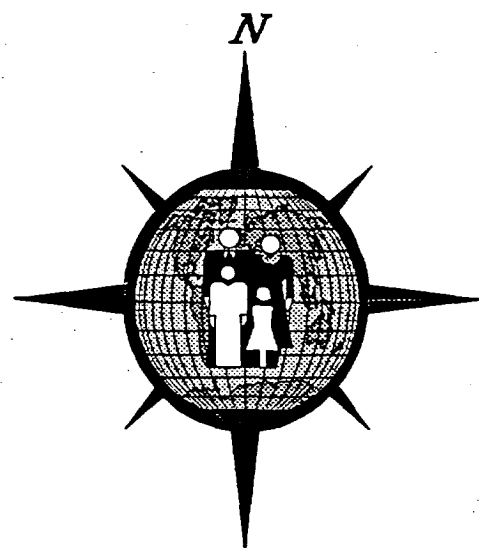


.b 295 6226(E)

CA1
EA
96F57
ENG
DOCS

The Foreign Service Handbook

April 1996



With the compliments of
the Services Centre (SERV)

Dept. of External Affairs
Min. des Affaires extérieures

OCT 24 1996

RETURN TO DEPARTMENTAL LIBRARY
RETOURNER A LA BIBLIOTHEQUE DU MINISTERE

Caution

While the advice herein is as accurate and current as possible, the contents do not have any legal authority whatsoever. Employees are therefore advised to use the Handbook in conjunction with the official text of the Foreign Service Directives, Treasury Board Bulletins and Circulars, and related Authorities and not as a substitute.

NON - CIRCULATING
CONSULTER SUR PLACE

43-277-726

*Your comments and suggestions would be greatly appreciated.
Please send your ideas to
the Department of Foreign Affairs and International Trade Canada,
The Services Centre (SERV), Lester B. Pearson, 125 Sussex Drive,
Ottawa, Ontario K1A 0G2 or facsimile to 995-9335*

TABLE OF CONTENTS

INTRODUCTION	1
What Are The FSDs?	1
Personal Implications of Rotational Employment Outside Canada	1
Purpose of the Handbook	2
The Posting Cycle	2
The Assignment Streams	2
The Services Centre	3
 CHAPTER 1 – EARLY PREPARATIONS	 5
1.1 Introduction	5
1.2 Employment of Family Members	5
Spousal Employment	6
Reciprocal Employment Arrangements	6
Potential Employers Abroad	7
Spousal Employment Workshops	7
Reimbursement for Professional Association Dues and Training	7
Leave Without Pay From the Public Service	7
Contacts at Missions	8
Spouses Returning to Ottawa	8
1.3 Education of Foreign Service Children	8
Education Counsellor	8
FSD 33 – Education Assistance at the Lycée Claudel	9
FSD 34 – Education Allowances	9
FSD 35 – Education Travel	11
FSD 51 – Family Reunion	12
Education Summary	12
1.4 Taking Elderly Parents on a Posting	12
1.5 Looking After Your Financial Obligations	12
Insurance	12
Collection of Needed Documents	13
Banking	13
Investments	14
Power of Attorney	14
Wills	14
Supplementary Death Benefit	14
Taxation	14
1.6 Starting Your Inventory	16
1.7 Pre-Posting Medical and Dental Examinations	16
Immunizations	16
1.8 Starting Your Foreign Language Training	17
1.9 Pre-Posting Workshops	18
1.10 Employee Assistance Program	18
 CHAPTER 2 – POSTING CONFIRMATION	 20
2.1 Introduction	20
2.2 Pre-Posting Administrative arrangements and Security Briefings	20
Applicable to Divorced or Legally Separated Employees	21
Personal Safety and Security Briefing (ISS)	21
Pre-Posting Arrangements	21
2.3 Personal Mailing Privileges	21
Privileges Applicable to all Missions	22
1. Non-privileged Missions (Post Office Box 489)	23
2. Privileged Missions (Post Office Box 500)	23
3. Parcel-Privileged Missions	24
2.4 Diplomatic Privileges and Immunities	26
History	26
Diplomatic Immunity: What Does It Mean?	27
Waiver of Diplomatic Immunity	27
Consular Immunity	27

Diplomatic and Consular Privileges and Benefits	28
2.5 Code of Conduct and Conflict of Interest Guidelines	28
2.6 Pay, Allowances and Leave	29
2.7 Foreign Service Premium (FSD 56)	29
2.8 Post Differential Allowance (FSD 58)	30
2.9 Post Index and Salary Equalization	30
2.10 Leave and Travel Entitlements	31
FSD 44 — Holidays	31
FSD 45 — Foreign Service Leave/Option	31
FSD 47 — Leave for Post Attributable Injury and Illness	31
FSD 48 — Special Leave	32
FSD 50 — Foreign Service Vacation Travel Assistance	32
FSD 51 — Family Reunion	33
FSD 54 — Compassionate Travel	33
FSD 64 — Emergency Evacuation and Loss	34
FSD 66 — Death Abroad of Employee or Dependant	34
2.11 Posting Loans	34
Maximum Amount of Loan	34
Calculation of Interest	34
Repayment	35
How and When You May Apply For Your Loan	35
Should I Borrow? If So, How Much?	35
2.12 Accountable Advances	36
2.13 Health Insurance	37
Medical Insurance	37
Medical Coverage for Dependant Children	37
Medical Claims Procedures	37
What To Do When You Return From Posting	38
Addresses for Claims	38
Dental Insurance	38
 CHAPTER 3 — RELOCATING	 40
3.1 Introduction	40
3.2 Preparation of Inventories	40
Helpful Tips	41
Prohibited or Restricted Items	42
3.3 Incidental Relocation Expenses	42
3.4 Disposal of Rented Accommodation — FSD 15.27	43
Leased Accommodation	43
Leased Accommodation — Part month rent	43
3.5 Disposal of A Principal Residence in Canada — FSD 16	44
1. Accountable Advance	44
2. Claiming Reimbursement of Fees	45
3.6 Staff Accommodation at the Mission	45
3.7 Family Separation Expenses — FSD 15.34	46
3.8 Shipment and Storage of Household Effects	46
Removal Companies — Selecting a Mover	47
Moves to the USA	47
Household Effects Survey	47
Packing and Moving Dates	47
Motorcycles	48
Air Freight	48
Delivery	48
Storage	48
3.9 Shipment of An Automobile	49
Shipment	49
3.10 Insurance	50
Insurance on Personal Effects Following Arrival at the Mission	51
Insurance on an Automobile Shipped Under FSD 15.17 to or from Loca- tions Outside Canada and the Continental USA	51
Insurance on Automobile at the Mission	51
3.11 Temporary Accommodation	52

3.12 Relocation Travel	53
Travel Entitlements	53
FSD 15.38 — Relocation During Long School Holiday Recess	54
En Route	54
Expenses Claimable During Relocation Travel	55
3.13 Relocating Your Pets	56
3.14 Pre-Posting Checklist	57
CHAPTER 4 — ARRIVAL AT THE MISSION	63
4.1 Introduction	63
4.2 Organization of the Mission	63
Administrative Problems	63
Community Coordinators	64
4.3 Diplomatic Designations	64
4.4 Settling In	65
4.5 Loss and Damage Claims	67
1. Shipment Between Canada and Continental U.S.A. and for Long Term Storage are Insured Up to \$100,000	67
2. Overseas Air/Sea Shipments Are Insured by The Crown Up to \$100,000 Through Reed Steinhilber in Montreal	67
Loss and Damage Claims On Private Motor Vehicles — FSD 15.17	71
CHAPTER 5 — DURING YOUR STAY AT THE MISSION	72
5.1 Post Attributable Illness or Injury	72
5.2 Preventive Health Care	72
Medical and Related Expenses	73
Health Care Travel	73
5.3 Health Risks	74
5.4 AIDS	76
5.5 Household Staff	77
5.6 Coping With Culture Shock, Money Problems and Chemical Dependency	77
Culture Shock	77
Money Problems	78
Chemical Dependency	79
5.7 Divorce and Custody	79
Residence Requirements	79
How to Find a Lawyer	80
Counselling	80
Spouse's Removal Entitlements	80
Practical Hints	81
Custody, Maintenance and Guardianship	81
Resources	82
5.8 Retirement and Superannuation	82
5.9 Caring for the Elderly	82
Sources of Information and Resources on the Elderly	83
5.10 Death Abroad	84
Procedures	84
FSD 66 — Provisions	85
Be Prepared	85
CHAPTER 6 — DEPARTURE FROM THE MISSION	87
The Services Centre	87
On Return to Headquarters	87
Medical Examinations	88
Dependants Re-entering The Canadian Work Force	88
Education	88
Lycée Claudel	88
Admission of Non-Canadian Dependants	88
APPENDIX A — CONDENSED FOREIGN SERVICE DIRECTIVES	89

APPENDIX B – HELPFUL TIPS	99
Automobile Care	99
Automobile Tire Pressure Table	99
Baby Foods	99
Batteries	99
Books	100
Chocolate (baking)	100
Cookbooks	100
Curry Powder	100
Earthquakes	100
Eggs	100
Fish	101
Flour	101
Furs	101
Gelatin	101
High-Altitude Cooking	102
Honey	102
Humidification	102
Humidity	102
Hurricanes and Typhoons	103
Insects	104
Jewellery	104
Laundry problems	105
Meats	105
Milk and Cream	105
Nutmeg	106
Oils	106
Plaster	106
Poultry	106
Prescriptions/Pharmaceuticals	106
Seasonings	107
Shelves and Picture Hanging	107
Silver	107
Vegetables and Fruits	107
Water	107
Yeast	108
Yogurt	108
SELECTED BIBLIOGRAPHY	109
Living Abroad	109
Divorce	109
The Elderly	110
NOTES	111

INTRODUCTION

What Are The FSDs?

Along with other administrative publications and authorities, the FSDs are the rules that govern your life as a career foreign service employee, when you and your family are abroad. Your collective bargaining unit and management both recognize the importance that comparability and incentive-inducement have for maintaining a good working relationship and encouraging employees to serve abroad. However, they are equally aware that these principles are not without limitations. This is why analysis and evaluation of the intent, substance and application of the Directives is an actively ongoing process that culminates every three years in joint consultations with the bargaining agents in the National Joint Council. The FSDs are actually the end-product of these consultations. The statements, procedures, provisions, rules and instructions which form the text are a consensus on the most equitable means of responding to many of the conditions that are unique to service outside Canada.

The FSDs form part of the collective agreements which set out rights and obligations. Like any other contract, differences of opinion as to interpretation or application sometimes will occur. If you don't understand something, ask about it. Most conflicts can and should be resolved through clarification from Mission Management or from the relevant section at headquarters. Of course, if you have difficulty with the application or interpretation of a Directive you have the right to present a grievance under the National Joint Council (NJC) redress procedure. Your bargaining agent or Staff Relations (SBE) will explain the correct procedure to be followed.

The FSDs are available through SIGNET (i:\corpinfo\fsddse). Later chapters in this Handbook will deal with several of the Directives in some detail. For now, try to start thinking about the FSDs in terms of how they will affect your relationship with your employer and your personal lifestyle.

Personal Implications of Rotational Employment Outside Canada

While living in Canada, you are more or less free to do as you wish and socialize with whomever you please outside office hours. Your employer is not going to tell you how to get to work, how to pay your rent, what kind of housing to occupy, or when to see the doctor. And if an employer tried to do this, you would probably quit or take the issue to court under the *Canadian Charter of Rights and Freedoms*. Moreover, in Canada, the employer's legal concern for your dependants extends only as far as your tax withholding status and mandatory health insurance.

However, the minute you receive notice of assignment, the FSDs come into play and your employer becomes much more involved in your public and private life. To begin with, your dependants figure more prominently since the employer will assume some responsibility for their welfare when they reside with you at the mission or when involuntary separation occurs out of operational necessity. Before your posting arrangements can be finalized, a medical examination (and sometimes a dental examination) will be required in order to ensure that you and your family are in good health. Even before you get to a mission, you may discover that you have been assigned a staff quarter different in size and quality from the house you now occupy. In Ottawa, you take the bus to work but at the mission it might be necessary to use a car because local transportation is unavailable, erratic or unsafe. As for socialization after work, you might find that life in a compound, such as exists at a small number of missions, means regularly seeing the same people and sharing the same pastimes, which, depending on the individuals concerned, has its good and bad aspects.

Experienced members of the foreign service community recognize that on any posting they almost always lose some of their independence, some freedom of choice and very often some of their privacy as well. The examples above are some of the personal implications of rotational employment. It is well known that there are many others including those that affect the spouse and children more profoundly

than the employee. Spouses often have to give up employment in Canada and then try to find work abroad, and children have to leave friends and adjust to new classmates and environments.

With this in mind, take a good hard look at your situation and discuss it very carefully with your family. There are really no "good missions" or "bad missions." People make a posting good or bad for themselves by their ability, or lack thereof, to adapt to different circumstances. The extent to which you and your family are willing and able to adapt will have a considerable bearing on your career satisfaction in the foreign service. A positive attitude helps a lot.

Above all, know what you are getting into before starting a new assignment because the costs of an aborted posting can have far-reaching implications for your career, health, welfare and family relationships.

Purpose of the Handbook

This Handbook is a tool to help prepare employees and their families for a posting or, in some cases, a cross-posting. It attempts to generate awareness about the conditions and implications of rotational employment in the foreign service and about certain aspects of life outside Canada. It aims to do this by discussing and illustrating the Foreign Service Directives — the FSDs — and relating them to key events that will take place during the posting cycle.

Certain charts and tabulated data found in the Foreign Service Directives have been reproduced herein to provide continuity. Other illustrations have been created to consolidate information, provide examples and facilitate understanding of complicated issues. Employees should note that the dollar amounts used will change periodically. The *Schedule to Foreign Service Directives and Meal Rates*, published monthly, should be consulted for up-to-date information.

The Posting Cycle

The "Posting Cycle" illustrated in Figure 1 is a useful way of looking at some of the main events that occur repeatedly in the career of a foreign service employee. Rather than discuss the FSDs in the order that they appear in the Personnel Manual, this Handbook follows the natural sequence of the posting cycle and relates each Directive to a real situation you might find yourself in at any given time.

In Ottawa, it is suggested that you and your spouse read this Handbook before going to the Administrative Briefing and on Pre-Posting Rounds. Later, the easiest way to use the Handbook is to recognize where you are in your posting cycle and find the information you require in the corresponding chapter. If you are looking for a brief explanation of a specific Directive, you will find it in Appendix A — Condensed Foreign Service Directives.

The Assignment Streams

The assignment area of the Human Resources Development Bureau (SPD), working closely with The Services Centre (SERV), forms a pivotal point in the posting process. The assignment divisions not only make your assignment, but act as a source of advice and counselling on professional issues such as training and career development, and as a point of reference in directing you to other areas of the Department that are engaged in the posting process.

The steps leading up to your Posting Confirmation take from six to nine months. Every August/September, the Personnel divisions make a preliminary determination of the expected movements and vacancies for the next year. In September, letters are written to all staff inviting them to express their preferences regarding anticipated vacancies. Heads of Mission are invited to comment

The Posting Cycle

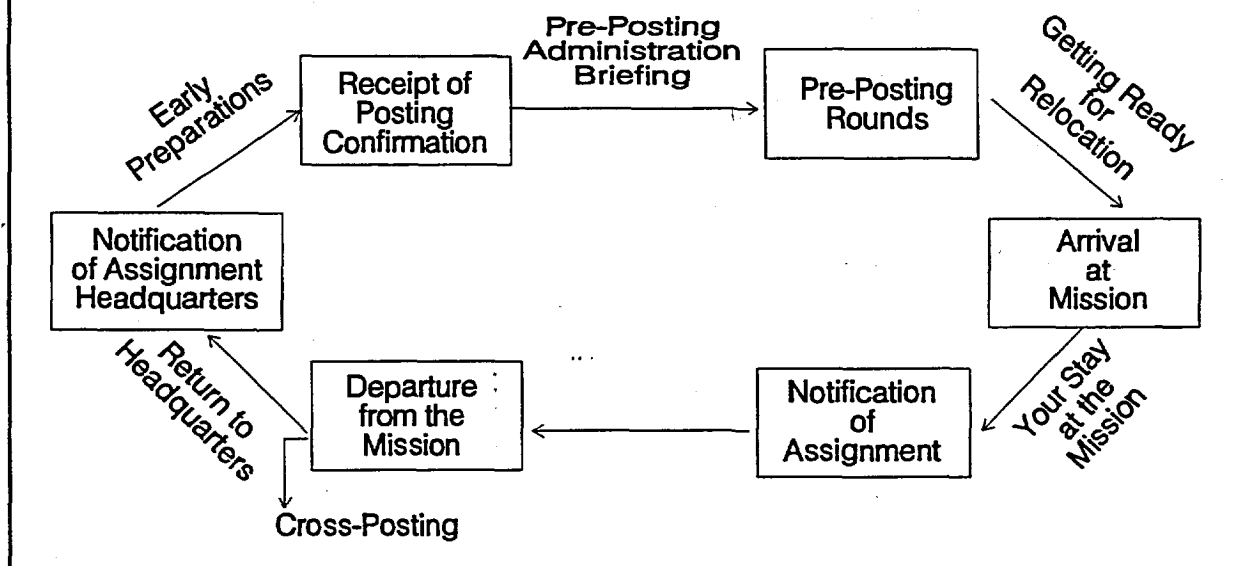


Figure 1

on their expected staff changes — who will move, who will extend, and what qualities are required in a successor. In October/November, consultations take place with branches in Ottawa to review the outlook for projected vacancies abroad and at headquarters. At this time, posting extensions are also confirmed.

In December/January, short lists of candidates for positions abroad are drawn up. Discussions with geographic division managers, functional division managers, if appropriate, and Heads of Mission take place. From January to March, short lists are negotiated and confirmed with managers and Heads of Mission and discussed with candidates. Candidates are referred to The Services Centre (SERV) for information on missions and children's educational considerations.

Between February and May, your assignment will be confirmed. The final Posting Confirmation will be issued after medical examinations are completed. You will be referred to The Services Centre (SERV) to begin rounds and to undertake specialized training and workshops that will prepare you and your family for your posting. The timing for your arrival at the mission will be confirmed, as well as any language training required, and special considerations will be explored concerning children's education and spousal employment. Then between June and August you will depart for the mission.

The Services Centre

There's a comfortable spot located on the main floor of the Lester B. Pearson Building. This is The Services Centre (SERV), the logical place for you and your spouse to begin your preparations. (Spouses are welcome to contact The Services Centre directly.) The Services Centre offers a wealth of resources and its main role is to assist you in preparing for your posting and thereby help you to integrate more rapidly into your new life abroad.

As soon as you and your family have been notified of your assignment, drop by The Services Centre to pick up any pertinent information available. This includes mission reports, medical reports, general administrative information, reports on educational facilities for your children and accounts of

employment opportunities for spouses abroad. In addition, specific data on living conditions in individual countries is available including books, magazines, pamphlets, guides, maps and reprints, as well as, videotaped interviews with returnees and cultural adaptation films.

The Services Centre (SERV) also makes **Pre-Posting Administrative Arrangements**, which include appointments for medical examinations, **Pre-Posting Administrative Briefings** and a personal interview to finalize all the administrative arrangements related to your posting abroad.

Workshops and Information Sessions are also available at The Services Centre. A **Calendar of Activities** is published listing workshops and programs offered from March to June of each year, including sessions on topics such as Protocol, Financial Planning, Stress Management, Your First Posting, Culture Shock and Workshops for Spouses.

The Services Centre offers **Counselling Services** to assist you and your family in finding the right educational facilities for your children, and information on employment opportunities for your spouse.

Right from the start, and even if you are not expected to leave for several months, it is important that you drop in to SERV in order to get administrative arrangements organized.

CHAPTER 1

EARLY PREPARATIONS

1.1 Introduction

Well, the day has finally arrived! At long last you know where and when you will be posted, even though the exact departure date may be several months in the future. Although you may have done some research on the mission already, it's a good idea to look over some of the information available through the department. These include:

- Reviewing the *Mission Report* and the *Mission Education Facilities Report*
- Getting materials from the Consulate, Embassy or High Commission of the country in which the mission is located
- Talking to people who have served at the mission
- Scanning the FSDs, checking which ones apply and to what extent.

