through the Library's Home Page), as well as at terminals in the Library itself. All departmental staff (including those at missions) are welcome to borrow from the Library's circulating collection of documents and books. Work-related items not available through the Library can often be borrowed from other libraries through interlibrary loan.

For a more complete description of these and other services the Library provides, telephone, come in person, e-mail or visit the Library's Web site!

 **LOCAL INFORMATION SERVICE OFFICES (LISO)**

For information, refer to:

Information and Technology Help Line: 944-1776

Pearson A4 and A5

Pearson B3

Pearson C4 and C6

When looking for the information specialists in the Department, find them at the nearest Local Information Service Offices (LISO).

LISO officers provide the information search and retrieval services with which clients are familiar, and will advise on the management and structure of Public Folders in Microsoft Outlook.

LISO offers coaching on how to perform information searches using some of DFAIT's online systems including CATS, and on some of the new informatics software provided by SIGNET 2000+.

LISOs have also been tasked as local points of contact for advice on how to access other services offered in the SXD Bureau.

LISOs are located as follows:

- Pearson A4 and A5
- Pearson B3
- Pearson C4 and C6

Contact officers in the nearest LISO by using the Information and Technology Help Line at 944-1776.

In the support of the LISO function, the officers in Central Processing Units or CPUs will be responsible for the important behind-the-scenes policies and activities related to corporate records processing, organisation and preservation.

 **LOST AND FOUND**

For information, refer to:

ISRG
Lost and Found
Tel: 944-0019

ISRG maintains a lost and found service within the Lester B. Pearson Building for the convenience of employees and visitors to the Building. Articles may be claimed at the Security Operations Office in ISRG located in Tower B, Ground Level, Room 190.

These articles will be donated to a charitable organization if unclaimed after a three-month waiting period.

 **MAIL AND DELIVERY SERVICES**

For information, refer to:

Tel: 944-MAIL (6245)
Fax: 992-5598
Hours of Operation: Monday to Friday, 7:30 a.m. – 5:00 p.m.

The Distribution and Mail Services Division (SRG) provides a variety of reprographics, mail and distribution services to clients of the Department of Foreign Affairs and International Trade at Headquarters and Canadian missions overseas. It also provides Diplomatic mail services to other government departments, provincial governments and the private sector on a cost recovery basis where applicable.

The following is a breakdown of the services together with definitions and telephone numbers to contact:

INCOMING MAIL

Receipt of mail from missions, private couriers, Canada Post and other sources.

- Canada Post mail is picked up daily at 8:00 a.m. Processed and delivered in the Lester B. Pearson Building within 36 hours. Contact 995-3405.
- Diplomatic air freight bags are picked up daily from the airport and are processed within 24 hours. Contact 996-3616.
- Classified courier bags are opened and contents processed the same day or following day depending on arrival time. Contact 996-5368.
- Incoming by-hands are processed and delivered within 15 minutes to 1 hour. Contact 995-6922.

Note: Under financial regulations, all mail must be opened to determine if there is money or negotiable items enclosed, unless clearly marked “personal,” “to be opened only by” or “to be opened by addressee only.” Because of the rotational nature of the Department, mail may be forwarded by content rather than addressee.

OUTGOING DIPLOMATIC COURIER (CLASSIFIED BAG) SERVICE

Receipt, registration, preparation and transportation of classified diplomatic material.

- Bag closing schedule is variable for each mission. See the home page on Intranet for details. Material must be received before 3:00 p.m. the day prior to bag closing. For additional information please call 995-2203.
- Special arrangements can occasionally be organized for certain missions upon request. For more information, please contact 992-8078.

OUTGOING DIPLOMATIC AIR FREIGHT SERVICE

Receipt and preparation of material for shipment to missions of unclassified and protected "A" material.

- Weekly service to all missions (consult the home page for schedule.) Material must be received by noon prior to bag closing to guarantee delivery. Under regular circumstances transit time is 3 to 5 days from the freight forwarder.
- Special arrangements can be made by contacting 992-8078.

OUTGOING PRIVATE COURIER AND CANADA POST

Processing of mail and parcels of all sizes, and registering of national and international items. Processing requests for private courier use by ensuring proper documentation accompanies all national and international shipments.

- All private courier requests must be received by 3:00 p.m.
- Delivery in Canada and the United States (major centres) is within 24 hours.
- Remote regions of Canada and the U.S. may take up to 48 hours.
- International requests with proper documentation is 72 hours.
- Regular mail received by 3:00 p.m. is processed the same day. Delivery to final addressee is dependant on Canada Post Services beyond the Lester B. Pearson Building.
- Same day delivery at originator's expense: contact 996-9177.

PERSONAL MAIL (P.O. BOX 489/500 PERSONAL PARCELS) FOR PRIVILEGED MISSIONS

Provide a personal mail service by tracking and verifying parcels and updating employee status to avoid disruption of mail service.

- Mail is picked up daily at the Post Office at 8:00 a.m.
- Upon receipt, properly addressed mail will be processed and sorted into the proper bins within 24 to 48 hours.
- Improperly addressed mail or searches will take 72 hours.
- Please add 24 hours during peak periods (i.e. Christmas).
- Personal mail is included in the Air Freight or Diplomatic Courier bags depending on destination.
- Refer to appropriate delivery schedule on the Intranet home page.

EXTERNAL MESSENGERS (BY HAND)

Pick up and delivery of classified and urgent material within the National Capital Region.

- By-hand deliveries are made at 9:00 a.m. and 2:00 p.m. Delivery may take 1 to 3 hours. See the home page on the Intranet for further details.
- Special arrangements can be made with the dispatcher for urgent items by contacting 995-7538.

INTERNAL MESSENGER

Pick up and delivery of material within the Building that may be destined both inside and outside the Department.

- Two hours for standard internal processing.
- Special arrangements can be made for urgent items. Contact 996-7171.

REPROGRAPHICS SERVICES

Reprographics (printing and photocopiers)

- For internal requests 15 minutes to next day, depending on volume.
- For requests performed by outside printers, industry standard is set at 10 to 12 days. Premium service is available at additional costs.
- For special arrangements contact 996-2841.

AUTOMATED SYSTEMS

Bar coding, tracking and distribution statistics relative to mail services.

- Immediate to 15 minutes for any enquiries with unique bar code identifier.
- For special requests or urgent traces, contact 996-1760.

For more information please pick-up the pamphlets *Transmittal of Sensitive Information and Assets* (Form EXT 1512) and *Transport of Sensitive Information and Assets* (Form EXT 1512-1) located at the entrance of each tower.