At this point as well, you may be overwhelmed with questions about your new posting, such as:

- Will my spouse be able to work?
- Where will my children be attending school?
- What will my house or apartment be like?
- Will I need a car to get around?
- What are the health conditions and recreational activities like at the mission?
- Will I take any leave en route, or after my arrival?
- What happens if an emergency comes up while I'm overseas?
- How much money will I need to see me through the move?

Try to answer these and other questions as well as you can from the information available, but make notes on any points that you will want clarified during later briefings or appointments at headquarters.

In addition, before you receive your Posting Confirmation Form, a number of items have to be considered and some advanced planning and research carried out in areas such as working opportunities abroad for your spouse, educational facilities for your children, caring for elderly parents, your financial situation, and last but certainly not least, your inventory. During this preparation period, you will also have a medical (and perhaps a dental) examination, you may be starting foreign language training, and you will be attending the pre-posting workshops and talking to the Employee Assistance counsellors. Enough talk, let's examine some of these topics right now.

1.2 Employment of Family Members

The Department acknowledges the fact that two-income, two-career families have become the norm in Canadian society. Hence, the complex issue of spousal employment within a rotational lifestyle has received increased visibility. If you have family members who wish to work in the country to which you are being posted, you should be aware of certain facts and of services provided by the Department to assist spouses in looking for job opportunities.

While neither headquarters nor missions can act as employment agencies, the Department will offer encouragement and whatever assistance is possible to spouses and dependants seeking employment. Unfortunately, appropriately paid work abroad, particularly at a professional level, is not easy to find. In many countries there are linguistic, legal and economic restrictions on the employment of non-

nationals. As a consequence, only a portion of those who seek work while abroad are able to find jobs compatible with their expectations. Many seek a compromise in volunteer or educational activities related to career interests. If your spouse is interested in working abroad and/or on returning to Canada, you should both read the following carefully.

Spousal Employment

The Services Centre (SERV) can offer employees and members of their family information on employment in Canada and abroad. Written and audio-visual material is available on résumés, interviews, skills-development courses, choice of career and possible sources of employment. Spouses and employees should contact the Spousal Employment Counsellor as soon as they know about a posting, or upon their return.

Reciprocal Employment Arrangements

A Reciprocal Employment Arrangement (REA) is an arrangement between Canada and another country whereby, on a reciprocal basis, the spouses and children of accredited persons at the missions can enter the local labour market. REA's remove all restrictions on the employment of diplomatic dependants and put them on a basis of equality with the local population, except in those cases where there is a requirement for a security clearance or for specific qualifications in order to practice certain professions.

As of October 1994, Reciprocal Employment Arrangements existed with: Argentina, Australia, Barbados, Brazil, Britain, Chile, Colombia, Czech Republic, Denmark, Ecuador, Finland, France, Germany, Ghana, Greece, Guyana, Haiti, Hungary, India, Israel, Jamaica, Mexico, Morocco, The Netherlands, New Zealand, Norway, Peru, the Philippines, Poland, Rwanda, Sweden, Spain, Trinidad and Tobago, the United States, Venezuela, Zambia and Zimbabwe. In addition to these formal arrangements, REA's are "deemed to exist" with Hong Kong, Ireland, Ivory Coast and Singapore. This means in effect that many missions' local labour market is open to Canadian spouses.

There are, however, certain implications to securing work in the host country under the terms of an REA that you should be aware of. First, spouses and/or dependants obtaining employment under terms of an REA normally lose all immunity from civil and administrative jurisdiction with respect to all matters arising out of such employment. Second, they are also liable for Canadian income tax on any employment earnings. (Tax paid abroad may be credited toward tax owed in Canada. This question should be raised with Revenue Canada when submitting an income tax return.)

In the case of countries where there is no REA, it may still be possible to find employment at the mission as locally engaged staff, through CIDA contracts, replacing staff on holiday, teaching English or French to Canada-based staff, or as Community Coordinator. There are 75 missions eligible to hire a Community Coordinator on contract to welcome newcomers, run an information centre, organize community activities and publish a community news bulletin. Candidates for the job must submit a proposal to the Mission and should have been living at the mission for at least six months. One can sometimes obtain contract work with international organizations or other embassies (although they would probably give preference to their own spouses).

It is interesting to note that through a special arrangement with the United States, spouses accompanying employees posted there can claim unemployment insurance benefits as if they were still in Canada. Should you wish to inquire about this, contact the Unemployment Insurance Commission office in Belleville, which deals with such claims. Address: 228 Dundas St., Belleville, Ontario K8N 5C1. Telephone: (613) 969-3550.

Potential Employers Abroad

SERV has information on the general employment situation for all countries where we have missions, plus lists of potential employers. This information can be discussed in individual counselling sessions with the Spousal Employment Counsellor. Once the posting is confirmed, a letter or telegram can be sent to the Mission to inquire about specific employment possibilities.

Spousal Employment Workshops

SERV also offers workshops for spouses preparing for a posting, on topics such as Teaching English or French as a Second Language, Community Coordinator workshop, Freelance Editing and Writing, and Consular training.

Reimbursement for Professional Association Dues and Training

Spouses on posting who were employed in their profession up until six months prior to departure should consult FSD 17 regarding reimbursement of dues to professional associations while abroad, and costs of mandatory retraining on return to Canada. For reimbursement, proof of employment in the relevant profession to within six months of being posted, proof of prior membership in the association, a letter from the professional association certifying the requirement of such dues, and the original receipt for payment of the dues should be submitted to SERV (attn: Spousal Employment) with a completed Travel Expense Claim form. In subsequent years at the same posting, one need only submit the receipt with a completed Travel Expense Claim form. Only original receipts are accepted.

This directive also covers the cost of a professionally prepared curriculum vitae to assist spouses in finding suitable employment. Spouses who were employed until six months prior to departure from Canada may claim up to \$350 in actual costs for a professionally prepared curriculum vitae. Costs must normally be incurred within six months following arrival at the new place of duty.

Leave Without Pay From the Public Service

Spouses employed in the Public Service should arrange for a leave of absence from their present position, to facilitate re-employment once they return. Under various collective Agreements between the Treasury Board and Alliances, at the request of an employee, leave without pay for a period of up to five years shall be granted to an employee whose spouse is temporarily relocated. Extensions beyond five years are sometimes granted in the event of a cross-posting. Superannuation contributions must be paid for periods of leave without pay. Contributions are compulsory, and are double the amount the contributor would have paid if he or she had not been absent. They are paid at the double rate since the employee has to pay both his or her own share and the employer's share of contributions, amounting to a triple deduction once the current contribution is included. Upon the employee's return to duty they may be paid either:

- a) in a lump sum payment within 30 days of the employee's return to work, or
- b) by deducting from salary in equal instalments beginning from his or her return to duty and extending over a period equal to the period of leave without pay.

If you are employed by the Public Service, it is possible to get your position back if you are on leave without pay for one year. In other words, your position will be protected. After that and for a period of four more years (for a total of five years), you are eligible to apply for other positions and may be put on a priority list at the Public Service Commission. Your own department might offer you other positions as well. It is wise to keep in touch with your department, reminding them of your name and situation, and of your interest in returning to work there.

If desired, spouses employed outside the Public Service should try to make arrangements to return to their work at the end of the posting, though this is often difficult.

Military personnel should consult with their own personnel officer regarding internal regulations on leave.

Be sure to hand carry to the place of assignment all professional credentials, transcripts of marks, letters of reference, work samples, portfolios, and a good resume.

Contacts at Missions

At the mission, you could ask the Community Coordinator or the Management and Consular Officer for employment suggestions, and comments on restrictions and legal formalities. You should also investigate possibilities through new contacts, working colleagues, and information interviews with local organizations. Self-employment is another possibility for those with a transportable skill, such as tutoring, photography, writing, word processing, catering etc.

Spouses Returning to Ottawa

Upon your return to headquarters, you may wish to participate in re-entry workshop offered by the Services Centre that focus on employment. You could also work out a job search strategy with the Spousal Employment Counsellor. You may leave an up-to-date résumé on file, and fill out a spousal employment form so that your employment history can be entered in the Data Bank. Occasionally, requests are received for applicants from our files. For the most part, however, it is up to the individual to look for specific job openings. The Spousal Employment Counsellor can help with suggestions on résumé format, appropriate places to apply and give applications to the Public Service Commission.

Whether abroad or in Ottawa, be sure to send your current address to SERV so that you continue to receive "Direct Communication With Spouses" news bulletin.

1.3 Education of Foreign Service Children

The Department has long recognized that the rotationality of many of its employees depends to a great extent on the opportunities available for their children to continue in school without serious disruption. At headquarters, two areas are responsible for education issues: the Education Counsellor (SERV) located in The Services Centre, and SBM (Geographic Service Section).

Education Counsellor

If you have school age children, or children who will start school while you are on posting, it is vital that you contact the Education counsellor located in The Services Centre as soon as you are offered an assignment and read the following explanations of the FSDs relating to education. It is extremely important to check out what educational services are available at the mission before accepting an assignment abroad.

The Foreign Service Directives attempt to provide the equivalent of an average Canadian public school education for children on postings. Children with special needs are not always provided with the formal education opportunities overseas that are available in Canada. For these very reasons the Education Counsellor, located in The Services Centre is responsible for providing counsel and guidance on educational programs, courses of study, and compatibility in school systems and ensuring that employees have up-to-date information on types of schools available in Canada and abroad. The counsellor will also coordinate the necessary arrangements with the mission for admission of children to the appropriate education establishments.

The majority of schools used by foreign service employees overseas are private schools that focus on an academic education to prepare a child for eventual university entrance. Few of these overseas schools have any form of technical education facility, so it may be difficult for children whose aptitudes are technical to be provided with educational facilities comparable to Canada's. However, before an employee refuses a posting due to lack of educational facilities, he/she would be well-advised to discuss the matter with the Education Counsellor. Since the education section of the mission reports usually cover general education matters, a special inquiry could be made to find out if such training is available at the mission.

In the Services Centre (SERV), the following resources exist in the Education Section of the documentation centre:

1. Microfiches on schools abroad.
2. Directories of French and English schools abroad.
3. Brochures and videos on residential schools in Canada and abroad.
4. The Report on Education in the National Capital Region.
5. Information on special needs programs abroad.

Education-Related FSDs: – Education Assistance at the Lycée Claudel (FSD 33), – Education Allowances (FSD 34), – Education Travel (FSD 35), and – Family Reunion (FSD 51)

FSD 33 – Education Assistance at the Lycée Claudel

The purpose of this directive is to provide, under certain circumstances, financial assistance to career foreign service employees and RCMP Liaison officers while serving in Ottawa/Hull, in enrolling their dependant children at the Lycée Claudel. This is in order to ensure continuity in French language education while serving outside Canada.

FSD 34 – Education Allowances

By providing you with financial assistance, the objective of FSD 34 is to ensure that your children obtain primary and secondary education approximating Canadian standards, thus enabling them to re-enter the Canadian school system with as little disruption as possible. A comprehensive list of admissible and inadmissible education expenses is set out under Sections 34.01 (b) and (c) of this Directive. Three main factors are involved in determining the extent of assistance made available. These are:

1. Compatibility of educational facilities at the mission with our own institutions (See 34.01(a) for the factors that define compatibility);
2. Place where education is taken; that is, at the mission, in Canada, or away from the mission but not in Canada;
3. Level of education: Primary or Secondary.

Of these factors, compatibility is the most important. The vast majority of our missions have primary schools that will generally meet your child's needs. However, there is a greater possibility that secondary-level schooling systems may be considered incompatible. This is especially true in the senior grades of high school where preparations are being made to meet post-secondary education requirements. The Education Counsellor located in The Services Centre (SERV) may be able to help you find the program best suited to your child's needs.

Note – "Primary" education includes kindergarten and Grades 1 to 8 in Ontario or their equivalent in other provinces. "Secondary" education includes Grade 9 to 12/OAC in Ontario and its equivalent in other provinces. Except for Shelter Assistance (See FSD 34.06 and below), Education Allowances are not paid for post-secondary studies.

Employees and their spouses at missions are invited to evaluate schools so that management at the mission can update its roster of compatible facilities. Based on the cost of attending a "representative" school on the roster, an education allowance ceiling, called a "post ceiling", is established for the mission and amended annually. In Canada, ceilings for domestic education are established following an annual review of tuition fees (or non-resident school fees) and related costs for both public school and residential school education in Ottawa.

Education allowances are normally payable in one lump sum, at the beginning of the "School Year." Wherever possible, payment is made directly to the school. To avoid confusion, note that all references to "year" under the Directives covering Education mean the year beginning September 1 and ending August 31.

You will receive an Education Allowance Proposal Form F.S. 34.1 and, based on the ceilings in effect at the time, you can work out the option you consider best meets your, and your child's, interests.

There is no need to go out of pocket for admissible expenses within the established ceilings. When schooling is taken at the mission, you should arrange for payment to be made directly to the school by Mission Management. In all other circumstances, an Education Allowance Proposal must be submitted to SBM (Geographic Service Section) and approved before an advance can be issued. Your expense claim, together with detailed and properly receipted school billing, should be settled within 30 days. You should know that, if admissible education expenses at the school which you select exceed the appropriate ceiling, you will be responsible for the additional costs.

Hint — SBM (Geographic Service Section) and SERV is particularly busy in the months preceding the beginning of the school year. Don't make things more difficult for yourself and for them by waiting until the last minute to get your proposals or claims submitted.

Hint — Many schools have limited enrolment. It is essential for you to start making inquiries as soon as you have been notified of your assignment.

Compatible Facilities At The Mission

Where facilities are compatible, you may already have selected the "right" school on the basis of the education section of the *Mission Report*. It is also essential that you discuss the matter with the Education Counsellor, especially if the child has special needs. The Services Centre (SERV) will send a message to the Mission to get things under way if an advance application is required.

Despite the fact that educational facilities at your mission are compatible, you may still wish to send your child to primary school in Canada or in a third country. In this situation, your education allowance is limited to the total admissible expenses at the least costly school on your mission's roster. This amount may be somewhat less than the "post ceiling" and may be NIL at some missions. It is payable in lieu of all other expenses to which you might have otherwise been entitled, including those for Education Travel and Family Reunion. This situation could wind up being very expensive so it is recommended that you examine the pros and cons very carefully before committing yourself.

Note — Even though facilities are compatible, problems may arise when you return to Canada, if your child does not have the credits in Canadian studies required for post secondary school education in Canada. Here again, we stress the importance of early contacts with the Education Counsellor at The Services Centre (SERV).

Note — In some countries, the local curriculum may be lower than Canadian standards, in French and English as a second language, for example. Tutoring may then be helpful while abroad. Individual cases should be discussed with the Education Counsellor for pedagogical advice; and after

approval by SBM (Geographic Service Section), tutoring expenses may be reimbursed by the Mission.

Incompatible Facilities At The Mission

Your decision as to where your child will be schooled is more difficult when temporary separation will ensue. Where facilities at the mission are not compatible, the Department favours your child's attendance at a public school while living with relatives or going to a boarding school situated as close as possible to family and good friends. For most employees this means Canada, but arrangements in other locations may be more desirable. In either case, your education allowance will cover admissible education expenses plus limited board, lodging and costs of personal laundry and mending services up to the ceiling for public education in Canada or residential education in Canada as appropriate.

Note — The Services Centre (SERV) maintains a list of acceptable boarding schools in Canada and keeps personal contact with a few of them, especially in Ontario and Quebec. Do not hesitate to contact the Education Counsellor at SERV for further information. SERV can also give you the names of a few boarding schools abroad, but it is up to you to check out their quality. Employees should also note that FSD 34 does not cover strictly personal expenses, such as clothing and pocket money.

Shelter Assistance

Employees whose children are under 21 years of age and are continuing with full-time post secondary education in Canada are eligible to receive shelter assistance for their children of up to \$2,458 for the academic year, as of September 1, 1995 (FSD 34.06; 34.07).

Relocations

If you are relocated from a mission during the school year, FSD 34.10 ensures that you will continue to receive an education allowance for that child, and makes special provisions to minimize increased education expenses resulting from your departure.

Note Concerning Separated¹ Spouses

Where an employee's child resides with a spouse who has chosen not to accompany the employee to the mission, educational allowances or related expenses may not be paid under FSD 34 without special authorization from the Treasury Board. Assistance may be available under Family Separation Expenses (FSD 15.34). Employees in this situation are cautioned to approach SBM (Geographic Service Section) as soon as possible.

FSD 35 — Education Travel

FSD 35 is intended to pay the actual and reasonable costs of getting your child to and from his or her place of schooling when the normal Relocation Directive, FSD 15, or Family Reunion, FSD 51, do not apply. It is fairly straightforward and covers basically the same travel expenses as does FSD 15 with provision for an unaccompanied baggage allowance of 100 kilograms. Remember that a claim must be filed within 15 days of completing the journey.

One problem that does arise is the authorization for an escort to accompany the child at public expense. This is permissible in unusual circumstances, such as situations where educational facilities at the mission were incompatible and prior registration at the child's educational institution is not accepted and alternative arrangements cannot be made. Mitigating circumstances should be brought to the attention of SBM (Geographic Service Section) whose prior approval is required in all cases.

¹ Legally separated or simply staying behind.

For information concerning relocation of a dependant student during the long school holiday recess refer to FSD 15.38 .

FSD 51 — Family Reunion

FSD 51 is intended to bring your dependants home to you at the mission up to three times a year. This Directive can be used in rare post-related circumstances for you and/or your spouse to travel to your child's location but special approval is required. Provision is also made for assistance for telephone calls from dependant children to the employee's mission (FSD 51.12).

Education Summary

The provisions of FSDs 34, 35 and 51 do not apply in all cases. This is particularly true where educational facilities at the mission are compatible but your child is in primary school in Canada, or either primary or secondary school at a third location. Check out your entitlements carefully!

1.4 Taking Elderly Parents on a Posting

The decision as to whether to take a parent or relative with you on posting requires careful thought and deliberation. Climate, culture, health risks, health facilities, language and available social networks need to be considered. For many frail older people, any move to a new environment can cause stress. A move to a foreign environment generally involves disruption of the lifestyle that was left behind in Canada and could lead to the parent feeling isolated in the new environment. Each case must be decided individually after weighing all the factors involved.

It should be noted that the employee who wishes to take an elderly parent on posting is required to consult the Department concerning the necessary requirements and procedures to have the parent designated as a dependant for the purposes of the Foreign Service Directives. The granting of dependency status for the elderly parent does not automatically permit him or her to accompany the employee on posting. The elderly parent dependant is subject to the same regulations under the FSDs as the employee, spouse and children. For example, medical clearance must be obtained before permission to travel to the mission is given.

1.5 Looking After Your Financial Obligations

Go to your new posting with a clean slate. Pay all of your bills before you leave and make proper arrangements to ensure that continuing obligations will be covered by standing order, a series of post-dated cheques, or some other mechanism. Unpaid debts tend to follow you wherever you go and can give other people the wrong impression about your integrity.

Insurance

This is an appropriate time for you to review the extent of your life insurance coverage. Traditional life insurance products fall into one of two basic types. Term insurance is the less expensive of the two; it provides more insurance protection at lower costs, but the premiums do not build up any cash or loan value. Protection ceases if the term insurance is discontinued; if it is continued, costs normally increase as the insured person becomes older.

Whole life insurance provides less insurance protection for the same amount of money, but it accumulates a cash or loan value so that the policy may be borrowed upon or used as collateral for a loan. Even if payments are discontinued, some amount of insurance remains in force until the death of the insured.

But you must research the features carefully, and compare the service fees and penalties charged by different companies offering the same product. Most life insurance companies offer estate planning services to assist people with their life insurance needs and plans. Remember that you may be entitled to participate in Group Plans through your collective bargaining unit or employer.

Certain of your other types of policies will shortly have to be cancelled. Arrange for your Homeowners or Tenants coverage to cease once your household effects have been removed from your residence. Make provisions for extra insurance to cover any valuables in-transit which will not be covered at Crown expense under FSD 15 or where the replacement cost value of your inventory exceeds the Crown's liability. Remember to include any jewellery, collections, furs and other items that will be part of your accompanying baggage. Arrange to have your car insurance cancelled effective the date of its disposition. If you are storing your car for a long period, you may need to modify your existing policy. If you are making your own arrangements for shipping a recently purchased car from a third location to your new place of duty, you must purchase all-risk, non-deductible coverage. Obtain a "no claim — accident free" statement from your car insurance agent as this may assist you in obtaining insurance at lower rates in some countries.

Collection of Needed Documents

Set aside a special drawer for all the documents that should be accompanying you to the mission. Obtain certified photocopies and leave one set with someone you can trust or use a safety deposit box. Depending on volume, some of these items can be forwarded ahead by departmental mail. Remember to include school records for the children and letters of reference, curricula vitae, diplomas, qualifications for dependants who may want to seek employment.

Banking

Don't forget to notify the Services Centre (SERV) of your banking particulars for deposit of pay and allowances. Leave clear instructions at your bank concerning the deposit of cheques regularly received such as Family Allowances, pensions, and dividends. Depending on what the Mission Report says about local facilities and foreign exchange restrictions, you may wish to discuss special arrangements with your bank manager. Some of the services offered are letters of introduction, letters of credit, overdraft privileges, automatic transfers between accounts, automatic credit card payments and issuance of monthly statements.

According to the Government Regulations, any foreign address given to financial institutions will generate non-residents tax. To avoid this additional tax, ensure that your bank has a Canadian address on file, for example, P.O. Box 489 or 500. (See chapter 2, 3.)

Prior to your departure establish a relationship with a liaison officer at your bank to ensure that your letters are acknowledged and that instructions are correctly followed and honoured.

Hint — There may be a slight advantage to deal with foreign subsidiaries of Canadian banks. Find out from your manager what special considerations may be available at branches or correspondent banks overseas. At the same time, determine what service charges, if any, are incurred when you transfer funds. Make sure you have an adequate supply of cheques.

Hint — Safety Deposit Boxes represent one of the most economical and secure means of storing valuables and originals of important documents. There are sizes available to fit most requirements. Two keys are provided with each box. You can appoint someone in Canada as your agent by having that person sign the bank's access record in your presence. He or she can then be left a key and instructed to enter your box if and when certain items are needed.

Hint — At some missions, it is possible to have a US dollar account on which you may draw funds.

Investments

Review your portfolio taking into account any changes caused by Government Budgets or amendments to tax laws. Are your investments in a form that enables easy liquidation in the event cash is urgently needed? Be sure to leave written instructions with your agent in Canada regarding the disposition of assets or the reinvestment of their proceeds, as well as any accrued interest.

Power of Attorney

As you can see from some of the topics already discussed, it may be desirable to rely on someone you can trust to look after your interests (including your property) while you are abroad. That person does not have to be a lawyer. You can legally appoint any competent individual including a relative or friend. You can also be as limiting or broad as is necessary in setting out the areas where your agent will be authorized to act on your behalf. It is advisable to execute a written Declaration for this purpose witnessed by someone who is empowered to administer Oaths. Such documents need not be obtained from a lawyer or notary, most financial institutions offer these documents free of charge.

Wills

No one likes to think about the prospect of death. As uncomfortable as that might appear, imagine the difficulties your dependants might encounter if uncertainty existed about your bequests and the nature of your assets. No matter what your material or financial situation, a will provides you with some promise that your wishes will be observed after your death, and gives your beneficiaries a degree of security that may hitherto have come from your employment income. Wills are not expensive documents to draw up and may be prepared by a notary or lawyer.

The Department does not keep wills on file, but they encourage you to draw up a will and to keep it with your other important personal documents. Where an employee may wish to do so, the Services Centre (SERV) issues a form which you can fill out providing the location of the will and name and address of the executor. This form can also be included in your personal file at the Department. Keeping a copy of your will at the mission can also alleviate difficulties since it may be necessary for certain actions to be taken before family or friends in Canada can be reached.

Note — It is also important to remember to complete the Next of Kin section in your passport and keep it amended if and when necessary.

Supplementary Death Benefit

SBP (Compensation Services) keeps a record of your beneficiary for superannuation purposes. Ensure that this information is up-to-date.

Taxation

Income Tax:

For tax purposes, you will need to determine your residency status when you leave Canada as follows:

- 1) If you have severed your residential ties with Canada, then you will be deemed to be a resident of Canada. In lieu of provincial tax, you will be subject to the surtax for individuals not resident in Canada on December 31st which is 52% of the basic federal tax payable (this is the percentage for the 1992 taxation year). You should use the *General Tax Guide and Return for Non-Residents and Deemed Residents of Canada*.

- 2) If you have not severed your residential ties with Canada, then you will be a factual resident of Canada and you will still be subject to provincial or territorial tax. You should use the *General Tax Guide* package for the province or territory in which you maintained residential ties.

Residential ties with Canada may include the following:

- a dwelling place in Canada that remains available to you; or
- a spouse or dependants who remain in Canada while you are living outside Canada.

- 3) If you are not sure if you have maintained residential ties with Canada, contact the International Taxation Office.

You will receive your T-4 slips at the mission in early March. Your mission will already have received a supply of appropriate T-1 Income Tax forms and Guides that you may use in lieu of your personalized form. The T-1 return, or the *General Tax Guide and Return for Individuals Outside Canada* package is designed for those who do not actually reside in Canada at the end of the year but are considered to be "deemed residents" of Canada. If, while you are outside Canada, you receive a personalized return in the mail, ignore it and obtain the package mentioned above. Transcribe the pre-printed information from the personalized return onto the return for Outside Canada. Do not paste the label from the personalized return onto the new return. Ensure that your correct name and address are shown in the area provided.

On the appropriate lines of the return, enter the income, deductions and amounts as shown on the income information slips you will have received. It is your responsibility to obtain the necessary information slips in time to file your return. If you cannot obtain your information slips, follow the instructions in the Guide: "What If You Didn't Receive Your Information Slips?"

As you are well aware, you must file a federal Income Tax Return on or before April 30 each year. A return mailed after that date will be subject to a late filing penalty. To avoid interest charges, pay any balance of tax owing by April 30, the due date of filing.

If you have any questions, you may contact the International Taxation Office:

2540 Lancaster Road
Ottawa, Ontario
K1A 1A8

Calls from anywhere in Canada 1-800-267-5177

Calls from outside Canada (collect call accepted)

English	(613)952-3741
French	(613)954-1368
Fax number	(613)941-2505

GST and Provincial Sales Tax:

GST and Provincial/Foreign Visitor Rebate Programs are available to non-residents only. Foreign representatives, including Foreign Affairs employees posted outside Canada are not eligible for the visitor rebate programs since they are normally deemed as residents for tax purposes. However, some items may be exported free of GST and PST as long as they are exported directly by the supplier to the new residence for consumption outside Canada. Exceptions may occur; you may wish to contact the offices directly at:

Re: GST and Quebec or Manitoba sales tax:
Revenue Canada, Customs and Excise
Visitor Rebate Program
Ottawa, Ontario
K1A 1J5

or call toll free anywhere in Canada 1-800-668-4748, outside Canada (613)991-3346.

1.6 Starting Your Inventory

Preparing your inventory is probably the most tedious part of the entire posting exercise, yet it is an essential document. It is mentioned briefly here, but more detailed information is available in Chapter 3.

The main reason for including it here is the time factor. One of the most repeated statements that you will hear during preparations for your move is "Make sure you get your inventories in on time." Your up-to-date inventories must be submitted to the Services Centre (SERV) no later than two weeks before your pack-up date. Even that may leave little time if the inventory has to be accompanied by a foreign language translation for the host country's Customs Department. It is suggested that you start to prepare your inventories at least five weeks prior to Moving Day. Workshops on "Preparing Your Inventory" and computerized inventory programs are available from The Services Centre (SERV).

1.7 Pre-Posting Medical and Dental Examinations

Medical fitness for service abroad is a prerequisite for having your posting officially confirmed. FSD 9 obliges you and those dependants who will reside with you, or study full-time outside Canada, to have a physical, and possibly a dental examination, as a condition of each posting, cross-posting, and on return to headquarters. A complete examination may include X-rays, blood tests, immunization, psychological assessment and consultation with a specialist. Medical requirements often take four weeks or longer to complete. You will not be able to obtain loans, advances, or complete your travel arrangements until you and your accompanying dependants are given a clean bill of health.

The phrase "through preventive services" in the introduction to FSD 9 means that your employer relies on the medical profession to provide advice on your health profile and the degree of risk associated with sending you to a given mission. Wherever possible, medical examinations and related procedures are administered by Health Canada, in Ottawa at 301 Elgin Street (telephone 954-6583). Where Health Canada doctors are not available, private facilities can be substituted once authorized.

The costs of FSD 9 pre-posting medical and dental examinations are borne by your employer. However, payment for any treatment that may be required, including dental work, is entirely your responsibility. You are considered to be "at work" when taking medical or dental examinations and may be entitled to compensation if they have to be done outside working hours. If necessary, you will be given time off for travel to and from the place of examination and be reimbursed for travelling expenses.

Refer to FSD 9 for the list of missions requiring pre-posting dental examinations. Where a dental examination is necessary, such an examination includes an assessment of any special dental treatment that may be required prior to, or during the posting.

Immunizations

Based on the country to which you are posted, it is likely that you and your family will receive immunization against one or several of the following:

- typhoid
- tetanus
- diphtheria
- polio
- hepatitis A (gamma-globulin) and hepatitis B
- yellow fever
- meningitis, encephalitis, etc.
- Japanese encephalitis

The clinician responsible for your vaccinations will record the particulars in an *International Certificates of Vaccination* booklet. Keep this booklet with your passports as you may be required to present it on entry to foreign countries. Should this booklet be lost, it may not always be possible to replace or verify all the medical information which it contains. As this may result in considerable inconvenience to you, you may wish to photocopy your vaccinations booklet and keep it, and photocopies of other documents, in a separate place, in case of loss or theft.

Hint — Now is the time to get some professional health information about conditions at the mission. Many of the Health Canada doctors have themselves been posted to unhealthy places and are more than willing to share their expertise.

Hint — Do you have a record of your, and your family's, vaccinations against measles, mumps, diphtheria? Check the need for any of these with the examining physician and/or your family doctor/paediatrician.

Hint — Will you need any prescription drugs while living abroad? Ask the Health Canada doctor about their availability. Include copies of your prescriptions with the important papers you will be taking along. If necessary, perhaps a letter summarizing or enclosing your medical history can be prepared by your family doctor.

Hint — The pre-posting medical does not include a specialist eye examination. Take an extra pair of corrective lenses to the mission for each family member needing them. Keep copies of your lens prescriptions. Consider prescription sunglasses if you are going to the tropics.

1.8 Starting Your Foreign Language Training

Do you know how to speak Arabic, Mandarin, Italian, Spanish, Greek, or Swahili? Do you need to learn a foreign language for your next posting?

Preparing for a posting often does include acquiring some skills in a foreign language. Foreign language training is provided so as to achieve the following:

1. To enable the employee to attain the language proficiency level (elementary, intermediate or advanced) required by the duties of the position he or she will occupy. This training is normally planned by the assignment officer to enable the employee to reach the required level before being posted. Depending on the level and complexity of the language being studied, the trainee may need from 8 to 24 weeks to reach the elementary level, from 16 to 44 weeks for the intermediate level, and from 24 to 96 weeks for the advanced level. An intensive two-year training program is given in some languages. Language training begun in the pre-posting period may be continued at the mission during the initial years of the assignment.
2. To help employees and their spouses to integrate socially in the foreign environment. The training is taken voluntarily and enables one to attain a basic level. It may take place either before or during the first years of the assignment. Depending on the complexity of the language being studied, the training can last up to 16 weeks.

3. To provide the spouse who will be performing representational duties with language training to the intermediate level before the posting. If not completed before departure, this training continues for the first years of the posting.

Upon receiving confirmation of his or her posting, the employee is invited to meet with the assignment officer in order to determine the training needs and to establish a training plan. The training plan will specify the training needs that employees and their spouses have in connection with their posting, and will determine how they might best achieve a given level of language skill. The assignment officer will send the plan to the Language School at the Canadian Foreign Service Institute (CFSI), which will determine, in discussion with the employee, how the plan will be carried out, and will organize the required courses.

The employee may take courses in the National Capital Region (NCR). If the employee fails to attain the required level before departure, training will continue at the mission. The same rules apply to employees transferred laterally, who receive their training at the mission they are leaving.

For additional information concerning the guidelines and procedures related to training, contact the Language School at the Canadian Foreign Service Institute (CFSI).

Hint — French and English as a second language are not foreign languages. Spouses of rotational employees may attend French or English classes when they are in Ottawa. Applications should be forwarded to an Official Language Training Advisor at CFSI. When such training is required when located abroad, the requests should be submitted to the officer responsible for Official Languages Training in the Mission.

1.9 Pre-Posting Workshops

To help you in getting ready for, and coping with, the upcoming move, The Services Centre (SERV) offers, in addition to the more official Administrative Briefings, a series of Pre-Posting Workshops dealing with topics such as Your First Posting, Financial Planning, Protocol, Culture Shock, Stress Management, Preparing Your Inventory, Caring for the Elderly, First Aid, etc. These workshops and others are repeated several times during the period from April to June of each year. Publicity regarding the workshops is usually provided by SERV each February. Just register and come!

1.10 Employee Assistance Program

Have you ever felt the need to talk about your personal problems with someone who is not directly involved? It can be very comforting to know that you can count on a sympathetic ear at a time when you are concerned about personal or work-related matters. That is why the Department has an Employee Assistance Program (SPDA) staffed by three professional counsellors. As part of the Administrative Briefing and your Pre-Posting Briefing rounds, the EAP Counsellors will discuss how their services can be of assistance to you and your family.

What is the Employee Assistance Program?

Many employees have a rather narrow impression about what benefits can be derived from seeking advice or assistance from these people. To set the record straight, the EAP Counsellors provide assistance for all types of personal problems and concerns such as stress, emotional, family, legal, financial and alcohol/drug-related difficulties as well as for work-related problems such as job stress, international conflicts and career reorientation. The EAP Counsellors help by providing assessment, referral, follow-up and short-term counselling services. They also help supervisors and managers deal with employees whose work performance is affected by personal problems or work-related ones.

The EAP Counsellors look forward to meeting employees or members of their families who are getting ready to leave Ottawa or are just passing through en route to the next posting. Much of their work involves helping you identify and deal with stress factors related to working and living abroad.

The personal interactions between EAP Counsellors and foreign service members (employees and dependants alike) are strictly confidential. If you approach them, you can be assured that the fact that you have used the services, the nature of the problem and the content of your conversations with the counsellors will be kept confidential. No EAP files are kept and nothing will be placed on your personal file. To emphasize detachment from the rest of the Bureau of Personnel, two of the three counsellors have offices located behind the Crush Lobby, in Rooms B1-108 and B1-106. The third counsellor's office is located in The Services Centre (SERV) in Room D1-166.

You may be wondering what good are these services when you are abroad and perhaps really need them. Well, the services of SPDA (Employee Assistance Program) are available to you whether you are in Ottawa or abroad, so do not hesitate to get in touch with the EAP Counsellors. Perhaps it is an elderly widowed parent who has stopped writing to you or a timid child who, for the first time, is living and attending school away from the family. In such cases, SPDA can help you keep tabs on someone and attempt to ease your fears.

The EAP Counsellor can also provide you with publications that are available for you to take home. Keep SPDA in mind and do not hesitate to write, phone or visit if the need arises.

Chapter 2

Posting Confirmation

2.1 Introduction

Now things are becoming more certain. You feel that you might actually be leaving, and soon! And with that comes the tension, as all of those time-consuming details must be resolved. By now most of the parameters of your upcoming move have been defined. Medical examinations have been successfully completed. Your Posting Confirmation has finally come through. Many of the essential questions that you were asking yourself only a few weeks ago have now been answered, at least in a general way. Now it's time to absorb the details needed to make your Pre-Posting Countdown and your early days at the new mission pass as smoothly as possible.

2.2 Pre-Posting Administrative and Security Briefings and arrangements

Around the same time as you get your appointment for medical examinations, you and your spouse will be invited to attend a special group session at The Services Centre (SERV). At this Pre-Posting Administrative Briefing, representatives from various sections at headquarters, plus other experts, will provide you with important information and answer some of your basic questions about preparing for a posting. Some of the areas typically covered are:

- Diplomatic Privileges and Immunities
- Diplomatic Passports
- Mailing Privileges
- Management of Money Abroad
- Medical Benefits
- Packing, Shipment and Storage of Personal Effects (FSD 15)
- Employee Assistance Program
- Preparation of Inventories; Insurance; Damage Claims (FSD 15)
- Salary; Allowance Entitlements (FSD 55, 56, 58)
- Shipment of Automobiles (FSD 15)
- Staying Healthy Abroad
- Travel Arrangements; Living Expenses During Removal (FSD 15)
- Travel and Leave Benefits (FSD 44, 45, 47, 50, 51, 54)

One of the reasons why it is important for you, as well as your spouse, to attend this mandatory briefing is because the information you receive will help you to identify your needs and personal questions to ask during Pre-Posting Rounds. Remember that FSD 12 will cover reimbursement for child-care expenses, where these are in excess of any existing permanent child-care arrangements while you and/or your spouse attend briefings and workshops. Be sure to get receipts.

Important!!! To get the most out of this briefing, go through the FSDs mentioned above before you attend.

As there are usually hundreds of other employees also preparing to leave headquarters within the next couple of months, this briefing is the key event that will coordinate your upcoming visits to various sections responsible for the administration of the Foreign Service Directives (FSDs) and personnel policy. At the time of the Pre-Posting Administrative Briefing you will be presented with an Outgoing Relocation Kit containing some of the forms you will have to submit shortly, other important

tidbits of information and the Pre-Posting schedule of relocation appointments, or as it is more commonly known, the "Rounds Sheet".

Once you've had your Administrative Briefing, you are ready to start your Rounds. As you proceed on your Rounds, have each of the sections initial the "Rounds Sheet" and return it to SERV when all appointments have been completed. Do not hesitate to call or visit the Services Centre to check any points that are not clear. For example, if you need help in completing a form, the Service Advisors at SERV will be only too pleased to assist.

Applicable to Divorced or Legally Separated Employees

Allowances, benefits and entitlements normally authorized for accompanied employees and their dependants may be very limited or not applicable in cases where family members are living apart either voluntarily or pursuant to Court-imposed arrangements. Employees in this situation are advised to seek special counselling from their Assignment Officer and the relevant sections at headquarters prior to departure.

Personal Safety and Security Briefing (ISS)

The Department is concerned about the personal safety of its employees and their families abroad, as well as the security of information handled and stored. Any potential threat to Canadian personnel can be lessened by taking appropriate counter-measures. Classified and protected information are protected by implementing the approved, universal departmental standards.

During the Pre-Posting Administrative Briefings, you will be required to attend a Security Briefing at which time the roles and responsibilities of the Canada-based staff, the mission and the Department will be discussed. Particular emphasis will be placed on approved personal safety measures commensurate with the evaluated threat.

With the growing incidence of international terrorism, it is unwise to be blasé about the basic steps you can take to reduce the possibility of personal involvement. At the required Security Briefing, you will also be reminded of your personal responsibilities with respect to the control and storage of sensitive documents, following correct lock-up procedures, dealings with nationals of the host country and related subjects.

Pre-Posting Arrangements

During your interview, your service adviser located in The Services Centre (SERV) can provide some direct services for you because you have now received your final Posting Confirmation form. The Employment Counsellor can telex the Mission regarding job opportunities and can forward your spouse's résumé. The Education Counsellor will be making the final communications with the Mission in order to confirm enrolment at the school you have chosen. Don't forget to see the Employee Assistance Program (EAP) Counsellor as part of your Rounds, if you haven't done so already.

Chapter 2 is devoted to some of the most important topics that will be discussed during your Rounds. Read it over very carefully, making constant reference to the applicable FSDs. Be on time for your appointments and ask as many questions as you want. Remember that there are always changes being made to the FSDs, so any knowledge that you gain now will make things easier to understand during your posting.

2.3 Personal Mailing Privileges

One of the concerns you will have on being posted abroad for a few years involves maintaining both your personal and business contacts. You will also no doubt be concerned about receiving items

through the mail that may not be available at your mission. The Mail and Messenger Services (SBG) of the Information Resources Bureau is responsible for Mail Management within the Department. It handles a very large volume of personal mail on behalf of employees of Foreign Affairs and other government departments and agencies. Personal mail, including the transmission of parcels to specified missions, is broken down into three categories:

1. non-privileged missions
2. privileged missions
3. parcel-privileged missions.