 **MATERIEL DISPOSAL**

For information, refer to:

SRAM – Pearson BG-162

SRAM is responsible for all non-IT equipment, furniture, furnishings and general goods.

Client's surplus goods disposal requests should be communicated to SRAM in the form of a memo, SIGNET or fax that lists descriptions and provides surplus declaration.

SRAM staff will arrange pick-up of large items.

Small items may be dropped off at the Stores Counter, BG-162.

Disposal of sensitive information: Classified (Confidential and Secret) and Designated information must be disposed of by using the shredders located on all floors of the Building.

Shredders are located in the crossover area adjacent to the photocopier on each floor of the Lester B. Pearson Building for disposal of classified/designated information.

On occasion, however, some shredders have been jammed or damaged because someone has attempted to shred paper containing staples or paper clips.

The following precautions should be observed in order to prevent shredder breakage:

- Remove all paper clips and staples.
- Shred a maximum of six sheets at one time.
- No diskettes, plastic or strapping.
- Do not overfill the bag; it can damage the shredder head.
- Extra bags are located at the bottom of shredder.

Please note that if you have a large volume of classified waste (when a division is relocating for example), you may call upon ISRG to dispose of it. Contact ISRG at 992-6678 to have it picked-up.

 **MEMORANDA TO MINISTERS**

For information, refer to:

Coordinator, Secretariat Services:	944-7293
Correspondence Secretary:	944-4993
DMCR:	944-4708 / 944-2081

There are two types of memoranda to ministers — action and information.

Action Memorandum: This format is used when making a recommendation to the appropriate Minister(s) on a decision or a particular course of action to be taken; when dealing with issues which propose a change in policy; when seeking approval of a delegation to a conference; or requesting the Minister's signature on a document.

Information Memorandum: The purpose of an information memorandum is to bring to the attention of the Minister(s) developments on a specific issue or useful information.

Detailed guidelines on the procedures to be followed for memoranda to ministers are provided in the *Instructions on the Preparation of Memoranda to Ministers*. This document, prepared by the Offices of the Deputy Ministers, is available electronically on the DFAIT Intranet site under Reference Documents.

 **MINISTERIAL CORRESPONDENCE**

For information, refer to:

Correspondence Coordinator:	992-6676
English Editor:	995-7357
French Editor:	944-1922
Correspondence Assistant:	944-1919
Correspondence Registrar (BICO A-10):	992-6428
DCC Manager:	944-8378

The Ministers and Secretaries of State attach a high priority to the prompt and efficient processing of their correspondence.

Ministerial guidelines for the Minister of Foreign Affairs (MINA) and the Secretaries of State are available on the Department's Intranet under "Reference Documents." Hard copies are available from MINA A-6 (944-1919).

Correspondence, including letters, faxes and e-mails, requiring a ministerial reply is forwarded to bureaus in yellow dockets. There are three levels of reply: red label, 5-day turnaround time, are generally letters to heads of state, foreign government ministers, and federal and provincial ministers; blue label, 10-day turnaround time, letters to senators, MPs, high-profile organizations, or any other requiring a swift reply. All others must be replied to within 15 days. Letters requiring a divisional reply are not forwarded in dockets but are sent under cover of an action request form.

While some correspondence is forwarded to line divisions for a "one-off" reply, most letters are sent to DCC (Correspondence Division) for the preparation of a standard-text reply in consultation with line divisions. Should a line division receive 15 or more dockets on the same subject, the dockets can be forwarded to DCC along with a draft text. Arrangements can then be made to forward further correspondence on the same subject to DCC. DCC has in place a standard-text approval process with MINA. Updates to standard texts are a continuous process and are done in consultation with desk officers.

All correspondence for MINA is edited in MINA A-6 for style, format and grammar. To assist in the editing process, please ensure diskettes are included with all correspondence. Please allow a reasonable time for the editing of translations.

POINTS TO REMEMBER:

- replies are drafted in either French or English depending on the incoming letter
- as much as possible French letters should be drafted in French rather than written in English and sent to translation
- if a text is to be sent out in both official languages, please ensure that the original (English or French) draft is approved by the Minister or Secretary of State before sending the text to translation
- the standard opening sentences are as follows:
 - English – Thank you for your letter of (date), concerning...
 - French – Je vous remercie de votre lettre du (date) au sujet de...
- when drafting in French avoid gender-specific terms
- avoid using terms such as “next week”, “last month”
- letters as much as possible should be kept to one page. Should a second page be required it should contain at least 6 lines of text
- the use of recent press releases and/or statements is encouraged
- letters should be centred on the page, left justified and in Times New Roman font (12 point)

USEFUL REFERENCE TOOLS: most are available on long-term loan from the DFAIT library

1. The Canadian Style
2. Le Guide du rédacteur
3. Termium Linguistic Data Bank (available on the Intranet)
4. Canadian Almanac and Directory (installed with Windows NT)
5. The Canadian Oxford Dictionary
6. Le Petit Robert

Correspondence guidelines – Interim measures – Minister for International Trade and Secretary of State (Francophonie)

Following the recent Cabinet shuffle, DCD is actively working with the Ministers and Secretaries of State to establish an updated, across-the-board set of correspondence guidelines. The revised guidelines will be communicated to you in the fall.

In the meantime, we wish to advise you of interim correspondence procedures for the new Minister for International Trade, the Honourable Pierre Pettigrew and the Honourable Ron Duhamel, Secretary of State (Francophonie). Minister Pettigrew and Mr. Duhamel attach a high priority to the prompt and efficient processing of their correspondence and we hope the following will assist you in reaching this goal.

Correspondence for Minister Pettigrew will be registered, tracked and forwarded to the bureaus by the correspondence section in MINT. Letters which are to be replied to by MINT will be in either green (15 working days reply) or red docketts (5 working days reply).

- * Replies to letters which were addressed to Minister Sergio Marchi, but which must now be replied to by Minister Pierre Pettigrew, should open and close as follows:

Thank you for your... of..., addressed to my predecessor, the Honourable Sergio Marchi, concerning....

Body of text

Thank you for writing to share your concerns.

Sincerely,

- * Letters should be printed single-sided in Times New Roman, 13 point font.
- * The signature block should read Pierre S. Pettigrew.

Correspondence for Mr. Duhamel will be registered, tracked and forwarded to the bureaus for reply by BICO A-10. Letters which are to be replied to by SSLF will be forwarded in yellow docket covers indicating SSLF on the docket cover. Letterhead for Mr. Duhamel is available in his office in Tower-A, 8th floor (A8-195). The following are requirements when processing correspondence for Mr. Duhamel.