These categories are determined by the degree of security, the reliability of local postal facilities and the availability of goods locally. The usual means of processing personal mail is via diplomatic air freight bags.

Privileges Applicable to all Missions

- Personal Mail

All members of the foreign service and Canada-based personnel abroad may use the diplomatic bags for the exchange of personal mail among themselves. The following conditions apply:

- a) standard-size, lightweight, airmail stationery with no enclosures other than legal or business documents;
- b) letters must be addressed to individuals with the appropriate division or mission;
- c) the envelope should also contain the return address of the sender and be clearly marked "Personal";
- d) correspondence containing reference to classified subjects should bear the appropriate security classification.

- Specified Health Aids

In the event that health aids, such as prescription drugs, prescription eyeglasses, contact lens, dentures and orthopaedic aids are not available locally, SBG will arrange for the delivery of these items. You are required to send a numbered letter or telegram signed by the Head of Mission or Senior Officer informing your assignment division, with a copy to SBG, that these items are required. Your assignment division will make any contact necessary with pharmacies, etc. SBG will then forward these requirements via diplomatic courier bag if size and weight permit. This does not include toiletries, perfume, hygienic supplies or vitamins.

- Correspondence Courses

When taking educational courses, arrangements must be made through the Canadian Foreign Service Institute (CFSI) for employees and spouses. Employees arranging correspondence courses for children should contact the Education Counsellor (SERV). SERV must be notified that these courses have been approved and will arrange for their dispatch.

- Renewal of Driver's Licence

At the present time, the Department has an agreement with the Ministry of Transportation, Province of Ontario, for the renewal of drivers' licences for former residents of Ontario. No other province has agreed to renew licences to employees temporarily residing outside Canada. When renewing your Ontario licence you must stipulate that you have been posted abroad with the "CANADIAN FOREIGN SERVICE", otherwise they will not issue a driver's licence to a post office box number. The Ministry of Transportation will also issue a licence that is valid without photo until such time as you can have your photo taken. This special status licence is valid for one renewal cycle only. It can be granted more than once, but not for two successive renewal cycles.

If you hold a Quebec driver's licence, and your licence is due for renewal while you are living abroad, an application for renewal should be made two months prior to expiry by writing a letter explaining your situation to: La Régie de l'Assurance automobile du Québec, Service des permis de conduire, C.P. 19600, Québec (Québec) G1K 8J1.

1. Non-privileged Missions (Post Office Box 489)

Revenue Canada has ruled that interest on dividend payments made to any foreign address, regardless of the recipient's taxation status, is subject to Foreign Resident Withholding Tax. (Since foreign service employees are deemed to be "residents" of Canada, they would eventually receive a refund of any such tax.) In order to avoid delays and complications of claiming refunds or obtaining exemption for tax withheld at source, the Department has rented P.O. Box 489.

ADDRESS: YOUR FULL NAME
P.O. Box 489 (mission acronym)
OTTAWA Ontario
K1N 8V5

This post office box number is to be used exclusively for mail from financial institutions and other agencies responsible for the following:

- bank statements
- drivers' licences
- legal documents
- insurance papers
- realty papers
- income tax documents

When returning correspondence to the above-noted addressees you must use local postal facilities, and not the diplomatic bags.

2. Privileged Missions (Post Office Box 500)

All employees posted to privileged missions (see Figure 2) have the use of P.O. Box 500 for their personal mail. This amenity has been established to assist employees who are posted to countries where the local postal facilities are inadequate.

ADDRESS: YOUR FULL NAME
P.O. Box 500 (mission acronym)
Station D
OTTAWA Ontario K1N 8T7

Additional benefits under P.O. Box 500 are:

Voice Tapes

The exchange of voice tapes between family, friends and other members of the foreign service is permitted. This does not include video tapes, for example, VHS or BETA reels; or floppy disks. Envelopes should be clearly labelled "Voice tapes" and must not contain any other enclosures.

Film For Processing

Employees at privileged missions may use departmental facilities to dispatch and receive processed slides and prints. The processor should be instructed to use the P.O. Box 500 address.

Greeting Cards

Employees at privileged missions are entitled to exchange Christmas cards and greeting cards with correspondents in Canada using departmental facilities.

High Commission, London, England

The facilities of our High Commission in the United Kingdom may be used in lieu of P.O. Box 500 for personal mail (NO PARCELS) where it is more practical, for example, for correspondence to and from addresses in Europe.

ADDRESS: YOUR FULL NAME
c/o Mail Section (mission acronym)
Canadian High Commission
1 Grosvenor Square
LONDON, W1X 0AB
ENGLAND

Postage For Personal Mail Received From Privileged Missions Only

SBG will affix appropriate Canadian postage on all regular correspondence from privileged missions for onward transmission. The mail section at the High Commission in London provides the same service when transmission from London is required.

Registered Mail

When transmission from Ottawa by registered mail is requested, a note signed by the administrative office at the Mission must accompany the envelope explaining the need for registration. Such requests should be the exception rather than the rule.

3. Parcel-Privileged Missions

Employees at certain missions (see Figure 2) are granted the same privileges as privileged missions, plus the additional entitlement of receiving personal parcels from Canada. The rationale for this practice is that many essential day-to-day items are not available locally and postal services are unreliable.

A single employee, a common-law couple, a married couple where one or both are employees, regardless of your family size you are entitled to one annual allotment of 55 kg per full calendar year (January-December).

Prerequisites For Parcel Privileges

First, SERV must be given names, complete postal addresses and telephone numbers of up to four sources in Canada prior to each posting. Form EXT 637 is used for this purpose and can be obtained from SERV. All nominees chosen will then be provided with complete instructions.

Secondly, the covers of all parcels must list the contents and the return address of the sender. The combined dimensions of parcels may be no greater than 140 cm with no one dimension being greater than 60 cm.

Thirdly, parcels from unauthorized or unidentified sources, or which are suspected to contain prohibited items, will be examined by SBG and may be returned to sender.

MISSIONS WITH PARCEL PRIVILEGES
P.O. Box 500

Abidjan (ABDJN)
Accra (ACCRA)
Addis Ababa (ADDIS)
Algiers (ALGER)
Amman (AMMAN)

Ankara (ANKRA)
Athens (ATHNS)
Baghdad (BGHDD)
Bamako (BMAKO)
Bangkok (BNGKK)
Belgrade (BGRAD)
Bogota (BGOTA)
Brasilia (BRSLA)
Bucharest (BUCST)
Budapest (BPEST)
Buenos Aires (BAIRS)
Cairo (CAIRO)
Caracas (CRCAS)
Colombo (CLMBO)
Conakry (CNKRY)
Damascus (DMCUS)
Dacca (DHAKA)

Dakar (DAKAR)
Dar-es-Salaam (DSLAM)
Georgetown (GRGTN)
Guatemala (GTMLA)
Hanoi (HANOI)
Harare (HRARE)
Havana (HAVAN)
Islamabad (ISBAD)
Jakarta (JKRTA)
Kigali (KGALI)
Kingston (KNGTN)
Kinshasa (KNSHA)
Kuala Lumpur (KLMPR)
Kuwait (KWAIT)
Lagos (LAGOS)
Libreville (LBVRE)
Lima (LIMA)
Lusaka (LSAKA)
Manila (MANIL)
Mexico (MXICO)
Moscow (MOSCO)
Nairobi (NROBI)

New Delhi (DELHI)
Niamey (NIAMY)
Ouagadougou (OUAGA)
Peking/Beijing (PEKIN)
Phnom Phen (PNMPN)
Port-au-Prince (PRNCE)
Port of Spain (PSPAN)
Prague (PRGUE)
Pretoria (PRET)
Rabat (RABAT)
Rio de Janeiro (RIO)
Riyadh (RYADH)
San José (SJOSE)
Santiago (STAGO)
Sao Paulo (SPALO)
Seoul (SEOUL)
Shanghai (SHNGI)
Tehran (TERAN)
Tunis (TUNIS)
Warsaw (WSAW)
Windhoek (WNDHK)
Yaoundé (YUNDE)
Zagreb (ZAGREB)

PERSONAL MAIL ONLY (NO PARCELS)
P.O. Box 500

Lisbon (LSBON)
Madrid (MDRID)

Milan (MILAN)
Rome (ROME)

Tel Aviv (TAVIV)

Figure 2

PARCELS MUST NOT CONTAIN THE FOLLOWING ITEMS:

- LIQUIDS
- AEROSOL CONTAINERS
- PERFUMES
- COMBUSTIBLE MATERIALS
- GUNS (TOY OR GENUINE)
- AMMUNITION
- BATTERIES
- MATCHES

Did you know that...

- Under present regulations, magazines, newspapers, periodicals, bulk or third class mail are prohibited items. However, employees entitled to receive personal parcels may have their parcel nominees include these items in the regular shipments.

- Parcels from nominees may be opened for inspection if suspected to contain prohibited items. Also, when necessary, SBG will repackage in order to reduce the size.
- As a result of Canada Customs regulations, under no circumstances are departmental facilities to be used to send personal packages or parcels from any mission. This is considered to be an abuse of the system. Improper transmission of personal items may result in disciplinary action. Incidents of abuse will be brought to the attention of responsible officials, for example, the RCMP, Revenue Canada, Customs and Excise and the Head of Mission.

Employees Posted to Countries where Special Security Measures Apply

Employees posted to, or cross-posted from countries where special security measures apply (see ISSN memorandum 002 of 11 March, 1992) are entitled to forward a maximum of 2 kg of personal documents to their next assignment by using the classified diplomatic bag. These packages should be self-addressed and marked "Personal and Protected" and would normally contain their most recent appraisal report and current financial statements.

Note — As a result of the many "carriers" or "handlers" involved in a shipment, the Department is unable to assume any responsibility for delays in handling, misdirection, loss or damage of personal mail. Also, because of the extensive volume of departmental mail, it is only possible to maintain records of personal parcels and registered mail.

2.4 Diplomatic Privileges and Immunities

History

The practice of maintaining diplomatic relations and sending representatives to other states goes far back in history. Rules of protocol varied from one country to another — they still do — but diplomatic representatives were always accorded certain privileges and immunities. It has been a generally accepted principle that diplomatic representatives needed security of their persons, homes and official papers in order to carry out the functions that both the sending State and the receiving State had agreed they should perform.

Diplomatic functions traditionally consisted mainly in observing and reporting on the conditions and developments in the receiving State; and protecting in the receiving State the interests of the sending State, for example, defending its policies, negotiating with the Government of the receiving State etc. Given that governments in the course of history frequently did not appreciate these activities even though they were quite normal, it is easy to see why some form of protection was needed for the persons carrying out diplomatic functions. Over time, the same privileges and immunities were also extended to the families of diplomats. Eventually, these principles were standardized throughout the world and given the force of law in the Vienna Convention on Diplomatic Relations which was concluded in Vienna on April 18, 1961. It was signed by Canada in February 1962 and entered into force in Canada on June 25, 1966.

Consular representatives were traditionally considered as quite different from diplomats. Historically, consular functions consisted of assisting in the resolution of problems involving the consul's own citizens present in the receiving State for business or other reasons, issuing travel documents etc. These were held to be activities not warranting special privileges or immunities. As consular functions became more complex, sending States came to realize that at least a limited degree of protection was necessary for their consuls. Beginning with bilateral agreements between countries, the privileges and immunities accorded to consular representatives were also eventually standardized throughout the world. The Vienna Convention on Consular Relations was concluded in Vienna on April 24, 1963 and signed by Canada on July 18, 1974. It entered into force for Canada on August 17, 1974.

Diplomatic Immunity: What Does It Mean?

Briefly, it means that you, as the diplomatic agent, and all members of your family who are with you in the receiving State have total immunity from criminal, civil, and administrative jurisdiction of the receiving State. You may not be detained or arrested or subject to body search, you may not be prosecuted and may not be required to give evidence as a witness. Furthermore, your private residence cannot be entered without your prior permission, and your car cannot be searched without your permission. However, your immunity does not mean that the authorities of the receiving State cannot stop you for a traffic violation, or to interrupt a criminal activity, (for example, apprehend a shoplifter, prevent an obviously drunk person from continuing to drive a car), nor does it mean that they may not ask you for identification to prove your diplomatic status. You are urged to remember at all times that as a person who enjoys immunity you have "... a special duty to respect the laws and regulations of the receiving State..." (Quote from the Vienna Convention on Diplomatic Relations, Article 41). Diplomatic agents also have comprehensive immunity from civil and administrative jurisdiction, with three exceptions: actions connected with real property in the receiving State; actions where the diplomat is an executor or beneficiary of an estate in the receiving State; and actions relating to professional or commercial activities engaged in outside the scope of official functions.

The Department has adopted a policy of seeking diplomatic accreditation at the rank of attaché in the receiving State for all members of the home-based administrative and technical staff. In the cases where the receiving State has agreed, they have diplomatic status. In the event a receiving State does not agree, members of the administrative and technical staff and their families enjoy immunity from criminal jurisdiction, but immunity from civil and administrative jurisdiction is limited to actions performed in the course of their official functions. Since dependants are not considered to have any "official functions" (at least as far as the drafters of the Vienna Convention were concerned) they do not enjoy any immunity from civil and administrative jurisdiction in the receiving State.

A receiving State which is faced with a criminal action committed by the person with diplomatic immunity has essentially two options: it may request the sending State to waive the offender's immunity so that he/she may be prosecuted under the law of the receiving State or, it may inform the sending State that the person concerned is no longer welcome in the receiving State and should leave as soon as possible ("persona non grata"). In most cases, the sending State when asked to waive a person's immunity for the purpose of criminal prosecution will repatriate the individual and his/her family immediately. Indeed, if the offence is serious — drug trafficking, for example — the individual concerned may well face criminal charges at home where, of course, his/her immunity does not apply.

Waiver of Diplomatic Immunity

It should be emphasized that an individual cannot waive his/her own immunity. Just as it is only the sending State who can seek accreditation for the individual, so it is only the sending State who can waive the immunity if requested to do so by the receiving State. However, in practice immunity is rarely waived. Most countries prefer to repatriate the individual voluntarily instead.

Where the host country requests a waiver of immunity of any member of a Canadian embassy, or their families, the request is forwarded immediately by Mission Management to JLA (Legal Advisory Division) for action.

A word about traffic tickets: The Department, as a matter of policy, requires that all personnel at Canadian missions abroad pay their traffic tickets promptly. It is your duty to respect the laws and regulations of the host country, and it would be considered an abuse of your privileges and immunities to evade the settlement of traffic tickets by hiding behind your immunity.

Consular Immunity

As already mentioned in the historical section, consular immunity is drastically different from diplomatic immunity. Consular officers and members of the administrative and technical staff at

consulates enjoy immunity from criminal, civil, and administrative jurisdiction only with respect to acts performed in the exercise of consular functions. Their families have no immunity at all. By restricting immunity to "official acts", sovereign States have maintained for their own courts the power to decide what constitutes an "official act" (carried out in the exercise of consular functions). While he/she may not be arrested or detained pending trial (except in the case of a grave crime), when faced with criminal charges or a civil action a consular officer or employee will have to appear in court. If a defence is made on the grounds that the action was carried out in the exercise of consular functions, the court will decide on the validity of the claim.

It should be emphasized that even though you may have enjoyed diplomatic immunity at your previous mission abroad, and although you hold a diplomatic passport, if you are serving at a Canadian Consulate you will have consular not diplomatic, immunity.

A Diplomatic Passport is merely a travel document that singles you out as a person holding a different status. It does not give you any privileges or immunities. These come only with your accreditation in the receiving State. Therefore, if you are vacationing with your family in another country, remember that you have no claim to privileges or immunities if you are not accredited there.

Diplomatic and Consular Privileges and Benefits

Under the Vienna Conventions, diplomatic and consular officers and their families are exempt from all direct taxes, they have the right to import, tax and duty free, articles for their personal use and consumption, and their personal baggage is exempt from customs inspection. It may be inspected only if there is serious reason to believe that it contains items that are illegal or prohibited under the laws of the receiving State, and the inspection must take place in the presence of the person concerned. These privileges, which the receiving State is obliged to give under the Vienna Conventions, may be withdrawn entirely or in part, on the basis of reciprocity. On the other hand, the receiving State and the sending State may also on the basis of reciprocity give more favourable treatment to their respective diplomatic and consular personnel.

Benefits are concessions that the receiving State may grant voluntarily and on the basis of reciprocity. They are not covered by the Vienna Conventions, and may include such things as the right to sell cars that were imported tax and duty free, the issuance of drivers' licences and licence plates without charge, waiver of the requirement to take a driving test, access to schooling, etc. The benefits granted will vary from country to country. All Canadian missions abroad will have a copy of the book compiled by Protocol which outlines the privileges and benefits granted to members of foreign diplomatic and consular missions in Canada. You may find this useful if you should wish to make a comparison with the privileges and benefits granted by your host country.

2.5 Code of Conduct and Conflict of Interest Guidelines

Before you go abroad it is important to acquaint yourself with both the code of conduct and conflict of interest guidelines. Read the booklet published by Treasury Board entitled *Conflict of Interest and Post-Employment Code for the Public Service*. The Department has also developed more specific guidelines on a variety of issues with Code of Conduct and Conflict of Interest Implications. These are contained in Chapter 2 of the new *Personnel Policy Manual*.

Any questions pertaining to these subjects should be addressed to Conflict of Interest/Code of Conduct (SBEE), the section responsible for these matters. Similarly, any employee who considers that he or she may be in a conflict of interest situation due to his or her investment portfolio or outside activities should consult SBEE. If a blind trust is required, the costs incurred in establishing, maintaining, administering and discharging it are reimbursable subject to certain limitations.

2.6 Pay, Allowances and Leave

Now, we'll discuss some matters that are very close to most hearts — money and time off. Compensation Services (SBP) is responsible for administering pay and leave. Your salary cheques and pay stubs are actually prepared by Public Works and Government Services Canada (PWGSC) and then sent to Foreign Affairs for distribution.

When you join the foreign service, PWGSC is given basic data concerning your salary level, tax-withholding status and checkoffs. Any alterations to your deductions caused by changes in your classification or family composition are similarly provided. Salary revisions arising from contract settlements are normally reflected in your pay cheque within three months. The awarding of Acting Pay and Performance Pay is a more time-consuming process because authorization must first come from the Human Resources Development Bureau (SPD) before Compensation Services (SBP) can requisition a cheque from PWGSC.

Before you begin your posting, the Services Centre (SERV) will give you an Estimate of Foreign Service Allowances which has been completed according to your entitlements at that time. Keep the estimate in a safe place.

While you are abroad, your pay and allowances will be deposited into the bank account you have designated for that purpose. Only one account is allowed for both salary and allowances. To accomplish this, you should ensure that you fill out form DSS-8432-13 — *Enrolment for Direct Deposit* (this is mandatory). Salary is deposited by electronic transfer every two weeks and allowances are deposited monthly. Supplementary cheques are manually deposited when received, and are generally delivered "by hand" (messenger service) to banks in central Ottawa and Hull, and mailed to outlying branches. Cheque stubs, Allowance Information statements and copies of bank deposit slips are normally sent to the mission once a month for distribution. When you examine these forms, take note that Posting Loans are recovered from your salary.

Two of the FSDs provide benefits based wholly or partially on the incentive-inducement principle. These are the Foreign Service Premium (FSD 56) and the Post Differential Allowance (FSD 58). The Foreign Service Premium and the Post Differential Allowance are payable for the duration of your overseas assignment, except that the Foreign Service Premium is limited to a maximum of seven years at the same mission. Payments may cease or be modified by temporary absences from duty, changes in the size of your family at the mission, changes in salary or length of service at a mission. You and your Mission Management have the joint responsibility to keep SBM informed of any prolonged absences or changes in family status. This should ensure that you continue to receive the proper amount each month and are not inconvenienced by the employer's need to recover any over-payments.

2.7 Foreign Service Premium (FSD 56)

The Foreign Service Premium (FSP) — FSD 56 — is the major incentive provided by the employer to induce you to work abroad. It is a tax-free allowance which varies according to your salary, family configuration and the length of your service outside Canada.

Progression from Step to Step in the FSP Table depends on the number of "points" you have accumulated for eligible service abroad. It is designed to encourage the rotationality of employees. The Premium is increased on April 1 of each year by the average percentage increase in federal public service salaries as a whole during the preceding calendar year.

Note — For up-to-date Foreign Service Premium tables, refer to the *Schedules to Foreign Service Directives and Meal Rates* published monthly by SBM.

2.8 Post Differential Allowance (FSD 58)

The Post Differential Allowance (PDA) which is also tax-free, is designed to encourage you to serve at Hardship Missions. It provides you with monetary compensation for undesirable local conditions which, for the most part, cannot be alleviated. After 24 months of continuous service at one or more Hardship Missions, you are entitled to begin receiving a 50 per cent increase in the applicable PDA. If you go from a hardship to a non-hardship posting, your 50 per cent bonus ceases. If you return to another hardship mission, then your points start accruing all over again from the beginning of that posting. However, Ottawa is not considered to be a break in continuous service for payment of the 50 per cent bonus. So, if you return to Ottawa from a hardship mission where you received the 50 per cent bonus and then are posted to another hardship mission after Ottawa, your 50 per cent bonus is reinstated.

Every so often, missions are asked to complete a special Rating Form which allows "hardships" to be described in terms of Isolation, Local Conditions, Climate and Environment, Health, Medical Care, Violence and Hostility. These forms are then sent to Ottawa where they are carefully assessed by an Interdepartmental Hardship Post Committee. Based on relative numerical ratings, missions are designated in one of five hardship levels — Level I indicating the least significant hardship and Level V, the most difficult. (Non-hardship missions are referred to as A-level missions.) A complete and up-to-date listing of hardship missions and PDA Table is contained in the *Schedules to Foreign Service Directives and Meal Rates*, revised and distributed monthly by SBM.

Like the Foreign Service Premium, the PDA Table will be updated on April 1st of each year by the average percentage increase in Federal Public Service salaries during the preceding calendar year. Please note that Hardship Levels may change at any time during a posting and the Post Differential Allowances are adjusted accordingly.

2.9 Post Index and Salary Equalization

The most common misconception about this Directive is that Salary Equalization is an allowance like the Foreign Service Premium or the Post Differential Allowance. In reality, it is an adjustment to your disposable income designed to maintain your purchasing power at more or less the same level as that of your counterpart in Ottawa. It is not intended to shelter you from the effects of inflation in Canada or to keep your purchasing power at the same level as when you arrived at the mission.

The Post Index is simply a number that indicates the relationship between retail prices paid by an average employee at a mission abroad for a specific basket of goods and services relative to retail prices for the same goods and services in Ottawa. Price levels in Ottawa are deemed to be constant at 100. Therefore, if the post index is 120, this indicates that retail prices for these goods and services are about 20 per cent higher, on average for employees at the mission than in Ottawa.

Your actual salary at the commencement of your posting is used to determine the percentage of your salary that will be indexed for the duration of that posting. For employees earning less than \$58,306 (1994 rates), disposable income is considered to be 55 per cent of salary; for those earning more, disposable income is considered to be 50 per cent. Salary Equalization is calculated by applying the difference between the post index and 100 (which is the Ottawa Index) divided by 100 x your disposable income and is paid on a monthly basis. Salary Equalization is not a constant amount and will be adjusted upward or downward depending on relative changes in the Post Index. No payments or recoveries are made when the Post Index is 100 or less.

The post index is established by Statistics Canada on the basis of cost-of-living surveys conducted by Missions. All post indexes are reviewed monthly and any changes that may be warranted on the basis of information from a variety of other sources, (including exchange rate information, information on inflation in Canada and statistical information generated by other countries), are reported to the Department. Statistics Canada is solely responsible for administering the post index methodology as

agreed to in the National Joint Council Committee on the Foreign Service Directives. Any adjustments in the level of a post index following a review are implemented on the first day of the month following the month in which the review was completed.

Statistics Canada has consistently employed objective methodology in a timely fashion and provisions have been made for conducting special reviews about every two years following reports of exceptional developments received from missions.

Note — For up-to-date Post Indexes, refer to the *Schedules to Foreign Service Directives and Meal Rates* published monthly by SBM.

2.10 Leave and Travel Entitlements

It's very important for you to keep track of all of those leave entitlements! You and your supervisor are responsible for ensuring that all leave taken is properly recorded. Compensation Services Division (SBP) maintains the records of leave entitlements, usage and balances. Managers are to maintain a leave file on each employee under their supervision. One copy of each approved leave application is to be sent to SBP. For employees abroad, this may be done through administration at the Mission. You should also maintain your own leave file, place in it copies of leave forms and the annual leave credit statements. This will enable you to determine your leave balance at any time, and to reconcile your records with the annual leave statement sent to you by SBP. The following FSDs govern some of your leave entitlements.

FSD 44 — Holidays

FSD 44 ensures that you get the same number of statutory holidays abroad as you would be entitled to in Canada. However, it allows for the substitution of local holidays in accordance with the traditions or customs of the host country.

FSD 45 — Foreign Service Leave/Option

In addition to leave entitlements under your collective agreement or compensation plan, Foreign Service Leave gives you an extra 10 days of leave each year as a premium for service abroad. (This leave is accumulated at the rate of 10/12 days per month or 10 days per year.) This leave may be utilized with SBM approval in three different ways:

1. taken as leave after accrual or carried over from year to year;
2. accrued credits may be cashed in, in part or in full (although you should be aware that this dollar value is taxable), on the basis of your salary in effect on the preceding March 31, or;
3. any time you are assigned abroad or in conjunction with relocation travel to or from a Post, 10 days of accrued leave may be traded in exchange for a transportation entitlement to reflect 85% of one full adult return economy air ticket (Y) based on the return fare from your mission to the Headquarters city. When there is no "Y" fare, 100% of the "Y2" fare shall be used. The accountable advance shall be accounted for in full on completion of all travel for which the advance was issued, or one year from the date of issuance of such advance, whichever is earlier.

FSD 47 — Leave for Post Attributable Injury and Illness

FSD 47 authorizes you to be absent with pay if you receive an injury or contract a disease under circumstances which would not normally occur in Canada and which is not covered by Workers Compensation. No charge to your regular sick leave or other leave credits is made when you are

authorized to take leave under this Directive. See Chapter 5 of this Handbook under Post Attributable Illness or Injury for medical and related expense claims procedures.

FSD 48 — Special Leave

FSD 48 provides authority for leave beyond the entitlement in your collective agreement in situations involving, family-related responsibilities or bereavement, which may pose more personal hardship for an employee working abroad than in Canada. Up to eight days of leave may be extended in respect to any one circumstance. Responsibility for authorization of FSD 48 leave rests with the Staff Relations Section (SBE).

FSD 50 — Foreign Service Vacation Travel Assistance

Entitlements

FSD 50 applies to you and your accompanying dependants at the mission. Where educational facilities at the mission are not compatible and you have dependants attending school away from the mission but not in Canada, those dependants are also eligible for benefits. Employees are given an option to claim:

- 1) a transportation entitlement which is fully accountable based on full (Y) economy class fare Post/Ottawa/Post; or
- 2) a non-accountable foreign service vacation travel allowance of:
 - 90% of full (Y) economy class fare for those posts for which a stopover would be authorized for relocation travel,
 - 80% of full (Y) economy class fare for those posts for which a stopover would not be authorized, or
 - where (Y) fare is not existent the allowance is based on 100% of the Y2 fare.

Please note that employees must/must travel and although the benefit is nonaccountable, may be required to provide evidence that travel has occurred!

1. Employees may return to headquarters, or any alternative destination, at the completion or termination of each posting. In a cross-posting situation, should you be asked to defer your return provided normally under FSD 15 for operational reasons, you may use this entitlement during the next posting;
2. Frequency of entitlements are calculated as follows:
 - at A-level (non-hardship) missions, once per tour of duty of three years or more,
 - at Level I or II hardship missions, once per two year tour of duty, twice per three year tour of duty plus one trip for each additional year beyond three years,
 - at Level III, IV and V missions, the same number of trips per tour of duty as the number of years in the tour of duty;
3. Employees returning to Level III, IV and V missions may claim for unaccompanied excess baggage, or an air shipment, whichever is the lesser cost of up to 20 kilograms for the employee and each accompanying dependant from Ottawa to the mission.

Conditions

The following conditions apply to FSD 50:

1. Travel may be undertaken at any time during a posting but lapses on the termination of each posting;
2. A minimum of 10 compensation days of leave must be taken;
3. If option 1) is used, and where travel is undertaken by car, you may claim actual and reasonable automobile operating expenses or the "employee-requested" kilometre rate in effect at your point of departure;
4. If you used Foreign Service Vacation Travel Assistance and terminate your posting early for personal reasons, you may be required to reimburse the Crown for all or part of the expenses previously incurred on your behalf.

Note — Be sure to consult Mission Management if you are unsure of the admissibility of any aspect of this travel benefit.

FSD 51 — Family Reunion

This provision attempts to minimize the separation caused when an employee accepts an assignment on an unaccompanied basis or, more commonly, where a dependant child is attending school away from the mission. The benefits offered are three return trips for children at a school up to secondary level where education expenses are being paid under FSD 34, or two trips for a dependant student at a post-secondary education institution per 12-month period (September 1 to August 31) between the location of your dependant(s) and your mission. Take note that no benefits are available in some situations and that the age of your child on September 1 of a given year may affect the number of travel entitlements in the following 12-month period. One of the family reunion trips must be undertaken during a student's long school holiday recess. There is also provision for family reunion travel for children of a previous marriage. Providing other parent has visiting privileges, entitlement is two trips per year. Please note that if child or other parent are not located in H.Q. city a minus factor will apply.

There will, however, be rare instances where unusual circumstances at the mission are not conducive to children travelling to their parents' location. In such instances, your employer has the discretionary authority to approve travel to the child's place of residence for you and/or your spouse or for all of you to meet at a third location. When this happens, it is important to remember that your other dependant children lose one of their own travel entitlements. [See FSD 51.08 (f).]

Family Reunion provisions are administered by the SBM (Geographic Service Section) to whom proposals for travel must be submitted before authorization to purchase tickets may be obtained. Provision for telephone calls have now been included under FSD 51.12.

FSD 54 — Compassionate Travel

FSD 54 recognizes that situations of a compassionate nature may arise while you are outside Canada causing you to be exposed to costs over and above those incurred if you were residing in Canada. Depending on the location of your family and the nature of the emergency, it is important for you to realize that benefits may be limited and not applicable to all persons whom you may wish to be included. Please note that, with some exceptions a personal share must be paid if the family member is not located in the H.Q. city. You may wish to put aside a reserve fund to cover the cost of travel in the event of a situation not covered under FSD 54. Remember, also, that you may be able to trade in leave under FSD 45 or get travel assistance under FSD 50 or FSD 51 to ease your difficulty.

FSD 64 — Emergency Evacuation and Loss

FSD 64 is designed to provide for your evacuation, temporary living expenses, safeguard your possessions and compensate you for any resulting loss. There have been rare but highly publicized occasions where some or all of our employees and their dependants have had to get away from their mission on very short notice. The main cause of emergency evacuation has been a state of war or a level of hostilities considered dangerous to public safety. However, it is also possible that evacuation may be necessitated by natural acts such as earthquakes or flooding.

In general, instructions are similar to those contained in FSD 15 but special procedures and authorities are included to cover exceptional hardships. For example, you are deemed to be on temporary duty until you are resettled; you may be eligible for larger accountable advances and repayment of your posting loan may, at the request of the employee, be suspended. Repayments for a posting loan shall resume on your return to post, on cross-posting, or on assignment to duty in Canada, other than temporary duty. As in the case of claims for damage or loss following relocation, your inventory of personal effects is very important in order to obtain adequate compensation under this Directive. If your possessions are subsequently recovered, you will have to decide as to whether or not you wish them returned. Compensation may change depending on your decision and you may end up in a position of having to repay some money if you used your accountable advances to acquire replacement items and subsequently took possession of your original effects.

FSD 66 — Death Abroad of Employee or Dependant

FSD 66 covers special provisions to assist the survivors in the event of the ultimate crisis. In general terms, this means the employer will authorize payment of essential costs in excess of those costs that would normally have been incurred had death occurred in Ottawa. (For detailed information, see the section on Death Abroad in Chapter 5.)

2.11 Posting Loans

Moving abroad can involve considerable cash outlays for various items you and your family will need during the course of your posting. FSD 10 recognizes this by making provisions for you to obtain a loan at a preferred rate of interest. Remember that the loan is not insured and in the event of death it is payable in full.

Maximum Amount of Loan

Under the 1993 Directives, the maximum amount you may borrow during any one posting is set at the time your loan is granted, and may not exceed the lessor of 50 per cent of your gross annual salary at that time or the maximum amount of a loan published in the monthly *Schedules to Foreign Service Directives and Meal Rates* which are adjusted on April 1 of each year. Where a posting loan has been granted for less than the maximum, you have the option, on one occasion only, of increasing the original amount of the loan by at least \$500 to the maximum allowable at the time the loan was originally granted (i.e. "topping up"). This option is not available if you have already repaid your original loan in full.

Calculation of Interest

At the beginning of every quarter in the Fiscal Year (the first day of April, July, October and January), the interest rate is prescribed by the Department of Finance to reflect the average interest rate on 90-Day Treasury Bills during the first month of the preceding quarter. It is generally preferential compared to rates charged by commercial banks and lending institutions, often as much as 4 per cent lower than their rates for unsecured loans. In fact, this rate is the lowest that can be offered without creating a taxable benefit for the borrower.

The interest rate on posting loans is published in the monthly *Schedules to Foreign Service Directives and Meal Rates*, the rate for each new quarter generally being announced in the Schedules of the last month of the previous quarter.

The interest rate on a loan remains fixed for the duration of the repayment period unless the loan is renegotiated. The interest rate then in effect is applied to the total amount, for example, the additional amount being borrowed plus the outstanding balance of the original amount. You may have the option, once during the repayment period (except during the last 12 months), of having the outstanding balance of your posting loan recalculated to take advantage of a lower interest rate.

Another feature is that interest is not charged until the first day of the month in which recovery begins. To get the most from this benefit, try to arrange for your loan to be issued as early in the month as possible.

Did you know that... Where a posting loan has been renegotiated to increase the principal or to lower the interest, the new interest rate is applied from the first day of the month following the renegotiation.

Repayment

Your posting loan is recovered through automatic deductions from your pay cheque, starting with the first day of the fourth month following the month your loan was granted or the first day of the month following your arrival at post as indicated on your Posting Confirmation Form, whichever is earlier. You are, of course, free to repay the principal amount in full, without interest, before recovery commences. You may also repay the outstanding balance in full at any time during the repayment period. You have another option, once during the repayment period, of making a partial lump-sum payment of not less than \$500 and having your monthly payments thereby reduced or the repayment period shortened, but the rate of interest would remain unchanged.

The maximum repayment period is up to 48 months. There are provisions for extending the repayment period should your posting be terminated unexpectedly by your employer and the repayment of the loan would cause financial hardship.

The following sample shows the monthly amount repayable for a typical loan (see Figure 3).

How and When You May Apply For Your Loan

Applications for posting loans are submitted to SERV and renegotiation of principal and/or interest are submitted to SBM (Geographic Service Section). Application for Loan (FSD 10) TBS 330-30 forms are available from administration at your Mission or from SERV.

SERV can approve the loan application upon receipt of final Posting Confirmation, and the loan cannot be granted more than 90 days before your official departure, as indicated on your Posting Confirmation.

You may also apply after your arrival at the mission, but acceptable reasons must be specified if a loan is requested after more than 12 months at the mission. Only in exceptional circumstances will a loan be granted or the principal renegotiated (increased) during the last 12 months of a posting. On one occasion only, the rate of interest on the outstanding balance of a posting loan may be renegotiated at any time following the approval of the loan, except during the last 12 months of the repayment period since any savings would be minor and there is a considerable amount of paperwork involved.

Should I Borrow? If So, How Much?

**Examples of Monthly Deductions taken from
Salary for the Recovery of a Posting Loan**

(Based on a posting co-efficient table of 6%
and postings of 2, 3 and 4 years)

TOTAL LOAN	MONTHLY DEDUCTIONS	
\$10,000	deducted over 24 months =	\$443.22
	deducted over 36 months =	\$304.23
	deducted over 48 months =	\$234.86
\$15,000	deducted over 24 months =	\$664.82
	deducted over 36 months =	\$456.34
	deducted over 48 months =	\$352.28
\$20,000	deducted over 24 months =	\$886.42
	deducted over 36 months =	\$608.45
	deducted over 48 months =	\$469.70
\$24,749	deducted over 24 months =	\$1,096.90
	deducted over 36 months =	\$752.92
	deducted over 48 months =	\$581.24

Figure 3

The Department will look at your ability to repay, including your record of meeting past financial obligations to the Department. If this is your first posting abroad, you may want to consult a trusted colleague, or seek the advice of your banker or an accountant, or if still in doubt, discuss the matter in confidence with SBM.

2.12 Accountable Advances

During the course of your relocation and tour of duty, you will inevitably incur expenses that are reimbursable under the Directives. The intent of FSD 4 is that you should not have to go out of pocket. You are, therefore, entitled to receive an accountable advance from your employer for an amount directly related to your anticipated reimbursable expenses.

Accountable advances may not be issued until you have passed your medical requirements and have received a final Posting Confirmation. It usually takes ten working days for a cheque to be issued.

An employee who receives an accountable advance must submit a full account within 10 days after the purpose for which the advance was made has been fulfilled. Failure to account for advances within these periods could result in eventual recovery against your pay in accordance with the Department's obligations under the *Financial Administration Act*.

Some employees have run into problems because they have treated an accountable advance in the same way as a loan. When the time for accounting came and a refund was due the employer, no money was available for that purpose. Keep this in mind, especially during the excitement of getting ready to move out of your accommodation and while you are in travel status.

2.13 Health Insurance

One of the most basic and essential items to be knowledgeable about concerns what happens to your insurance when you live abroad.

Medical Insurance

As a result of your posting, your medical coverage must be amended from the Provincial (basic) plan and the Public Service Health Care Plan (PSHCP) to the comprehensive Outside Canada PSHCP. See the 1992 Information Booklet on PSHCP published by the Treasury Board. Note that since July 1, 1987 the plan also includes a vision care and hearing aid benefit.

As the Provincial Insurance coverage for most provinces extends three months following the departure from that province, Outside Canada PSHCP is commenced to ensure continuous medical coverage.

It is essential to note that the comprehensive PSHCP coverage is provided expressly for the benefit of employees and their dependants who reside abroad. If during your posting, a dependant returns to Canada for more than three months, he or she must obtain coverage under the applicable provincial health insurance plan. You must notify the applicable health insurance office in such a case, as there may be a requirement to amend your health insurance.

Medical Coverage for Dependant Children

PSHCP coverage for children automatically terminates when the child reaches age 21, unless the coverage dependant is single, between the ages of 21 and 25 and a full-time student at school, or university outside Canada or where the child is disabled. When any of these conditions no longer apply, it is the employee's responsibility to inform Compensation Division (SBP) to ensure that new application forms (DSS 2028-8), *Application for Designation of Additional Dependant(s)*, for comprehensive coverage are completed.

PSHCP coverage is also available to a member of the employee's household outside Canada who resides with the employee and who is dependent upon the employee for financial support. A special application must be completed and approved for such coverage (DSS 2028-8).

Medical Claims Procedures

Medical services incurred in Canada or at the mission, before the effective date of coverage under the Outside Canada plan must be submitted directly to the provincial insurance plan for payment and then sent directly to PSHCP for additional assessment if necessary.

Medical claims for services incurred after the commencement of coverage under the Outside Canada plan are to be sent directly to PSHCP for consideration and payment. You can often incur large "up-front" medical payments while abroad and it is important to realize that there is a lengthy processing period for reimbursement of outside Canada medical claims.

For costs of admissible expenses incurred at the mission above what is permissible under the provincial plan, the PSHCP plan or the Public Service Dental Care Plan, you may be eligible for reimbursement under FSD 39. In these cases, please contact Mission Management for further instructions. Please note that services incurred inside Canada are not covered under FSD 39.