- * Letters should be printed single-sided in Times New Roman, 13 point font.
- * The signature block should read
Ronald J. Duhamel (French correspondence)
Ron J. Duhamel (English correspondence)

For any other correspondence questions, we encourage you to read the correspondence guidelines on the Department's Intranet site (under Reference Documents) or to contact Tom Burgess for questions relating to MINT correspondence at 992-6097 or Janice Hayes (MINA A-6) at 992-6676.



MITNET (Multi-user Integrated Telecommunications Network) provides voice communication services, including 7-digit dialling between Headquarters and missions around the world. A list of Canadian missions is located at the back of the Headquarters Telephone Directory.

 **MOVING SERVICES**

For information, refer to:

SRAM – Pearson BG-162

Requests for moving services may be made to SRAM, BG-162 by memo, SIGNET or fax.

Staff will contact the client to clarify the size, complexity and timing of the job.

Moves of 1 or 2 items are usually done within 3 working days (e.g. relocating a cabinet, rotating a desk, rearranging an office).

Complex moves, such as moving several offices or moves between floors/towers, will require more detailed planning.

 **OCCUPATIONAL HEALTH & SAFETY**

For information, refer to:

Coordinator
Occupational Safety and Health
HREH – Pearson D3
Tel: 996-0881
Intranet: Division Sites – HPD/HRD Home Page – Occupational Health and Safety

Staying healthy in the workplace is serious business, a responsibility shared by employers, employees and numerous other organizations within the federal public service. Each has a specific role to play in creating a healthy and safe working environment.

It is the policy of the federal government to provide employees with a safe and healthy working environment and the required occupational health services.

Treasury Board (TB) is responsible for developing the occupational health & safety (OHS) policies that affect all departments. It also provides advice and promotes health and safety throughout the public service. Treasury Board requires that each department have an OHS program that complies with Part II of the Canada Labour Code and other TB policies and directives.

Occupational health and safety is governed in the federal jurisdiction by the Canada Labour Code, Part II, which has been applied to the public service since 1986. It applies to federal workplaces both in Canada and at DFAIT's missions abroad, and both Canada-based and Locally engaged staff. The Labour Program of Human Resource Development Canada is responsible for enforcing the legislation.

Departments, through delegation from Treasury Board, are responsible for implementing and monitoring effective OHS programs which meet the general requirements of the Canada Labour Code, Part II, its regulations as well as Treasury Board policies and directives.

In the public service, safety and health committees and safety and health representatives are required by Part II of the Canada Labour Code. This ensures that departmental employees have a strong voice in discussions that affect their own health and safety.



OFFICE EQUIPMENT/SUPPLIES

(e.g. calculators, lamps, typewriters)

For information, refer to:

SRAM – Pearson BG-162

Hours of Operation: Monday to Thursday, 9:30 a.m. – 11:30 a.m. and 1:30 p.m. – 3:30 p.m.
Friday, 9:30 a.m. – 12:00 p.m.

Individuals should complete the *Internal Requisition for Office Supplies* (Form GC 91). Requests for supplies can also be made in person at BG-162, or by memo, SIGNET or fax.

Same day issue for in-stock items can be arranged by either telephoning the client for pick-up or sending by the internal mail/messenger system.

 **OFFICIAL LANGUAGES**

For information, refer to:

Departmental Official Languages Policy, on departmental Intranet or as Chapter 6 of the Human Resources Manual.

Chief
Official Languages Policy
Pearson D4-168 – HRP
Tel: 992-9249
Fax: 992-3492

The Canadian Constitution recognizes that the country possesses two official languages, English and French. In general, the main objectives of the Official Languages Program are:

- a) the right of the public to communicate and receive services from its Government in its preferred official language.
- b) the equality of both official language groups for employment opportunities and a career within the Public Service, and their right, as a general rule, to work in their official language of choice.
- c) within the merit principle both official language groups should be equitably represented within the Public Service (participation should correspond to the proportion of English-speaking and French-speaking people in the general population or the labour force).

Certain major considerations of the Official Languages Program within the Department of Foreign Affairs and International Trade are:

- a) the public is to be consistently served in its choice of official language both at Headquarters and at all posts abroad. To this end, the Department makes every effort to have no less than 30% of its staff assigned to any one mission bilingual, while maintaining, at a minimum, at least a 60% bilingualism rate amongst staff assigned abroad. In addition, Locally engaged staff at missions (recruited from the local economy) and having contact with the Canadian public are required to have a certain capacity in both official languages.
- b) Headquarters is required to provide both central services (services to assist employees to do their work (e.g. information, work instruments, instructions, etc.) and personal services (those designed to provide personal information to employees, e.g. pay and benefits, career development, etc.) to all employees, regardless of their location, in their official language of choice. Assignment officers must deal with their clientele in the latter's official language of choice. In addition, Ottawa employees, as a general rule, have the right to work in their official language of choice apart from serving the public and their colleagues. They must be supervised and receive all materials to do their work in their official language of choice.

At missions abroad, the language of work at a mission can be English or French or both, predicated on the linguistic composition of the staff, the use made of each official language as well as the local language of the host country. Regardless of the normal official language used at a mission, Canada-based employees are to receive personal and central services from Headquarters in their preferred official language as well as widely used work instruments.

As a result of these requirements, the Department, as a condition of employment, can request a unilingual person to acquire a competency in his/her second official language.



For information, refer to:

Office of the Ombudsman
NCX – Pearson A2-102
Tel: 944-1524
Fax: 944-1160

The Office of the Ombudsman was created in 1990 to offer employees of the Department an additional, informal avenue for the resolution of problems. The Ombudsman's Office deals with the full range of personal and administrative issues and its services are available to the entire staff of the Department. As well, it offers management informal advice on policies and practices. The following are the salient features of the Ombudsman's function:

- The services provided by the Ombudsman's Office are different from the other dispute resolution mechanisms offered by the Department in that, only the Ombudsman is truly neutral, and while ultimately responsible to the Deputy-Minister, does not represent the interests of management.
- The resource provided by the Ombudsman is informal. Recourse to the Ombudsman's Office does not automatically put a given procedure in motion; rather options are explored and pursued informally. Neither does recourse to the Ombudsman's Office rule out other avenues. One can, for instance, consult the Ombudsman, then decide to use an alternative route and come back to the office of the Ombudsman at the end of the process. It must, however, be noted that the Ombudsman is prohibited by her mandate from involvement in a dispute while it is the object of a grievance or legal proceedings. Before or after is fine, during is not.
- The Office operates in the strictest confidentiality. The Ombudsman will not communicate the details of a given case to anyone, unless specifically authorized to do so by her client. Reciprocity is expected. In other words, the Ombudsman does not tell, neither does the client, unless they have both agreed.
- The Ombudsman is neutral and impartial. The Ombudsman will not take sides in a dispute. The Ombudsman, however, work to ensure fair processes and administration.
- Feedback is provided by the Ombudsman to management on trends, issues and policies. This is done without breaching confidentiality and anonymity. Individual cases are not discussed.



For information, refer to:

SXC – Pearson D1

Tel: 996-7984 or 992-0258

Fax: 996-8309

Panorama is the internal general information bulletin of the Department of Foreign Affairs and International Trade. It is published weekly, on paper and on the Intranet, by the SXC Publishing Service and is distributed in Canada and at missions abroad to all departmental employees.

Articles to be published in *Panorama* should be submitted in both official languages and approved by the relevant director.

All texts must be accompanied by an electronic copy and must reach SXC D1 by Wednesday noon for the edition dated the following Monday. They may be sent by e-mail (-EXTOTT -SXC -Panorama) or by mail (SXC D1).

 **PARKING**

For information, refer to:

SRAA – Pearson D1-132

Tel: 992-2338

Fax: 944-0759

Counter Service: 8:00 a.m. – 10:00 a.m.
2:00 p.m. – 3:00 p.m.

Annual: (Nov. 1 – Oct. 31) Departmental Parking Policy (available on the Intranet) was established by representatives of the departmental management and all staff associations and reflect the *Federal Government Property Traffic Act* and the *Treasury Board General Policy on Parking*.

Unfortunately, permits are available for indeterminate employees only.

An *Application for Parking Permit* (Form T-1490) is available at the Parking Office or preferably by using the JetForm database application. The form should be completed and sent to SRAA, D1-132, Attention: Parking Manager.

The application renewal deadline is the end of the 3rd week of September. Each year permits are distributed during the last 3 working days of October to those who qualify.

All applicants not qualifying for permits will be informed in writing before November 1st.

Applications for parking permits will be accepted at any time.

Because the number of parking spaces available is fixed, permits can only be reassigned as they become available on a first-in, first-out basis. Applicants will be notified in writing whether they qualify or not, and if qualifying, their position on the waiting list.

Temporary Permits: Emergency and/or medical parking may be available by the day for qualifying employees, *depending on space availability*.

There are no spaces reserved for “Temporary Parking.”

A daily fee is collected.

Apply in person at the Parking Office D1-132.

The Parking Policy also requires that those who forget or misplace their permit and need a temporary replacement must pay the daily fee.

A permanent replacement may be obtained at no additional cost and the original permit will be voided.

Employees are not permitted to use the "Visitor Parking" area.

ISRG, through a special arrangement with the RCMP, enforces the parking regulations established by the *Government Property Traffic Act*.

Parking shields must be visible from outside the motor vehicle or employees will be subject to a \$25.00 fine.

During silent hours DFAIT employees wishing to park inside need a blue building pass.

 **PASSPORT**

The Services Centre (SERV) offers pick-up and drop-off services for OFFICIAL (Red or Green) passports. Passport and Visa applications are also available in the Centre as well as photo service for OFFICIAL (Red) passports from 1:00 p.m. to 4:00 p.m. daily. An official travel authority or posting confirmation form must be provided prior to providing photos.

 **PAY AND BENEFITS**

For information, refer to:

Tel: 996-1791

Fax: 944-0884

Hours of Work:

Hours of work will be determined by the employee and the manager. Based on the collective agreement, the normal hours of work are between 7:00 a.m. and 6.00 p.m. Core hours of work are between 9:30 a.m. and 3:30 p.m. Copies of all collective agreements are available in the Services Centre in the main lobby or on the Treasury Board Internet site.

Salary:

Salary is paid on a bi-weekly basis. From this salary, mandatory deductions are taken such as Employment Insurance, Canada/Quebec Pension Plan and Federal Income Tax.

Depending on employment status, other deductions such as Public Service Superannuation, Supplementary Death Benefit, Elective Service, Disability Insurance and union dues can also become mandatory deductions. And there are also the voluntary deductions such as Public Service Health Care Plan, Recreational Association, Civil Service CO-OP, etc....

Insurance:

Depending on employment status, an employee may be covered by the following insurance plans offered by the Government:

- Public Service Health Care Plan
- Dental Care Plan
- Public Service Management Insurance Plan
- Disability Insurance/Long Term Disability (mandatory)

Leave:

Depending on employment status, an employee could be entitled to annual leave and sick leave. The collective agreement will outline the entitlements relative to the employee's situation. An application for leave and monthly attendance report must be completed at the end of each month signed by the employee and the manager and then sent to SMFC. These forms are available on JetForm through Corporate Applications.

Employees are invited to contact the Compensation Services Division (SMFC) should they require service relating to pay, pension or leave.

**PERFORMANCE REVIEW AND JOB RESPONSIBILITIES/OBJECTIVES**

For information, refer to:

HPC – Pearson D4

Tel: 995-3168

- Non-Rotational Employees except the CO and ES groups

HPC – Pearson D4

Tel: 996-6958 or 995-5967

- CO, FS, EX 1 & 2

HPC – Pearson D4

Tel: 995-5107

- Rotational AS, CR, SCY, CS, EL

Performance feedback and review is an ongoing two-way process of communication between you and your supervisor. Soon after you arrive in the Department, you and your supervisor need to get together to establish your job responsibilities and your work objectives. This will allow both of you to come to a clear and shared understanding of what is expected of you, what results you will be expected to deliver, and what criteria will be used to assess achievement of results. Throughout the process, each of you is responsible for ensuring open and honest ongoing performance feedback discussions. These discussions provide the opportunity to adjust work objectives, to review progress, to take note of accomplishments and strengths, to identify areas that need improvement and to discuss operational issues, career goals and ambitions as well as training and development needs. These discussions can take place in many ways. They may be scheduled or spontaneous; formal or over coffee; verbal or written. If you feel you are not receiving regular feedback, you should ask. Finally, at least once a year you and your supervisor are expected to meet for a comprehensive performance review (appraisal report). Take part in the process. Make it work for you. Reference documents related to specific employee groups are available from the respective Personnel Divisions.

 **PRINTING SERVICES**

For information, refer to:

Printing Coordinator
Pearson BG
Tel: 996-2841

Print Centre
Pearson BG
Hours of Operation: Monday to Friday, 7:30 a.m. – 10:00 p.m.
Tel: 789-1274

The departmental Printing Coordinator provides guidance to all employees in the development, production or distribution of their print requirements. These requirements may include day-to-day operational print needs, such as reports, briefing books, colour printing, presentation materials for senior levels, as well as the need to print outside the Department such as kit folders, pamphlets, information booklets and other style publications. In addition, the Printing Coordinator can offer assistance in providing access to graphic design services for special projects.