For residents of Quebec leaving on posting, it is your responsibility to inform Quebec Medicare of your departure, your posting abroad and your estimated duration of absence from Quebec. This

facilitates first day coverage on return from posting. (Ontario residents should also contact OHIP directly.)

What To Do When You Return From Posting

On return to Canada it is imperative that you visit SBP without delay in order to commence reinstatement of supplementary PSHCP. Employees must also contact OHIP or Quebec Medicare directly to inform them of their return to Canada. Failure to do so may cause additional administrative procedures for all concerned, possible short-term financial loss to you, and potentially embarrassing situations involving health care professionals who must be asked to defer billing to your provincial plan for several months.

Addresses for Claims

Ontario Health Insurance Plan
75 Albert Street
Ottawa, Ontario
K1P 5Y0

Quebec Medicare
P.O. Box 6600
Québec, Quebec
G1K 7T3

The Public Service Health Care Plan (PSHCP)
75 Albert Street
Ottawa, Ontario
K1P 5E8

Dental Insurance

The following information has been provided to SBP by Great-West Life in order that they may promptly assess dental claims for expenses that are incurred outside Canada.

Completion of Great-West Life Claim Form M445D

1. A separate claim form should be completed for each patient.
2. The dentist should complete Part I indicating the following:
 - a) Date of service
 - b) Procedure codes, if available, in their specific country. If procedure codes are non-existent, the dentist should describe, in detail, the nature of the services performed and the cost for each. Where appropriate, the international tooth code should be included. For restorations, the type of material used and the number of surfaces restored must be listed. For X-rays, the dentist should specify type and the number of X-rays taken.
 - c) The dentist must sign the claim form in the area denoted "Office Verification."
3. Part 2 of each claim must be completed by the employee ensuring that all questions are answered. The plan number and certificate number must also be completed.

Specific inquiries should be directed to:

Great-West Life

✓ Carling Executive Park
Suite 201-1525 Carling Avenue
Ottawa, Ontario
K1Z 8T1
Telephone: (613) 725-3525

CHAPTER 3

RELOCATING

3.1 Introduction

Early preparations for your new assignment should be over by now and you will probably have begun your pre-posting arrangements. Your medical results have been determined and if you plan to sell, your house has already been listed on the market. At this point, you probably feel that you will never complete all the tasks ahead of you. Don't worry. Moving, and especially moving to a foreign country, involves a great deal of work but it will get done.

The following sections in Chapter 3 deal with relocation and are covered under FSD 15. These include items such as inventories, incidental relocation expenses, the disposal of rented accommodation and of a principal residence, accommodation at the mission, family separation expenses, shipment and storage of household effects, household insurance, temporary accommodation, relocation travel and relocating your pet. For other items dealing with the move that are not covered here, please refer to FSD 15.

3.2 Preparation of Inventories

Preparing your inventory is probably the most tedious part of the whole posting exercise. Yet it is an essential document. An inventory is basically a descriptive listing of all your personal and household effects that will be accompanying you to the mission or going into storage. An inventory forms a legal record of your possessions and their replacement value. It constitutes the basis by which the Department authorizes removal and storage expenses, and it is required for clearance through Customs. It is the contract document on which settlement of any claim for loss and damage is based. You will also find that an up-to-date inventory is very useful when arranging private insurance on your household effects, whether in Canada or abroad.

Your inventories must be submitted to the Services Centre (SERV) no later than two weeks prior to your Moving Day. We suggest that you start to prepare your inventories at least five weeks in advance of Moving Day.

You must submit to SERV, the original and two copies of your inventory. You must also provide one copy to the mover. Each page is signed, dated and totalled on either forms EXT 378 and 378A, [obtainable from The Services Centre (SERV)], or on a similar format made up on a personal computer inventory programs (contact SERV for information on copies of computer inventory programs) for each of the following:

- a) air cargo;
- b) surface transport;
- c) long-term storage; and
- d) accompanying baggage.

Helpful Tips

When preparing your inventory, you may find it helpful to follow these tips:

- Some people find using a home computer easier to revise. Don't forget to take a copy of your inventory with you in your accompanying baggage, and perhaps leave another copy with a friend or in your safety deposit box.
- Any item under \$100 may be grouped with any other like item under \$100 such as kitchenware, books, records, audio tapes and clothing. If you do so, you should have a brief description of the items in the groups and indicate the total replacement cost.
- It is in your own best interest to describe articles accurately. Where relevant, provide manufacturer's name, model, serial number, patterns etc. This is particularly important if you have items that are valued above the standard product, for instance, an expensive set of fine china dinnerware.
- Some items must be professionally evaluated or appraised in order for their replacement cost to be established. Remember to attach the valuation or appraisal to your inventory. These items include:
 - a) if valued at more than \$100, personally created works such as carvings, paintings, manuscripts,
 - b) if valued at more than \$300, items such as heirlooms, art objects, antiques (Certificate of Antiquity needed).
- Keep the original invoice of appraisals to substantiate ownership. This can be important when dealing with commercial insurance companies.
- Expensive lead crystal, fine bone china and silverware should be listed separately from everyday dinnerware. Be sure to indicate the number of pieces, name of the manufacturer and pattern.
- Compensation for broken china, glasses and other items in sets is settled only for the number of items actually broken, not the entire set.
- Foodstuffs, toiletries and medical supplies should be separately listed. Reimbursement is made for the loss of non-perishable foodstuffs, and not for breakage, spoilage, or damage to other effects.
- Electrical/electronic items should be identified by manufacturer, model and other relevant particulars.
- Items listed on your inventory, which are covered separately by private insurance, should be appropriately flagged, or listed separately. If this is not done, a claim against the Crown will not be considered for any damage or loss.
- Photographs or a video inventory of your possessions can be useful.
- If you will be occupying Crown-furnished accommodation, check the furnishings scheme to avoid duplication of existing items with your own household effects. Storage costs for unused Crown or personal items at the Mission are not an allowable expense. Remember in the event that something goes wrong you will have to assume responsibility for these items.

- Keep replacement costs in your inventory up-to-date. You might be surprised at how much quality items have inflated since you bought them years ago. All claims are settled on the basis of the replacement cost you list on your inventory.

Prohibited or Restricted Items

The following items may not be shipped or stored at public expense:

1. Items which by law or tariff restriction may not be moved with household effects, for example, fuel, explosives, gas barbecue tank, ammunition, corrosives, flammable liquids, aerosols, home brew, cooking oil etc., (the moving company should be consulted if there are any doubts); and, for international moves, conventions on protected species, national treasures, etc., must be observed as well as any local laws pertaining to the export or import of controlled commodities such as tobacco, alcoholic beverages, arms, plants, narcotics etc.;
2. Goods requiring climatically controlled conditions;
3. Building materials, patio stones, cement blocks, outdoor barbecues of brick, cement or stone;
4. Boats (except where sufficient space is available in the container authorized for shipment of your household effects, including the employee's PMV or motorcycle where this has been authorized for containerized shipment with household effects). Notwithstanding the provisions of Section 15.14(b), shipment of a boat to or from a post shall be limited to containerized shipment.
5. Aircraft and parts;
6. Trailers;
7. Livestock;
8. Portable buildings except when they are dismantled and accepted by the mover on a straight weight basis;
9. Farm or construction equipment or machinery.

Electrical appliances or equipment require certificates of good working order when being placed in long-term storage or shipped within Canada or the USA. Otherwise, the Crown and/or its underwriters will not accept claims for damage to these items.

When alcoholic beverages, tobacco, food etc. are included in your effects it is incumbent on you to ascertain what restrictions, if any, apply in the country of origin and the country of destination, in addition to resolving personally all insurance, regulatory and permit requirements involved in the shipment of such articles.

The consequences of including prohibited or restricted items in your shipment are broad. At best, you could find that your insurance will not compensate you for any damage to the remainder of your shipment caused by the inclusion of prohibited items.

3.3 Incidental Relocation Expenses

You will normally incur some expenses that are directly attributable to your relocation, but are not covered under other sections of the Directives. FSD 15.31 provides the authority to reimburse some of these costs, in the form of an allowance.

Effective June 1, 1993, employees are entitled to a non-accountable allowance for relocation, for which receipts are not required. The amount is adjusted annually on April 1st and published in the Schedules to Foreign Service Directives and Meal Rates. This is a departure from the previous system which required full accounting of expenditures and sometimes led to disputes as to what was claimable. In addition, you may claim under FSD 15.32 for car rental expenses outside Canada up to the amount published in the monthly *Schedules to Foreign Service Directives and meal rates*. Car rental expenses are not claimable in Canada. You may also claim up to \$100 for professional cleaning of your residence after your effects have been loaded.

3.4 Disposal of Rented Accommodation — FSD 15.27

You should not take any steps to dispose of your accommodation until you have received your Posting Confirmation form showing that you have passed your medical examination.

Leased Accommodation

If you are renting accommodation in Canada or occupying privately leased accommodation at the mission, penalty charges for cancelling the lease due to your relocation are reimbursable under FSD 15.27 (a). You will require a copy of:

1. a letter to your landlord advising him of the date you intend to vacate and requesting that you be informed in writing of any penalty charges you may be obliged to pay to secure release from all financial obligations as they pertain to your lease, (see sample on page 40);
2. the landlord's reply, and;
3. a copy of your lease.

With the above items, you can obtain an accountable advance from SBM (Geographic Service Section) to cover the penalty charges. You should then pay the landlord, obtain a receipt and submit it under an Expense Claim Form to SBM (Geographic Service Section) before your departure.

Hint — If you are being charged a sublet fee in lieu of charges for cancellation of your lease, this cost may be claimed under FSD 15.27. If your landlord insists that you fulfil the terms of tenancy and this exceeds three months, you should arrange personally to sublet your accommodation. The Landlord and Tenants Act provides for this and your landlord cannot refuse to allow a tenant to sublet.

Leased Accommodation — Part month rent

If you have paid your last month's rent and your departure date for the mission occurs during this period, you may be entitled to reimbursement of a portion of this rental cost. To claim a refund proceed as follows:

1. Provide a receipt from landlord as proof of payment.
2. Divide the number of days in the month of departure into the total monthly rental to obtain the daily rental rate.
3. Total the number of days left in the month from the date of moving into temporary accommodation.

4. If you take any vacation leave en route to the mission (departure Ottawa/arrival mission) deduct these days from the total number of days shown in (3).
5. Calculate the refund by multiplying the daily rental rate by the number of days shown by (3) and (4).
6. Enter the calculations on the travel expense claim form, together with the receipt for cost of any penalty payment made to the landlord by breaking the lease.

SAMPLE LETTER TO LANDLORD

OTTAWA, Ontario

Dear Sir/Madam:

Please be informed that I have been posted by my employer, the Department of Foreign Affairs and International Trade Canada, and propose to vacate my apartment at _____ on _____.

May I be informed, in writing, that this notice is acceptable to your firm, and if not, may I be informed of any penalty charges I may be obliged to pay to secure release from all financial obligations as they pertain to this lease.

Your records will reveal that I have made payment of one month's rent in advance and this payment together with that for the month of _____ and the month of _____, I arrive at a total amount which is in agreement with the clauses stipulated in the lease.

Yours sincerely,

3.5 Disposal of A Principal Residence in Canada — FSD 16

If you plan to purchase or sell a principal residence within the Ottawa/Hull region, you should refer to FSD 16, in particular to FSD 16.05 and to FSD 16.08 regarding occupancy, to determine the extent to which you may seek reimbursement for real estate and legal fees, as well as other costs related to the sale or purchase of a residence.

It should be noted that foreign assignment employees are covered by sections 16.02, 16.03 and 16.04 inclusive as well as sections 16.19 and 16.20 while career foreign service employees are covered by sections 16.05 to 16.20 inclusive.

You should familiarize yourself with these sections in order to determine the reimbursement to which you are entitled.

1. Accountable Advance

You may receive an accountable advance from SBM (Geographic Service Section) to cover anticipated costs. Your request should be supported by the following documents and you should indicate the anticipated date of the transaction:

- Photocopies of the Agreement of Purchase and Sale, as well as the Multiple Listing Service Agreement.
- A letter from the lawyer containing an estimate of the fees and expenses payable on closing.

Please note that in accordance with FSD 4 you must account for the advance in full within 10 days after the expense has been incurred.

2. Claiming Reimbursement of Fees

You should submit the following documents to SBM (Geographic Service Section) under an Expense Claim Form (EXT 160) to obtain reimbursement:

- a) A copy of the Agreement of Purchase and Sale. (Deed or Transfer of Title in case of a purchase)
- b) The lawyer's receipted Statement of Account and, in the event of a sale, a receipted invoice from the real estate agent. (Originals required)
- c) Original receipts and supporting documents covering other related costs, for example, first mortgage repayment penalty.

3.6 Staff Accommodation at the Mission

Now it's time to think about where you will live during the next few years. The place where you rest your head at night can sometimes make all the difference to the experience of living abroad. And since this house or apartment will be your home for the next two to four years, it's one of the most important items to consider about your new posting.

After receiving your Posting Confirmation form and the Committee on Mission Management (CMM) has met and allocated accommodations, mission administration will correspond with you directly if you will be occupying Crown-held accommodation. Often photographs and floor plans of your new home may be available for your inspection at the Services Centre (SERV).

It would be a good idea to read FSD 25, as well as the Occupancy Agreement, prior to your posting. It lists what your obligations will be, as well as what benefits are provided to you, during your occupancy of staff accommodation abroad.

Directive 25 determines how much you must pay each month for accommodation. This amount is called a Shelter Cost and it includes costs for rent, utilities and services that you will pay to the Department each month. The amount you pay is based on what the average person with a salary and family size similar to yours would pay for fully serviced unfurnished accommodation in the Ottawa/Hull area. This amount is revised every year on April 1, as reported by Canada Mortgage and Housing Corporation.

Staff quarters are either Crown-held (owned or leased), or privately leased. If your staff quarters are Crown-held, they will be fully furnished in accordance with the Material Authorization Tables, subject to the availability of appropriate funding. (When you are assigned to a US mission, in many cases, you will look for your own accommodation and your furniture will be shipped to your new home.) Where no Crown owned or leased property is available, the United States Area Management Office (UAM) will consider whether you and your spouse are eligible for a house hunting trip to the mission. At some missions, provision does exist for the "loan" of various appliances and equipment while in privately leased accommodation. You should explore this with Mission Management on your arrival.

You may also want to pay close attention to FSD 25.09 [(a) and (b)] which provide for a Shelter Cost Waiver, if you own a house or condominium unit in the National Capital area and where you are in a "two rent" situation during your assignment. The Head of Mission may waive the payment of your shelter cost for a period of up to six months. Please note that this six month period is the maximum total period of waiver you will be allowed during one posting (except under FSD 15.34). Exceptions

to the six-month limit will not normally be considered. If there are truly exceptional circumstances, you must submit relevant correspondence to SBM for submission to the appropriate foreign service interdepartmental co-ordinating committee for consideration.

You will no doubt have engaged a company to look after your principal residence in Canada while you are on posting. Under FSD 25.09 (d), these property management fees will be reimbursed. You can either receive an accountable advance from the Mission or forward a claim to SBM (Geographic Service Section) for that fiscal year. Accountable advances will be issued to you once per fiscal year upon presentation of the following documentation:

- a) a copy of the management firm contract and/or a comprehensive receipt;
- b) a copy of your lease; and
- c) either a signed declaration of principal residence or a copy of a completed Revenue Canada T2091 form.

It should be noted that reimbursement of property management fees is a taxable benefit.

3.7 Family Separation Expenses — FSD 15.34

This provision is designed to assist you, the employee, in the temporary maintenance of two residences by waiving payment of your shelter cost at post under the following circumstances:

1. operational requirements — FSD 15.34 (a)(ii)(A);
2. to enable a dependant to finish a school term — FSD 15.34 (a)(ii)(B);
3. illness of a dependant — FSD 15.34 (a)(ii)(C), and
4. a dependant remaining to try to sell or rent your principal accommodation — FSD 15.34 (a)(ii)(D).
5. your family remains in Canada to avoid disruption of a dependant child's education at the primary or secondary level FSD 15.34 (a)(ii)(E).
6. Spousal education or employment, or a combination of both (under certain conditions) FSD 15.34 (a)(ii)(F)&(G)

The entitlement to a waiver of shelter cost has been expanded to include spousal education or employment, or a combination of both, where you accept the assignment on an accompanied basis. The assistance for each purpose shall normally be limited to one assignment in your career.

One return trip home to assist your dependants to relocate to the new place of duty may be approved when the Deputy Head is satisfied that they require your assistance in travelling to the new place of duty.

A Request for Family Separation Expenses (FSE) should be submitted to SBMC (Geographic Service Section), with a copy to SERV, in advance of your departure outlining the circumstances.

Note — Remember that your allowances (Foreign Service Premium — FSP and Post Differential Allowance — PDA) are based on the number of dependants who actually accompany you and will reside with you at the time you arrive at the mission. The amounts payable will be adjusted when your separated dependants finally join you.

3.8 Shipment and Storage of Household Effects

As most of the houses or apartments owned or leased by the Crown are furnished, you will probably not have to ship your furniture abroad (unless you are assigned to the United States where

you may have to find your own accommodation and furnish it yourself). In most instances, however, you must decide what items will stay in storage and what items you want to take with you.

Under the 1993 FSD's, (FSD 15.13(a)), packing, crating cartage and storage of household effects subsequent to the original relocation may be authorized if these expenses do not exceed the expenses that would have been incurred had these effects been placed in long-term storage at the time of your relocation.

Removal Companies — Selecting a Mover (Except for moves to the USA)

The reality of the pending move will probably not sink in until you start going through your personal and household effects in preparation for moving day. Information on removal companies is available from the Services Centre (SERV). Employees cannot choose a moving company for moves to the USA.

All of the companies used are in the Ottawa/Hull area and have been approved by Public Works and Government Services Canada for packing, crating and storage in Canada. The Department does not favour one company over another. All are required to meet federal and/or provincial standards and to make available performance statistics on their estimated, on-time deliveries and settlement of claims. If you are overly concerned about a particular firm, remember that reputable firms will be eager to answer your questions, explain their procedures and packing methods and even let you visit their storage facilities. Available for your reference in the Services Centre (SERV) are the quality control reports on the packing companies submitted by employees relocated last year.

Moves to the USA

All moves to the USA are handled separately. You should talk to your service adviser in the Services Centre (SERV) if you are moving to the United States.

Household Effects Survey

You must contact a representative of the moving company you have chosen. In order to determine the cost of your move and the weight and volume of your possessions, it is necessary that the representative see everything you intend to have shipped or stored. Don't forget to include items in the attic, basement, storage locker, garage, as well as any items, including non-perishable foodstuffs, that you intend to purchase before packing day. Be sure to advise the representative which items you want to go by air and sea and which items are to be sent to storage.

On the basis of your needs, SERV (Services Centre) will determine the type(s) of shipment you will have, taking into consideration the services and facilities available for shipments to our new mission. Remember that you are subject to weight limitations.

Packing and Moving Dates

Confirm dates personally with the mover's representative and SERV (Services Centre). If for some reason the dates have to be changed, make sure that SERV and the moving company are informed. Depending on the size of your accommodation and the amount of goods to be moved, you are entitled to be absent from your job for a reasonable period of time while the movers are at your home [See FSD 15.01 (f)]. (These arrangements should be made directly with your supervisor.) Misunderstandings can be avoided by submitting a leave application form. Moves are normally planned to occur on consecutive working days with the following day set aside for house cleaning. This means that you will need temporary accommodation for the period that you are unable to occupy your home.

WARNING — Supervise the packing of your effects. Often articles marked or selected for shipment to the mission end up in long-term storage and vice versa. Most of this can be avoided if you pay

close attention to what is happening when packers and movers are in your home. It is strongly suggested that, if at all possible, effects be segregated, marked or labelled before packing day to lessen the chance of error as to where everything is to go.

Motorcycles

These may now be included as a part of the shipment of the employee's household effects. Employees should, however, ensure that local laws and regulations do not prohibit, restrict or otherwise govern their importing a second vehicle, or first vehicle in the case of some support staff and many others who may not benefit from special privileges granted by the country of assignment. In the event of loss/damage, the employee may claim reimbursement for the cost of restoring the motorcycle to a serviceable condition or the cost of replacement.