There is also a centralized in-house Print Centre to service the Department.

 **PROTOCOL**

For information, refer to:

Intranet: Division Sites – XDX Home Page

The Office of Protocol facilitates the presence in Canada of foreign representatives and their dependents. It plans, co-ordinates and implements all official visits to Canada, as well as official international travel by the Governor General, the Prime Minister and Ministers of the portfolio. It provides for ministerial and officials' representation at international conferences and it administers the official hospitality program.



Qs & As – QUESTION PERIOD AND MEDIA RELATIONS

For information, refer to:

DCL – Pearson A6

Tel: 944-0666 or 944-0888

Intranet: Division Sites – DCL Home Page

DCL is responsible for the management of the Qs & As process. Departmental policy, guidelines and the template for the preparation of Qs & As have been distributed to all divisions and are also available on DCL's Web site on the Intranet under Cabinet and Parliamentary Affairs.

DCL contacts divisions directly regarding the preparation of specific Qs & As. Requests for Qs & As are generated at meetings held every morning in conjunction with the Ministers' offices, the Secretaries of State's offices and the Media Relations Office (BCM). Only DCL can task divisions for Qs and As and is the sole channel for that purpose.

Please note that the maximum time allotted to Ministers for responses to questions is 30 seconds. Officers are therefore requested to keep the response down to a maximum of 3–4 points containing the main message, with the most pertinent and up-to-date information at the top, in italics, and include all other relevant information in the background/assessment as appropriate.

Officers are strongly encouraged to contact DCL prior to 10:00 a.m. if their areas of responsibility are on the current agenda, and they are required to be elsewhere, to ensure that Qs & As that may be required are prepared either prior to their departure or delegated to an alternate officer.

Officers are also expected to contact DCL in the event that whole divisions are absent due to retreats and/or conferences. DCL requires a contact phone number and alternate sources of information/preparation for Qs & As.

Officers who are aware of hi-level visits/summits/meetings and are preparing briefing books/memos are strongly encouraged to prepare Qs & As and forward them to the Q & A distribution list. By the same token, officers who are not contacted but feel that a Q & A may be required are encouraged to be proactive and forward them through the normal channels.

DCL will make every effort to contact officers by 9:30 a.m. each morning (Monday to Thursday) and by 8:30 a.m. (Fridays) if a Q & A is required from the division. Qs & As are to be e-mailed to the permanent distribution list ("Qs & As" or "Q & R" under the e-mail address) by 11:00 a.m. Mondays to Thursdays and 10:00 a.m. on Fridays.

Please note that Qs & As are used in preparation for Question Period, media scrums and media relations. The time-lines of 11:00 a.m. Mondays through Thursdays and 10:00 a.m. on Friday should be adhered to as clarifications and/or revisions may be required. Officers should also keep in mind that Qs & As are an important source of information to senior management and to our missions abroad.

Qs & As must be classified as at least PROTECTED.

 **RECEIVING**

For information, refer to:

SRAM – Pearson BG-131

Tel: 996-3755 or 992-8643

Fax: 995-7684

Hours of Operation: Monday to Friday, 8:00 a.m. – 12:00 p.m. and 12:30 p.m. – 4:00 p.m.

All goods ordered on behalf of the Department should be officially received and properly documented before being assigned to individuals.

For security reasons all packages should be dropped off at the back of the Building. The Front Reception Desk will not accept any packages.



For information, refer to:

The appropriate Section in the Security and Intelligence Bureau (ISD), or the Security Operations Section (ISRG).

In case of emergency (Control Centre): 992-5452 / 992-1150

Need a new key, combination padlock or new padlock: 992-6678

Want to know about courses and briefings on security: 992-6704

Intranet: Division Sites – ISC Home Page and ISDT Home Page

The Department's principal security objective is to ensure the protection and safeguard of its people, information and assets. This responsibility which ultimately rests with the Deputy Minister and is shared with all members of the Department.

The security concerns of this Department are unique when compared with other Canadian government departments. As a Department, we handle a large volume of sensitive material, some of which is given in trust by other government departments, foreign governments, businesses and individuals. The Department is responsible for the safekeeping of assets — millions of dollars worth of vehicles, buildings, equipment, art, etc., in various locations around the globe as well as sizeable cash holdings and official documents such as passports, visa foils and ministerial permits. Losses can affect Canada's economic competitiveness, the Department's stature in the world, the safety of Canadians, and national security.

The responsibilities of each employee for all aspects of security cannot be overemphasized. The good judgement, prudence, and reliability employees exhibit will ensure that these policies and guidelines provide an adequate level of protection. Your security responsibilities start the moment you arrive and continue even after termination of employment. You are encouraged to learn about the Department's security measures and to make use of the complete set of policies, procedures, advice and guidance available.

 **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



For information, refer to:

Deputy Director
Headquarters Facilities Management
SRAA – Pearson D1-125
Tel: 996-7170
Fax: 944-0759

Contact SRAA by memo or e-mail outlining specific requirements.

Signs and name blades are normally delivered within 10 working days by a PWGSC signage specialist who picks up orders once each week.

 **SIGNET (Secure Integrated Global Network)**

For information, refer to:

SIGNET Support – Pearson: 944-1776 (Information and Technology Help Line)
Hours of Operation: Monday to Friday, 7:30 a.m. – 6:00 p.m.
Standby service is also provided outside of the normal hours of operations for urgent requests only.

SIGNET Support – Bisson: 997-9041
SIGNET Support – Vanier: 946-9700

SIGNET is the infrastructure for the delivery of all departmental information technology services at the user desktop.

SIGNET Accounts

SIGNET 2000+ Account Request – Procedures and instructions for obtaining an account are located at:

<http://intranet.lbp/department/sxd/sxd-home/signacc-e.htm> (English)

<http://intranet.lbp/department/sxd/sxd-home/signacc-f.htm> (French)

Information and Technology Help Line

The telephone number 944-1776 will put you in touch with a full line of information management and technology services provided by the Information Management and Technology Bureau (SXD).

1. SIGNET Support and Walk-in Centre
2. Telephone, Voice Messaging and Other Voice Services
3. Library, LISO and Information Services and WinFrame Support
4. Audio-Visual and Presentation Services and Ground Floor Conference Facility Bookings
5. Application and Web Site Development
6. Publications and Other Enquiries

This single window to SXD services is an easy way to get answers to your information and technology-related questions.

SIGNET WinFrame On-line Library Service

The SIGNET WinFrame On-line Library Service provides DFAIT employees with desktop access to a large collection of on-line news wire services and reference information through a collection of compact disk titles and other applications stored on the InfoTech servers at headquarters. It makes the InfoTech-Library's research resources available at every SIGNET desktop 24-hours-a-day, 7-days-a-week to about 100 applications from a French/English dictionary to Hansard to the World Trade Atlas and the Economist Intelligence Unit reports. It allows you to cut, paste, download and print data for rapid preparation of research documents, reports, briefs and statistics with a professional appearance.

To obtain an account:

Complete the WinFrame Application Form on line:

- English: <http://intranet.lbp/comments/SIGNETCD/apply.htm>
- French: <http://intranet.lbp/comments/SIGNETCD/demande.htm>

For coaching and application support:

Individual and group demonstrations and coaching sessions at the desktop at Headquarters can be arranged by contacting the Information and Technology Help Line at 944-1776 or by dialling 996-0752. Assistance can also be obtained from the InfoTech – Library. Sessions are conducted on a first-come, first-served basis.

SIGNET – D

The main departmental network used at Headquarters and missions is SIGNET – D (Secure Integrated Global Network – Designated). It is used to process unclassified information and information designated at the Protected A level. This system is accessible to all employees including Locally engaged staff and representatives of other organizations working at missions.

SIGNET – C4

The Secure Integrated Global Network – Classified, SIGNET – C4 is distinct and separate from SIGNET – D. This network is available to employees cleared to a level II (SECRET) security clearance who have a need to process designated information at the Protected B and C levels and information classified at the Confidential and Secret levels.

"Best Practices" Tips

Here are a few "Best Practices" tips for new DFAIT employees and SIGNET clients:

- Turn off PCs after prompted to do so. Alternatively employees can log-off their account and turn the monitor off.
- Copy all messages and documents of corporate value to CATS.
- Review and clean out the e-mail folders regularly.
- Review and clean out the disk storage space D:\, H:\ and I:\ drives regularly.
- Create an "Out of Office Assistant" message when absent.
- Include a classification/designation on all messages.
- Label all diskettes with the correct classification and designation.
- Do not share your password.
- Scan regularly for viruses all documents you download from the Internet or Bulletin Boards and attachments to e-mail messages.
- Consult the Internet for departmental guidelines on the use of the Internet.

**SPOUSAL EMPLOYMENT SERVICES**

For information, refer to:

Deputy Director and Spousal Employment
SERV (Services Centre) – Pearson D1
Tel: 995-0384
Fax: 995-9335

The Services Centre develops and applies policies that improve the employment situation for spouses of foreign service personnel in Canada and abroad. As well as providing advice and guidance to spouses, assignment officers and departmental officials, the spousal employment program offers the following services:

- Report on Spousal Employment Abroad
- Assistance to Spouses When Posted
- Assistance to Spouses Returning to Canada
- Pre-posting and Re-entry Job Search Workshops
- International Spousal Employment Database
- Reciprocal Employment Arrangements
- Security Clearances Obtained
- Allowance for Professional Dues and Résumé Preparation
- Community Coordinator Program
- Career Resource Materials



STAMPS

(rubber and date)

For information, refer to:

SRAM – Pearson D1-138

Complete a *Request for Date Stamps or Rubber Stamps* (Form EXT 1467) and send it to SRAM, D1-138 for action.

 **STORES COUNTER SERVICE**

For information, refer to:

Pearson BG-162

Hours of Operation: Monday to Thursday, 9:30 a.m. – 11:30 a.m. and 1:30 p.m. – 3:30 p.m.
Friday, 9:30 a.m. – 12:00 p.m.

 **SYMBOLS**

One of the first things you will notice at Foreign Affairs and International Trade is the prominent use of departmental symbols. You'll see them everywhere: in the hallways, the telephone directory, throughout the computer network, and, of course, in the mail room.

Every bureau and division has its own symbol which serves as a kind of shorthand for a range of information. Before computers were in widespread use, symbols were used somewhat like postal codes to simplify the routing of internal messages. Each symbol could be decoded to provide precise information about the office it represented. Though some of that theoretical underpinning is no longer valid, there are rules of thumb which will help you decipher symbols.

First, symbols indicate office – some organizational element of Department Headquarters. It could be a bureau, a division or another specialized grouping.

e.g. SMS = Corporate Management Systems Division

Letters in the symbols are neutral. Unlike letters in acronyms, they don't necessarily correspond to a word beginning with the same letter.

e.g. NATO = North Atlantic Treaty Organization.

Symbols representing bureaus end with a D. So if you receive a memo from LGD, for instance, you are hearing from the office representing the bureau: the Office of the Director General. In the case of LGD, the Latin America and Caribbean Bureau.

Symbols representing divisions within the bureau will repeat the first letter of the bureau symbol. For instance, LMR is the symbol for Mexico and Inter-American Division which reports to LGD.

Special offices headed by senior officials sometimes have an X in their symbol.

e.g. SIX = Office of the Inspector General
NAX = Office of Chief Air Negotiator

The Deputy Minister of International Affairs uses the symbol USS which dates back to the days when that person was known as the Under Secretary of State for External Affairs. The Deputy Minister for Trade is known as DMT. Symbols for members of the Executive Committee start with the letter M and are followed by that person's initials.

Area Management Offices which co-ordinate all resource matters at the bureau level are easy to spot on an organizational chart. Their symbols always end with the letters AM.

If you have questions about the symbol system, consult the Department telephone directory. There are full listings there.

 **TAXIS AT HEADQUARTERS**

For information, refer to:

Corporate Policy and Training

SMSC – Pearson D1

Tel: 992-8158

Fax: 995-5933

HQ Supplier Accounts

SMFS – Pearson D1

Tel: 992-5340

Fax: 995-0725

Intranet: Division Sites – SMD Home Page – Finance

The Treasury Board Taxi Policy can be found at the Internet site:

http://publiservice.tbs-sct.gc.ca/Pubs_pol/hrpubs/TBM_113/taxis_e.html

Taxis may be used by departmental employees (within Headquarters) for official government business. Taxi vouchers are provided to employees (normally from their division). Consultants are not to be supplied with taxi vouchers. DFAIT's policy is in accordance with Treasury Board policy and provides instructions on:

- the standard costing system for taxi chits;
- how to order, use and safeguard taxi vouchers;
- when to obtain receipts for fares paid in cash; and
- the use of taxis by employees on travel status.



For information, refer to:

TBXS – Pearson B1

Hours of Operation: Monday to Friday, 8:00 a.m. – 4:30 p.m.

Tel: 944-0300

Fax: 944-0120

Intranet: Division Sites – Trade Branch – Directions Intranet Site, Team Canada Inc Secretariat

Team Canada Inc was created in February, 1998, to achieve a greater degree of cohesiveness and effectiveness among federal departments, the provinces and the private sector, in the delivery of International Business Development programmes and services to the business community.