The following steps must be followed:

1. the battery must be disconnected;
2. state the type of battery (wet cell batteries cannot be shipped)
3. the gas tank must be purged;
4. the crank case must be emptied, and
5. the points taped
6. If equipped with a locking gas cap, the employee must leave the key.

If the above are not taken care of, the motorcycle will be refused by the moving company. You will also need a letter from the firm carrying out the above that the work has been done.

Air Freight

Shipment should include all items considered essential for initial occupancy of your accommodation (for example, seasonal clothing, kitchenware, linen, and toiletries).

Delivery

Except for air shipments of essential items, you should not expect to receive the bulk of your household effects for at least six to eight weeks, and very often up to three months later, depending on factors such as distance, the country concerned, sailing frequencies and so forth. Even moves between Canada and the United States are sometimes delayed while the company waits for someone else's effects to fill the van going to a given destination.

Storage

Your surplus effects will be stored at Government expense in a government approved/insured warehouse. At the time of packing, you will be required to sign a warehouse receipt describing the condition of all of your furniture and major effects put into storage. Watch what you sign; it could be important if you have a loss or damage claim after returning to Canada. Ensure that the effects are properly tagged for air, sea or storage, and that the packing lists are accurate. It is suggested that you mark the packed boxes with a felt marker yourself indicating the type of shipment.

Hint — Before the mover comes to your home, electrical appliances should have been inspected and their good working order attested to by a qualified service person in writing; a copy of this must accompany your inventory.

3.9 Shipment of An Automobile

You may be wondering what to do with your car and have made inquiries about its shipment, ownership and operation especially in countries where conditions are very different than in Canada. The following are some important items to think about in this regard:

- How much can I afford to spend?
- Left Hand vs Right Hand Drive?
- What will the resale value be at the end of the posting?
- What are the host country's regulations concerning disposal, registration, environmental controls?
- Am I eligible for duty-free purchases, sales tax waivers or any special discounts?
- Will duty be payable at the time of my return to Canada?
- Will the vehicle meet Canadian safety and emission control specifications when it's time to come home?
- What type of vehicle would best be suited to the state of the roads at the mission?
- What about the quality of service and repairs? Are spare parts readily available and reasonably priced?
- Are good used cars available for purchase at the mission?

Before you decide on buying a new car or shipping your present one, take another look at the Mission Report and discuss the issue with your Service adviser. Effective June 1, 1993, you may claim shipment costs for a new PMV which is purchased from a local dealer at your post where the manufacturer will not ship directly to you, or where this is cost effective.

Shipment

The shipment of privately owned automobiles at public expense (FSD 15.17) is done by surface means. Transit time for vehicles can take several months and employees should plan accordingly.

If you intend to ship an automobile, this should be one of the first items to look after following receipt of your posting confirmation. You will have to provide your moving with a copy of the vehicle registration. The primary purpose of your PMV must be for family conveyance. For purposes of shipment, PMV means a motorcycle (when not shipped as household effects), sedan, sports car, station wagon, mini-van, pick-up or 4-wheel drive vehicle of three-quarter ton rating or less.

You may be considering the possibility of purchasing a car outside Canada and having it shipped to the mission. This is permissible as long as you have obtained prior authority from SERV (Service Center). An accountable advance may be obtained for this purpose, but remember to keep all receipts and submit a claim as soon as you take delivery of your vehicle.

When you are making your own arrangements, remember to take out personal and all-risks marine insurance which should cover the replacement and shipping costs of the vehicle. It is essential that an accurately completed Condition Report is made before shipment. Read the fine print in your insurance policy and get a satisfactory explanation from your insurance agent.

Hint — If you have not done so already, speak to colleagues who have gone through the experience of shipping their cars. Contact dealers, manufacturers and/or freight forwarders and try to get an estimate of current transit time. Before you make up your mind, remember there is a high risk of damage and theft associated with shipment of motor vehicles. Also, serviceability, parts availability and cost, customs and resale restrictions, as well as the general state of the roads and security at the mission may make operating your own vehicle a nightmare.

Hint — Consider including accessories such as cassette decks, hub caps and windshield wipers with your shipment of household effects.

Hint — Ensure that no gap occurs between the time your marine transit insurance expires and your personal car insurance coverage begins at the mission.

If an automobile is not shipped under FSD 15.17, the following costs may be covered; commercial storage costs at an authorized warehouse, including insurance and a one-time preservation fee or up to \$30 per month, including insurance, for private, dead storage.

3.10 Insurance

When you are relocated to, from, or between missions, personal and household effects authorized for shipment will be transported to the new place of duty at public expense, and household effects not required at the new place of duty will be stored at public expense in accordance with the provisions of FSD 15. The Government's responsibility for insurance and protection of your personal and household effects is outlined in FSD 15.

Settlement of claims will be based on "replacement cost value." This replacement cost value is the item's replacement cost value in Canada at the time of relocation. The date of purchase and replacement cost must be recorded on your Inventory of Household Effects (Form EXT 378). To better understand the provisions of FSD 15 for insurance and "all-risks" coverage for personal and household effects, the following clarification may be useful.

The Government does not accept liability for loss or damage to:

1. accompanying baggage;
2. furs, jewellery, coin collections;
3. sums of money lost in transit;
4. personally created items such as carvings, paintings, manuscripts, etc. valued at more than \$100 unless they have been professionally evaluated;
5. valuable items such as heirlooms, art objects, stamp collections, and antiques valued at more than \$300 unless they have been professionally evaluated;
6. articles for which an insurance company would not have assumed the risk, for example, foodstuffs which require climatic control, and liquids.

If you have taken out private insurance on some articles, be sure to identify these in the comments column of your inventory, otherwise the Government will assume all your effects are covered and will not consider a claim (FSD 15.20). It is not useful to take out private insurance on run-of-the-mill items. Note that if valuable items like paintings, antiques etc. are damaged, the Government will cover the cost of repairs but will not cover loss of commercial value because of the repair. You may wish, therefore, to look into private insurance for such items.

Two different systems are in place, depending on whether your move is between missions in Canada and the USA, or is to and from a mission outside Canada and the USA.

For moves between Canada and missions in the USA, insurance is provided through the selected mover. The maximum amount of compensation is established in the Treasury Board Relocation Policy which is \$100,000 for effects authorized for storage, and \$100,000 for effects in transit (additional coverage is not provided when an automobile is shipped by van with household effects).

For moves to or from a mission outside Canada and the USA, the government accepts the risk for loss or damage in transit up to the maximum established in the National Joint Council, which is now \$100,000. This is separate from the \$100,000 placed on effects in storage. Of course, the shipment or storage must have prior departmental authorization.

Insurance on Personal Effects Following Arrival at the Mission

It is your responsibility to insure your personal and household effects following delivery of these effects at the mission, and you are encouraged to do so. In the event of a major disaster, for instance, it might be possible to seek compensation from the Treasury Board, but this would only be for risks not covered in insurance policies. Advice on how to arrange for local insurance is contained in the Mission Report; however, you may wish to obtain insurance from a Canadian company or a company in a third country. We are presently aware of two companies, listed below, which have established special "all-risks" policies to cover personal and household effects outside Canada.

Reed Stenhouse Ltd.
Suite 710, 1525 Carling Ave.
Ottawa, Ontario
K1Z 8R9
Telephone: 613-722-7070
Telex: 053-4336
Fax: 613-722-3635

Marsh & McLennan Ltd.
P.O. Box 3190, Station "C"
Ottawa, Ontario
K1Y 4J4
Telephone: 613-725-5050
Telex: 053-4726
Fax: 613-725-1108

Insurance on an Automobile Shipped Under FSD 15.17 to or from Locations Outside Canada and the Continental USA

If your personally-owned car is shipped to or from a mission at public expense under the provisions of FSD 15.17, the Crown will pay the cost of non-deductible "all-risk" marine and inland insurance coverage from the time the vehicle is released to the shipper or forwarding agent until it is subsequently released to the owner at the final destination. Note that coverage is up to Red Book value only (a book used for insurance purposes). This coverage is arranged by the freight forwarder or by the Mission when shipment is arranged through them. If you order your automobile from the factory or arrange shipment privately, you should ensure that similar coverage is provided for the vehicle. If loss or damage occurs, you must deal directly with the insurance company in arranging settlement. You are fully responsible for insurance coverage when the vehicle is in your possession.

Hint - Ensure that no gap occurs between the time your personal car insurance coverage expires and marine transit insurance begins.

Insurance on Automobile at the Mission

It is as essential to have adequate insurance on your car at the mission as it is in Canada. The Mission Report and Mission Management provide advice and information on insurance and the names of local insurance companies and/or agents.

Insurance for third party liability must often be placed with a local company. In some countries, local insurance companies have inadequate coverage for comprehensive (collision, fire and theft)

insurance. For instance, the policy is likely to pay only in local currency which may be non-convertible, and/or be valid only on national territory so that if you travel outside the country, your comprehensive insurance is not valid. For this reason, employees posted in such countries often take out comprehensive insurance with international companies. At this time, we are not aware of any Canadian firm offering this service, but the following firms offer this coverage:

Clements and Company
Suite 701 — 1730 K Street N.W.
Washington, D.C.
USA 20006
Telephone: (202) 872-0060
Telex: WUI 64514
Fax: (202) 466-9064

Hadley Cannon Ltd.
32-35 Botolph Lane
London, Great Britain
C3R 8DE
Telephone: 01-623-2411
Fax: 01-929-3068

3.11 Temporary Accommodation

As you are already aware, living expenses in temporary accommodation is limited to the time it actually takes you to move out of your old accommodation and into the hotel or other quarters prior to travel. Under FSD 15.33, all employees may claim two days of temporary accommodation at headquarters or at the previous mission prior to departure, and another two days at the new place of assignment. Extensions in temporary accommodation beyond two days before departure must be approved in advance by SERV.

Sometimes, it simply is not possible to occupy permanent accommodation at your new place of duty within the time limits for good reasons, for example, lack of suitable facilities, repairs to be completed to Crown-owned accommodation, or due to exceptional operational requirements such as departures on very short notice or delays in agrément for Heads of Mission. In such cases, the employer may authorize an extension of full living expenses. The appropriate Shelter Cost will be applied after 35 days in temporary accommodation (including temporary accommodation at the former place of duty). See the following table, "Temporary Accommodation at the Mission," for claimable expenses.

Advances for living expenses can be obtained from SERV (Services Centre) or the Mission Financial Officer. Travel claims must be submitted within 10 days of arrival at the new place of duty. The daily meal rates are published in the *Schedules to Foreign Service Directives and Meal Rates*. For travel under the FSDs, incidental expenses may be claimed as indicated in the table, "Temporary Accommodation at Mission."

Note — Extensions of the period for which you may claim living expenses will not be granted for personal reasons such as your decision to sell or rent your property, or where you have vacated your residence early to enable redecoration or repairs to be made.

TEMPORARY ACCOMMODATION AT THE MISSION

	HOTEL ACCOMMODATION	SELF-CONTAINED ACCOMMODATION*
First 2 days	Full meal rate plus incidentals as defined below No shelter cost	Full meal rate plus incidentals as defined below No shelter cost
3rd to 21st day	Full meal rate plus incidentals as defined below No shelter cost	Up to 80% meal rate, plus incidentals as defined below No shelter cost
22nd to 35th day	80% of meal rate, plus incidentals as defined below No shelter cost	No meal rate No incidentals No shelter cost
After 35th day	80% of meal rate, plus incidentals as defined below Shelter cost applies	No meal rate No incidentals Shelter cost applies

* This applies both to commercial self-contained accommodation, and to temporary staff quarters equipped with adequate furniture, furnishings and appliances.

Incidental expenses may be claimed as follows.

1. Employee unaccompanied at mission:

- 25% of daily meal rate when in hotel accommodation
- 15% of daily meal rate when in self-contained accommodation or private accommodation

2. Employee at mission with dependants:

- either 15% or 25% of daily meal rate for employee only as appropriate for the type of accommodation;
- or, with receipts, up to 15% or 25% of daily meal rate as appropriate, for employee and each dependant.

3.12 Relocation Travel

Travel Entitlements

It's now time to arrange the actual route you will take to your new posting, among other essentials. SERV (Services Centre) will explain claimable "Travelling expenses" [FSD 2.01 (aa)] and calculate your travel entitlement under FSD 15.

You can make your own travel arrangements through a private travel agent or make arrangements through GTS (Government Travel Service). Depending on the length of the journey, overnight stopovers will be allowed in order to reduce the effects of "jet lag". In all cases, paid travel leave is granted for the "travelling time" [FSD 2.01 (aa)] needed to complete your journey by air, but overtime is not payable for travel. However, overtime depends on "day of work/day of rest" and is paid according to your

collective agreement. Remember to file a leave application with your supervisor for annual leave, travel and other approved absences related to your relocation. Where accommodation is required en route, you make your own reservations at suitably appointed establishments offering commercial or government rates or you may make arrangements through GTS. For an overnight stop, the commercial accommodation used should be as close to the airport as possible to avoid excessive taxi charges.

Where you choose to drive your own car to your new place of duty, your travel entitlement is up to the fare quotation determined by the employer for the most economical published full economy air fare plus the cost of Private Motor Vehicle (PMV) shipment from its location to the mission (but not in excess of the cost of shipment from Ottawa to the mission). This applies only in situations where the employer would otherwise have shipped the car at public expense. If you have questions about the entitlements, check with SERV (Services Centre) first.

When you attend the Pre-posting administrative briefing session an Outgoing Relocation Kit is handed to you which includes a form Summary of Relocation and Travel Expenses. The form is completed to determine travel expenses. A Service Advisor (SERV) will assist you if necessary in completing the form and explain your travel entitlements. Once your Posting Confirmation has been issued and the form is completed an accountable advance will be available to cover the estimated costs of:

1. your transportation entitlement based on the fare quotation;
2. ground transportation expenses to and from the air terminals at your old and new places of duty;
3. accommodation, meals and other expenses for any approved stopovers; and
4. living expenses in temporary accommodation prior to departure from your old place of duty. (Advances for expenses in temporary accommodation at the Mission will be provided by Mission Management).

FSD 15.38 — Relocation During Long School Holiday Recess

Relocation expenses may, under certain circumstances, be paid for a dependant student where an employee is to be relocated during the long school holiday recess.

En Route

If you are travelling by air, you should be aware of your accompanying baggage weight allotment. Make sure you know your weight limitations before you set out for the airport. You are reminded that if any leg of your travel is on a weight limit basis, for example, 20 kg per person, then you must travel within that limit even if your journey begins from a point where a piece concept is applied. In some areas when flights are full, ticket agents may even weigh your hand baggage if it appears to exceed permissible limits.

In addition to getting you from Point A to Point B, the airline(s) used en route has certain responsibilities governing international travel. In the event that you are subject to unduly long delays or miss a connection that has previously been confirmed, the carrier will normally provide you with vouchers for food and accommodation and try to make an alternative booking for the remainder of your journey. Unfortunately, there are serious inconsistencies in the attitudes of staff of some airlines and very often one must be firm in order to get some action. Take note of all relevant particulars including the names of persons you spoke to, times of day, treatment accorded and so forth. If you have to go out of pocket, pay the bill but retain the receipts. After you arrive at the mission, you will be in a position to document a claim for expenses which would not ordinarily have occurred. Please note that such claims will be entertained only when travel arrangements were made by the Department.

Hint — Be prepared to pay departure taxes at some airports if it is not specifically included in your ticket. In some countries it must be paid in US dollars, not local currency. If the Department arranged the travel, save the receipt for inclusion in your claim.

Hint — It is useful to have small amounts of local currency available for porters, drivers, bus fare etc.

Expenses Claimable During Relocation Travel

Transportation

If your transportation was purchased through GTS you must attach the ticket stubs to your expense claim. If you received an accountable advance from SERV (Services Centre) and purchased your own transportation, you must attach the fare quotation provided to you by SERV (Services Centre), the original receipt covering the purchase of transportation and the ticket stubs.

If you travelled by car, you may claim (within the transportation entitlement) actual and reasonable operating costs, for example, gasoline, oil, minor maintenance en route, tolls, parking; or the kilometric rate established for the location where your journey by Private Motor Vehicle (PMV) commenced. You may also claim (within transportation entitlement) for meals en route, overnight accommodation and related incidental expenses, based on the Treasury Board standard of one overnight stop after travel of more than 500 kilometres. However, the maximum number of stops that you may claim would be based on the most practical and economical route by car between the points where the car travel began and terminated. For example, if you travelled by car between Minneapolis and Ottawa, the most practical and economical route would be 1650 km and therefore, regardless of the actual distance driven, even if you made a wide sweep through the northern states and drove 4,000 km, the expenses you could claim for meals, accommodation and incidentals would be based on a trip with three overnight stopovers.

In the above example therefore, you would be entitled to claim all automobile operating costs (including car rental costs if applicable for the full 4,000 km, and meals, accommodation and incidental expenses associated with a trip of three stopovers), provided of course that the costs were within your transportation entitlement. You could also take the three overnight stopovers at any time or any place en route. (Complete details of your routing would need to be provided on your claim.) It should be pointed out that any time taken in excess of the normal travel time by air will be charged against your leave credits.

Hint — If you travelled by rented automobile you may claim (within the transportation entitlement) the rental costs — including third party liability insurance — of the vehicle, tolls and parking supported by receipts.

Hint — Any drop-off charges should be claimed under your transportation entitlement.

Ground Transportation Expenses at Old and New Places of Duty

You may claim transportation expenses in travelling from your accommodation to the commercial carrier's terminal at your old place of duty and from the terminal to your accommodation at your new place of duty. (Where local transportation is available to/from central location and airport, this should normally be used.)

Costs of taxis or other local transportation, if over Canadian \$8 in Canada, or over the equivalent of Canadian \$10 outside Canada, can be claimed but receipts are required.

Expenses During Authorized Stopovers

You may claim the following expenses during an authorized overnight stopover:

- a) commercial accommodation based on first class (not luxury) standards of comfort and convenience with size of accommodation conforming to family configuration;
- b) meal costs based on the meal rates established for the location or actual and reasonable meal costs supported by itemized receipts; costs of taxis, etc. same as above.

Other Related Expenses (Incidental Relocation Expenses)

During relocation, an unaccompanied employee may claim as incidental expenses 25% of the daily meal rate when in hotel accommodation, or 15% of the daily meal rate when in self-contained accommodation or private accommodation. When an employee is accompanied by dependant(s), the employee may claim as incidental expenses either (i) 15% or 25% of the daily meal rate for the employee as appropriate for the type of accommodation; or (ii) with receipts, up to 15% or 25% of the daily meal rate for the employee and each dependant.

3.13 Relocating Your Pets

So you want to bring your pet budgie, kitty or dog along with you to the new mission. First of all, check the Mission Report to make certain your new location welcomes animals. Some countries have very strict entry regulations.

The Department does not make arrangements for transportation of your pets. If you decide that you simply must bring your pet, then make the necessary arrangements with the airlines well in advance.

The shipment costs of domestic pets is not paid for separately but is included under FSD 15.31, Incidental Relocation Expense Allowance.

General recommendations on shipping an animal include:

1. Let your pet become accustomed to the shipping crate.
2. Include a familiar toy or something with your scent on it.
3. Put identification including an emergency phone number around your pet's neck.
4. Water but do not feed your pet just before departure. Feeding close to flight time can cause air sickness. Don't tranquilize the animal without your vet's approval.
5. Special information placed on the crate should include: shipping destination; whether the animal has been sedated; when last fed and watered; and the pet's description. Photocopies of documents such as health certificates should be attached to the crate, especially if the animal is travelling unaccompanied. You might want to list this information in other languages, depending on the countries transited.
6. Check with the agent who meets the flight about your pet's progress when you are changing planes. Have your air bill number readily available when doing this.
7. Allow plenty of time between connecting flights to be sure your animal is transferred to your flight if travelling with you.
8. Arrange to have your pet picked up immediately. Airline facilities for pets may be limited or non-existent.
9. Inform the Mission that a pet is being shipped unaccompanied and that the Mission will have to arrange for its clearance.

3.14 Pre-Posting Checklist

After having read this chapter on relocation, you might now be wondering what would be the best way to organize all the details that have to be completed in the next few weeks. Arranged in the form of a checklist, the following is a logical sequence of items you should look after as you count down to departure day. Many of the items relate to sections of the FSDs that have already been considered in some detail in this Handbook. You may find it useful to use this Checklist as a means of charting your progress and keeping to a reasonable timetable for getting things done systematically. The Services Centre (SERV) will assist you, and a copy of this checklist is available.