The Team Canada Inc federal service network now counts 19 partners and seeks ultimately to improve Canada's international economic performance by expanding our trade and investment base.

The Secretariat in the Pearson Building is a key point of access for Canadian firms requiring trade and investment information and complements the work of the Canada Business Service Centres and International Trade Centres located all across Canada.

 **TELEPHONE DIRECTORY**

The Telephone Directory produced annually by the Department of Foreign Affairs and International Trade includes personnel at Headquarters. The content and structure of both the English and French versions are generated electronically from our corporate database which reflects information entered by each individual and can be accessed through SIGNET "Profiles" and "Organizations" applications. The main benefit to collecting data electronically is that the online directory (located under "Directories" on the home page of the Intranet) can be kept current on a continuing basis. The information entered in either "Profiles" or "Organizations" is immediately reflected in the online directory. This directory serves as a key reference tool for employees. To obtain additional copies of the telephone directory, please call 944-0647.

General Instructions to Access Directories through the Intranet:**DFAIT Telephone Directory**

- (1) From the Intranet Home Page, click on "directories"
- (2) Click on "DFAIT telephone directories"
- (3) Enter the last name
- (4) Click on "search"

Other Government Departments (OGD)

- (1) From the Intranet Home Page, click on "directories"
- (2) Click on "Other Government Departments"
- (3) Enter last name and departmental acronym
- (4) Click on "search"

Government Electronic Directory Services (GEDS)

- (1) From the Intranet Home Page, click on "directories"
- (2) Click on "Government Electronic Directory"
- (3) Enter last name
- (4) Click on "search"

A quick and easy way of finding someone in DFAIT:

- (1) Go to the Intranet Home Page
- (2) On the right hand side of the page – DFAIT Directory
- (3) Enter last name
- (4) Click on "search"

 **TELEPHONES (Voice Services and Switching Section – SXTV)**

For information, refer to:

General inquiries: 944-0422

Fax number: 944-0044

To get answers to information- and technology-related questions 24 hours, inquiries should be directed to the Information and Technology Help Line (choose option #2 for telephone, voice messaging and other voice services) at 944-1776.

or contact: Deputy Director – SXTV 992-3677

SXTV manages voice and voice-related services to more than 140 missions abroad and all DFAIT Headquarter's staff in Ottawa.

SXTV provides and manages telecommunications services through: telephones & SIGNET connections, repairs, call centre implementation, Octel voice messaging, in-bound toll-free services, DISA cards, equipment such as conference telephones, telephone headsets, cellular telephones, pagers and cable vision; and remote access telecom requirements.

An introductory course on the Octel voice messaging system is available on the Virtual Campus. Go to Intranet, Division Sites, CFSI Home Page, Virtual Campus, Professional Development, Course Directory, IMT 3001, Octel (English).

Of particular interest to newcomers is the voice messaging service. Voice messaging gives the employee the ability to communicate effectively from any touchtone phone 24-hours-a-day, with one person or many, send messages and send copies of messages to others, review, reply to, and save voice and fax messages sent by callers, record a single detailed message and distribute it to dozens of colleagues, and with the fax feature the employee can print faxes received to any fax device. This means that the employee's schedule, and that of colleagues, no longer affects the ability to communicate.

In addition, scripts can be created and implemented using call-flow multi-tiered menus to meet voice messaging needs.

 **TRANSLATION BUREAU**

For information, refer to:

TRAN – Pearson B2-135

Tel: 995-3481

Fax: 995-6390

The Department has for many years used the Translation Bureau (TRAN) for all its linguistic needs. The Bureau, located in Tower B, 2nd Floor – Room 135, offers a wide range of services: translation and revision in both official languages and also in other languages (about a hundred), writing assistance, unilingual revision, interpretation and so forth.

Here are some tips to make everyone’s life easier: fill out the service request form carefully (see Forms), allow an hour and a half or two hours on average for each page of text when specifying the target delivery date and time, enclose any relevant reference material (previous texts), and notify TRAN in advance when there is an anticipated need to have texts translated in the evening or on the weekend, or when there is a special project.

 **TRAVEL FOR OFFICIAL BUSINESS**

For information, refer to:

SMFT – Pearson D1-190

Intranet: Division Sites – SMD Home Page – Travel

Internet: Treasury Board of Canada Secretariat

SMFT has the responsibility to ensure that all Foreign Affairs and International Trade employees and contractors travelling on Temporary Duty abide by the Official Treasury Board Travel Directives.

These Directives outline rules and regulations regarding such travel entitlements as the class of travel, authorized routings and stopovers as well as accommodation, meals and incidentals. Treasury Board's Official Travel Directives apply to Government of Canada employees as well as contractors whether on temporary duty, extended travel or short-term relocation.

When going on travel for official business, the employee/traveller will fill out a *Travel Authorization Form* (available on JetForm) and get the appropriate signatures. From the TAN holder in the Branch, the employee will receive a TAN number (Travel Authorization Number) which will be given to the Government Travel Services (GTS) when confirming the travel arrangements. The employee should also arrange with GTS to have a Traveller Identification Number (TIN). It should be noted that for temporary duty, all employees must use GTS. There is a GTS office in the Lester B. Pearson Building near the cafeteria. The *Travel Authorization Form* should also be sent to SERV to get passports; it will also be needed in order to get an advance, if necessary, from the Cashier's Office.

When returning from official travel, the employee/traveller will submit a travel claim (also available on JetForm), including all necessary documents and receipts. For more information, please consult the "How to Submit a Travel Claim" document which can be found on the Intranet under SMD. The claim should be forwarded to the Cashier's Office for processing.

SMFT, as the Travel Policy Manager, also acts as the liaison officer between the Department and Government Travel Services. As such, SMFT will ensure that GTS provides the services appropriately and in a timely fashion, according to the contract. Should there be any problem, SMFT should be informed immediately so that corrective action can be taken.

SMFT also administers the American Express Travel Card program. This includes processing applications, recommending increases to credit limits and verifying reports produced by American Express on employee compliance with Government policy on use of the corporate credit card, i.e. for official business only. Employees can obtain an application form and information sheet either from SMFT, Room D1-190, or next to the Cashier's Office. Should an increase in a credit limit be required, the employee may pick up an application in SMFT, D1-190.

Completed applications and increased credit limit forms should be returned to SMFT for processing. It usually takes approximately 10 working days to get the AMEX card. Employees will be advised of the receipt of the card and will be asked to pick it up and sign for it. The PIN number will be sent directly to the employee's address indicated on the application. The employee can also get information on the American Express Card and location of ATMs via the Internet.

SMFT also participates on two inter-departmental committees. The first deals with Travel Administration, and the other with the setting of foreign meal allowances.

 **TRAVEL – RIDER GOVERNMENT TRAVEL SERVICE**

For information, refer to:

Reservations: (613) 789-2011

Facsimile: (613) 789-3127

Rider Service Plus (after hours reservations): (613) 789-2011

Rider In-Transit Plus (24 hour emergency service): 1-800-555-9160 (North American toll-free)
(613) 235-1212 (worldwide collect call)

Rider Government Travel Service Intranet site: www.gts.gc.ca

Rider Government Travel Service operates an Intranet site accessible through Publiservice on the GENet. The Rider Government Travel Service Web site includes information on Rider products and services, plus connections to travel-related sites, fare information and Personal Traveller Profiles.

The Department of Foreign Affairs and International Trade travel office is open to serve walk-in clientele from Monday to Friday, 8:00 a.m. to 5:00 p.m. Rider Service Plus, our after-hours reservation service, extends our telephone operating hours until 11:00 p.m., Monday to Friday. Rider also offers a 24-hour toll-free emergency service for passengers in-transit, Rider In-Transit Plus.

 **WALK-IN CENTRE**

For information, refer to:

Hours of Operation: Monday to Friday, 8:30 a.m. – 4:30 p.m.

Co-ordinator: 944-0049

The Walk-in Centre provides access to scanners, colour printers, digital cameras, CD burners and specialized software.

The Walk-in Centre has thirty laptops — ten with dial-in access available for loan. (Users must have their own DISA card.)

The Walk-in Centre will loan out the following software: WordPerfect 5.2, WordPerfect 6.1, Quattro Pro 6.0 and WP Presentations 3.0, Windows 95, Corel WordPerfect Suite 8. As well, employees can convert documents from Word (up to v.97), Excel (up to v.97), WP (up to v.8) and Quattro Pro (up to v.8), etc.

The Walk-in Centre provides assistance in creating or editing graphics (CorelDRAW, Corel PHOTO-PAINT, etc.) and they help clients prepare presentations in PowerPoint and Corel PRESENTATIONS. The Walk-in Centre also has a library of computer manuals and magazines for consultation in the Walk-in Centre.


WASTE REDUCTION AND RECYCLING AT THE PEARSON BUILDING

For information, refer to:

For additional information on ways to help green the Department's operations or to obtain a copy of the "Working Green at Headquarters" pamphlet, contact the Environmental Services Division (AES) at 944-0631 or visit the Sustainable Development Web site at <http://www.dfait-maeci.gc.ca/sustain/menu-e.asp>.

The recycling and waste reduction program at DFAIT provides for the collection and recycling of mixed office paper, cardboard, cans, glass and mixed plastics, as well as printer toner cartridges, video tapes and batteries. Every work station is equipped with a blue recycling bin for used paper and a mini black garbage container for non-recyclable waste. Employees are responsible for emptying the contents of their mini garbage into the larger garbage bins found in each division. In addition, recycling stations where cans, bottles, mixed paper and mixed plastics can be recycled are located by the washrooms on each floor of every tower and in the cafeteria.

The following table indicates the procedure, the responsibility centre and a contact telephone number for dealing with various materials.

Material	Procedure	Responsibility Centre	Location	Telephone
Batteries	Used batteries from small appliances and equipment such as calculators can be given to the mail messengers or placed in the divisional "OUT Mail" tray for recycling.	Mail Services (SRG)		944-6245
Cans and Bottles	Cans and bottles should be emptied before depositing in the recycling bin.	PWGSC Service Call Centre		1-800-463-1850
Fluorescent Light Tubes	Fluorescent light tubes are disposed of through the hazardous waste program. They should not be thrown in the garbage. Call PWGSC to have burnt out light tubes replaced.	PWGSC Service Call Centre		1-800-463-1850
Leaky Faucets	Report any leaky faucets or water emergencies to the PWGSC Call Centre.	PWGSC Service Call Centre		1-800-463-1850

Material	Procedure	Responsibility Centre	Location	Telephone
Mixed Paper	Used paper can either be placed in the blue recycling bins or reused for printing.	Headquarters Materiel Support (SRAM) (To obtain bin) PWGSC Call Centre (for pick-up of large quantities of recyclable material)	BG-131	996-7174 1-800-463-1850
Non-Recyclable Waste	Non-recyclable waste should be placed in the mini black garbage container located at each work station. Employees are responsible for emptying the contents of the mini containers into the regular-sized bins found in each division or work bay.	Headquarters Materiel Support (SRAM) (To obtain bin)	BG-131	996-7174
Plastics	Plastics, such as styrofoam cups, should be deposited in the recycling station.	PWGSC Service Call Centre		1-800-463-1850
Surplus Office Supplies	Excess quantities should be returned to Headquarters Materiel Support (SRAM)	Headquarters Materiel Support	BG-131	996-7174
Toner Cartridges	The Department uses reconditioned toner cartridges. Old cartridges can be exchanged for reconditioned ones at the Stationary Supplies Store.	Stationary Supplies Store (SRAM)	BG-131	996-7174
Video Tapes	Used video tapes can be sent for reuse to the Audio Visual Services.	Audio Visual Services (SXCH)	B1-115	995-1332



For information, refer to:


Tel: (613) 944-4946 or 1-800-551-4946
Fax: (613) 944-1078 or 1-800-667-3802
Internet: www.infoexport.gc.ca/section2/winexp-e.asp
Intranet: Division Sites – Trade Branch – WIN Exports

WIN Exports (World Information Network for Exports) is the client information and contact management database of the Trade Commissioner Service and of Team Canada. Information regarding Canadian exporters, available through WIN Exports, enables the Trade Commissioner Service to facilitate the successful development of export opportunities for both established Canadian exporters and for organizations ready to enter the international marketplace.

WIN Exports information includes a company's contact details, its marketing profile, its exported products and services, and its targeted foreign markets. Armed with this knowledge, trade officers around the world are better able to promote Canadian companies and their interests. A trade officer at a mission abroad will, for example, use the data found in WIN Exports to recommend potential matches with importers, sales agents, trade shows and product specifiers. They also promote not only Canadian companies but Canadian interests as well through industry associations and NGOs.

With the newest generation of WIN, WIN On-Line, missions around the world are able to share information on Canadian organizations instantaneously. Once a firm is entered into WIN Exports from anywhere in the world, the knowledge gathered at each contact point is recorded and available immediately to everyone and to Team Canada partners.

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Orientation handbook for new
employees
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