FIVE TO SIX WEEKS BEFORE MOVING DAY

- Call the family together. Explain to the younger children what will happen over the next few weeks; review your overall strategy and give everyone a chance to get involved with details, and to feel they are making an important contribution.
- Consult your Assignment Officer to discuss pre-posting training requirements (i.e. consular and immigration training) and consult the Services Centre about posting briefings, workshops, family orientation sessions and so on.
- Review the moving expenses covered under the FSDs; get a copy of Bulletin I.T. 178R2 from Revenue Canada. Set up a means of collecting your receipts and keeping track of your expenditures, whether they are reimbursable or your personal responsibility.
- Arrange an interview with your Service Advisor, SERV (Services Center), make arrangements for your move and travel advances.
- Select a moving company (except for US moves); and set up an appointment for a company representative to visit your home for a Household Effects Survey.
- Before the mover's representative arrives, do your own survey of your belongings and decide what to keep and what to discard.
- Make sure the mover's representative sees everything that will accompany you to the mission or go into storage; advise of any imminent purchases; keep in mind your overall weight limitations.
- Carefully prepare a detailed inventory of all your possessions and divide it into sections for Storage, Air, Sea and/or Road Shipment and Accompanying Baggage; note items of particular value, those covered by private insurance, and those which will not be shipped at the employer's expense.
- Make sure you are aware of the mover's and the Crown's maximum liability in the event you have a loss or damage claim. Arrange to get qualified estimates for items of particular value. If necessary, obtain a written appraisal for valuable items such as antiques, jewellery, furs and paintings. Purchase the necessary additional "all risks" coverage based on the replacement cost of your effects and included items such as jewellery and furs.
- Communicate with your landlord to arrange termination of your lease (when final PCF issued). If you are an owner and plan to rent, start advertising for a tenant or retain the services of an agent.
- If you are eligible, proceed to the mission on a house hunting trip; in any event, tap the expertise at the Mission for specific information relating to the availability of private accommodation and, if you have school age children, educational facilities.

- Make transportation arrangements for any pets that will accompany you to the mission; have your pet examined by the veterinarian and given any necessary inoculations; obtain certificates.

FOUR TO FIVE WEEKS BEFORE DEPARTURE

Prepare a list of people and organizations who should be notified of your move:

- Relatives.** Give your relatives the appropriate emergency telephone numbers so that in the event of death or serious illness in the family, you can be notified immediately. Tell your relatives to call the Employee Assistance Program (EAP) Counsellors, Brenda Abud-Lapierre at 992-6167, Laurier Beaudoin at 992-1641 or Barbara Barr at 995-9547. These counsellors will be able to contact you quickly.
- Friends**
- Business Associates**
- Professional Services:** Doctor, Paediatrician, Dentist, Orthodontist, Lawyer, Accountant, Broker
- Insurance Services:** Life, Homeowners' or Tenants', Automobile
- Banking Services**
- Credit Cards**
- Accounts Payable:** Department Stores, Car Loan, Mortgage, Finance Companies, Ontario Hydro/Hydro Quebec, Bell Canada, Heating Fuel
- Government Agencies:** Driver's Licence/Registration/Inspection, Municipal Taxes, Health Insurance, Post Office
- Subscriptions/Memberships:** Newspaper, Magazines, Record/Tape/Book Clubs, Social Organizations, Recreational/Athletic/Sports
- Other:** Schools, Clergy, Place of Worship, Alumni Organizations
- Review the section on Personal Mailing Privileges and advise the above as soon as you know what your new address will be. A change-of-address form for spouses is also available at The Services Centre (SERV), and it is recommended that spouses fill it out in order to continue to receive documentation of interest, for example, *Direct Communication with Spouses*, notices of employment and of upcoming workshops.
- If you are not shipping it, arrange for the sale or storage of your car; safety inspection is required in Ontario prior to transfer of ownership; contact your insurance agent.
- Consider the desirability of making a will, if you (and your spouse) do not already have one. (This is not claimable under the FSDs.)
- Do you have or need a safety deposit box? Do you require someone to have Power of Attorney on your behalf including access to your property and financial affairs?
- Phase out your grocery purchases: begin to use up canned goods, frozen foods and cleaning supplies.

THREE TO FOUR WEEKS BEFORE DEPARTURE

- Schedule necessary personal appointments with specialists, dentists and family physicians.
- Obtain extra pair of eyeglasses as well as duplicate prescriptions for all family members wearing eyeglasses. Consider prescription sunglasses.

Start to collect your important personal papers and documents together; make necessary duplicates and retain them in a safe place:

- Children's school records and reports
- Copies of university transcripts and degrees
- Family medical and dental records, immunization data, prescriptions for drugs and corrective lenses
- Letters of introduction from your club, lodge, clergy or business associates
- Employment references/resume for spouse
- Letters of Credit from your bank
- Letters of "No Claims" from your car insurance agent.
- Resign memberships in clubs or other organizations
- Contact the provincial Department of Motor Vehicles to advise change of address and continuation of your Driver's Licence
- Review your insurance requirements
- Advise Bell Canada of date telephone service is to be disconnected

TWO TO THREE WEEKS BEFORE DEPARTURE

- Have your garage sale or dispose of unwanted items
- Ensure Registration Form *Voting by Canadians Residing Outside Canada* is completed and signed. Also include copies of proof of Canadian citizenship and mail to Elections Canada to enable you to vote abroad in a general Federal Election.
- Inventory of Personal Effects must be completed and submitted to the Services Centre (SERV)
- Pick up Accountable Advances
- Finalize your travel itinerary and reconfirm transportation and accommodation arrangements
- Prepare your car for shipment or for the drive to your new mission. Have it gone over carefully and serviced by a competent mechanic
- Convert any electrical appliances that will accompany you abroad; obtain certificates of good working order for those remaining in storage and those being shipped

Have your rugs and drapes cleaned and pre-wrapped

- Make or take delivery of your final major purchases; retrieve any items being repaired or loaned to friends; return anything you may have borrowed from others**
- Start your farewell visits to family and friends; make the rounds of your "special places"; unwind a little — have an open house or informal party. Don't forget the children — make a party or have a special outing for them and their friends**

A WEEK BEFORE THE MOVERS ARRIVE

Start to assemble all of the items that you will take with you on your trip. These should include:

- Suitcases, valises, tote bags with their keys and identification tags**
- Passport Wallet, Identification**
- Important Papers, Records**
- Baby's Needs: Travel Toys**
- Eyeglasses, Sunglasses**
- Pocket Sewing Kit**
- Valuables (Collections, Jewellery, Furs, Irreplaceable Personal Items)**
- Cameras, Accessories and Film**
- Small Personal Hygiene Kit (Dental Supplies, Washing Needs, Grooming Needs, Scissors)**
- Notebook, Ballpoint Pen**
- Pick up your Passports, Tickets and other Travel Documents**
- Obtain sufficient supplies of traveller's cheques and foreign currency**
- Make your "last-minute" purchases**

TWO DAYS BEFORE PACK-UP

- Finish all laundry and dry cleaning**
- Empty and defrost your refrigerator**
- Start separating your personal effects into "Storage", "Air Shipment", "Sea Shipment", "Van", and keep one room or area aside for your suitcases and the items that you will carry on your own**

Put together a "Starter Kit" containing items that may be required immediately when you occupy your new accommodation. These items should be packed in a specially labelled box and included in your air shipment:

- Kitchen Supplies: Paper or plastic plates, cups and cutlery; napkins; one or two plastic or tupperware jugs (1 litre); small saucepan and serving spoon; Bottle/can opener**

- Foods (non-perishable):** Instant soup mixes or cubes; tinned pudding; crackers; dry cereal; instant coffee, tea bags, creamer; sugar, salt; chewing gum, hard candy
- Bath Supplies:** Towels and face cloths; kleenex, toilet paper; soap, deodorant, toothpaste
- Cleaning Supplies (non-corrosive, non-aerosol):** Paper towels, sponge, dish towels, scouring pads, soap powder, kitchen/bathroom cleaner
- For the Children:** A few favourite toys, puzzles, colouring books/reading material
- Miscellaneous Items:** Flashlight; screwdriver, hammer, pliers; aluminum foil; garbage bags; elastic bands; transistor radio; candles
- First Aid Kit**

PACK-UP DAY(S)

- Check the contents of your drawers;** remove anything that will spill, break or otherwise damage your belongings if improperly packed
- Pack your suitcases and tote bags** for transfer into temporary accommodation
- Collect and group any items** you particularly want the movers to pack in the same carton; remove linens from beds
- Pets to be taken to the Carrier's kennel** prior to onward transportation
- Disconnect and unplug all appliances**
- Be on hand before the packers arrive;** make sure the packers know what is and what isn't to be loaded
- Keep an eye on things;** watch how the packers tag each item and record its condition on their inventory; speak up if something is not being done to your satisfaction or appears irregular; contact SERV (Services Centre) if necessary
- Do not leave your premises unattended** while the packers are at work; make a tour of your residence to insure that no items have been overlooked
- Check and sign the packer's inventory** and keep one copy
- Confirm when the van will be arriving** to load your effects and then lock up the premises

MOVING DAY

- Be on hand before the van arrives;** remain until everything has been loaded and then make a final inspection of the premises
- Check that the correct destination address** appears on the Bill of Lading, sign and retain one copy



Clean up any mess and make sure that:

Furnace is turned down

All lights turned off

Windows and doors closed and locked



Return all of your keys to the landlord or to the person who will be responsible in your absence.

CHAPTER 4

Arrival at the Mission

4.1 Introduction

Well, you've finally made it! You've passed the "neither here nor there" feeling of living in a hotel before departure, you've had an enjoyable trip to the new mission, and are now getting yourself reestablished in a new environment. This process is in many ways the reverse of the relocation procedure that you have just been completed. Unless Crown-held staff quarters have already been assigned, much of the early days will be spent hunting for suitable accommodation. Soon you'll be dealing with the movers once again; the unpacking and putting away begins as you aim to make your residence a place where you will feel comfortable for the next few years. During your first month, you will be exploring your new surroundings and comparing the reality against what you learned prior to arrival. Before you know it, you will be meeting new people, making new friends and learning how to operate successfully in a foreign country.

4.2 Organization of the Mission

During all of those whirlwind days of moving in, you will probably notice that you aren't as independent as you were in Canada, you will undoubtedly be calling the Administrative Officer at "Mother Embassy" every day, or several times a day, to ask any number of questions relating to your new home. The following advice will help you in dealing with your new life abroad.

Based on the importance Canada attaches to its presence in the Host Country, there may be an Embassy or High Commission, or one or several Consulates at which programs such as General Relations, Employment and Immigration, Trade, Aid and others are carried out. Each program has a manager who is responsible to the Head of Mission — the Ambassador (High Commissioner), Consul-General, Consul — for its effective delivery. At smaller missions, there is generally one program manager who is entirely responsible for administrative matters including those affecting the locally engaged staff, as well as Canadian employees and their dependants. At medium-sized missions, there is generally an Administrative Officer or Office Manager who is usually a rotational employee. The larger missions have Administration Sections in their own right. These are usually headed by a more senior rotational employee who is supported by a team of Canadian and locally engaged personnel. Like program managers, those in charge of Mission Management are equally responsible to the Head of Mission. Committees are set up from time to time to monitor various areas of administrative concern such as Accommodation, Security and matters touched on by the FSDs. A Mission Management Committee, generally chaired by the Head of Mission and composed of program managers and invited employees, meets regularly to review program and administrative matters, formulate solutions to problems and delegate responsibility for making changes.

Administrative Problems

When you have a problem related to the carrying out of your duties, the person to see is your program manager. If you have problems with your entitlements and obligations under the FSDs, the Mission Administrative Officer or Office Manager is generally the one who will be able to help.

The duties of the Mission Administrative Officer are no mean task. You will probably find that person is almost always working under pressure and attempting to deal with a dozen situations at once. The administration of any Mission — from the smallest to the largest — is very difficult, particularly in that the person responsible always has to represent the interests of both management and the employee. The Administrative Officer should have a thorough knowledge of the FSDs, Mission budgets,

standing operational instructions and local conditions. He or she should know the items to which you are entitled and those which, in practical fact, can be provided. Administration is not an exact science and there is often a gap between expectations and reality. Foreign service is not particularly amenable to uniformly interpreting the rules and regulations in every circumstance and you should be prepared for a little give and take on minor issues. These things tend to even themselves out over the course of a posting.

Administrative Officers care about your concerns and will do their utmost to satisfy you within reasonable limits. There is no need to go begging for favours when a problem arises. Similarly, no useful purpose will be served by shouting or desk-pounding. If you have reached an impasse, take the matter up with your supervisor. Very often you will find that person is already aware of the situation as he or she was consulted by the Administrative Officer in order to reach a solution. Most supervisors will understand your difficulties because they are long in foreign service experience themselves.

More than likely your problem will be resolved by this stage, or reasonable efforts will be made to work out a compromise acceptable to all parties. If you are still not satisfied and you consider the situation serious enough to go one step further, the formal grievance system is at your disposal.

Note — Some employees in the past have taken the position that if their problem cannot be solved, they are going home. Be very careful when considering this action. The Foreign Service Directives specify that in the event of premature return, certain major costs, including a portion of relocation costs and entitlements already issued, may be the employee's personal responsibility to bear. In addition, your decision could also have disciplinary implications. Make sure you know all the ramifications before acting in haste.

Community Coordinators

About 75 missions hire a Community Coordinator to welcome newcomers, run an information centre, organize community activities and publish a community news bulletin. Get to know that person; she or he can be of great value to you and your family during the settling-in period, and can be of assistance throughout your entire stay at the mission.

4.3 Diplomatic Designations

You may be wondering just how the hierarchy at your Mission works and how this is decided upon. The most common diplomatic designations at Missions are shown in order of precedence as follows:

Ambassador — High Commissioner (in Commonwealth countries)
Consul General (in charge of Consulate General outside the country's capital)
Minister
Minister — Counsellor
Counsellor (1)
First Secretary (1)
Second Secretary (2)
Third Secretary (2)

(1) can be combined with Consul
(2) can be combined with Vice-Consul

Note — The Attaché designation is also widely used. Precedence depends on the type of work performed.

The responsibility for diplomatic designations rests with the Designations Panel, a Departmental Committee chaired by the Assistant Deputy Minister, Personnel Branch. The Designations Panel meets as required to deal with policy issues and with specific proposals for designations which do not meet

established guidelines. In arriving at decisions on designations, the Panel takes into account the views of the appropriate geographic or functional Assistant Deputy Ministers and the recommendations of the Heads of Mission.

On a daily basis, the Executive Pool/Heads of Missions Section (SPE) is responsible for the interpretation of the guidelines for the determination of the order of precedence at Missions abroad, and for providing information on countries of accreditation.

SPE also compiles and publishes *Canadian Representatives Abroad* and coordinates meetings of the Designations Panel.

4.4 Settling In

The uncertainties associated with accommodation and receipt of personal effects shipments make it more difficult to adhere to a rigid timetable for getting settled. However, there are some basic things that must be done and you may find that the Checklist that follows is a helpful reminder.

ARRIVAL CHECKLIST

- Check into your temporary accommodation (or Staff Quarter [SQ] and get some rest.
- Go easy on the eating and drinking until you have adjusted to jet lag and your body has begun to adjust to the changes in climate, diet, altitude, sanitary conditions etc.
- If you are in the Tropics, give your body a chance to adapt; you cannot expect to initially maintain the same pace as you did in Ottawa.
- Introduce yourself and your family to the Head of Mission, your Program Manager and Mission Administrative Officer; get a briefing on some of the things you need to know about settling in comfortably. N.B. Leave the program briefing until later; the Mission Administrative Officer will, in most respects, be prepared to help you during your "settling-in" period.
- Meet with the Community Coordinator, if there is one at your mission.
- Have Mission Administrative Officer send telex to headquarters re notification of arrival in order to begin payment of allowances, and to ensure that all appropriate offices at headquarters are aware of your arrival.
- If you are occupying Crown-held accommodation, go out to the SQ with the Mission Administrative Officer, inspect the premises and its inventory of furnishings. If the Mission has a "pack-up kit" of essential items, you may be able to occupy the SQ almost immediately.
- If you have to find privately-leased accommodation, get some initial suggestions as to where you should start looking and what sort of facilities you can expect to find, as well as your applicable rent ceiling, including any limitation or restrictions which may apply.
- Obtain a good map of the city and surrounding area. Start to explore, using various means of transportation. Make notes about the availability of schools, and commercial, professional and social services.
- Establish banking facilities.
- File Expense Claims.

- Pick up mail that has been forwarded to you.
- For employees with school-age children, check out the suitability of institutions (where required); complete applications or registration procedures; file Education Allowance Proposal if required.
- Confirm the expected arrival and delivery dates of your Air, Sea (or Road) Shipments.
- Get acquainted with other Canadian families at the mission. They have been through this already and can offer valuable time-saving advice.
- When you have located accommodation, arrange for your services, for example, telephone, electricity, water to be connected.
- Arrange insurance for your possessions.

WHEN YOUR BELONGINGS ARRIVE

- Where language or local customs may cause difficulty, try to arrange for someone knowledgeable from the Mission to be on hand.
- Be available to accept delivery. Your Air Shipment may already have arrived. Find your "Starter Kit" and start putting these items to use. Give the movers plenty of room to operate as well as specific instructions about where to put things.
- Supervise the unloading and unpacking very carefully; check that the number and description of boxes corresponds with the information on the copy of the packing inventory you obtained at your previous residence; note any changes in condition or items missing on the local movers' and your own record. Have the movers take away any unwanted cartons and packing material.
- As you put things away, check them off against your own Inventory of Personal Effects. Note any damages or losses for preparation of a claim. Allow everyone to help but do not try to get everything done at once.
- File your Notice of Intent to Claim properly and in accordance with the prescribed procedures and specified time limits (FSD 15.21/15.22).

SETTLING IN

- Locate a safe place for your documents.
- Arrange for the connection of major appliances; transformers, if required, are supplied by the Mission. Most Missions have appliances which can be supplied on a loan-to-staff basis.
- Arrange for medical and dental services.
- Check local car licensing and registration requirements.
- Follow up on any Loss or Damage Claims.
- Get acquainted with the local people; ask questions; meet your neighbours; explore your neighbourhood; get in touch with local organizations who make special arrangements for newcomers or those whose activities are the same as your own.

4.5 Loss and Damage Claims

When the time comes for the local movers to deliver your shipment to your staff quarters, you are again entitled to reasonable time off with pay in order to supervise the unloading and unpacking. When you are asked to sign for receipt, note any obvious discrepancies or damages and make sure you understand what you are signing. If you do not have the shipment unpacked at the time of signing the receipt, note on it "subject to further inspection" and also note any exterior damage, for example, crushed cartons, etc. at that time.

Once the movers have gone, you should examine your shipment more carefully and check each item off against your Inventories. Where an item is missing or damaged, record its inventory particulars plus a complete description of the damages on a separate piece of paper. You will need these details to submit a claim. The Crown's maximum liability for any one item entered within a grouping in the inventory is \$100. Unless you follow established procedures carefully and within the time limits set by the carriers or the Crown and its underwriters, you will invariably encounter frustrating delays and may lose out on entitlements.

1. **Shipment Between Canada and Continental U.S.A. and for Long Term Storage are Insured Up to \$100,000.**

If damage or loss occur, you must contact immediately the moving company who has packed your effects so that they can open a file for your claim and review the various steps you will have to follow in obtaining settlement. If damage or loss occur to your effects in long term storage in Canada or the USA, you must contact immediately the company which held your personal effects in long term storage.

2. **The Crown accepts liability for damage/loss overseas Air/Sea Shipments and personal effects in long term storage outside Canada and Continental USA up to a value of \$100,000. claims are administered with the assistance of Reed Stenhouse in Montreal.**

Address:

Alexander & Alexander
Reed Stenhouse
Attn: Nathalie Dubois
500 Blvd. René Lévesque West
Montreal, Quebec
H2Z 1Y4

Tel: (514) 871-4558
Fax: (514) 871-4411
Telex: 0526579

(Note: Intent to claim must be filed with the last carrier (see Sample A) and Reed Stenhouse (see Sample B) within 30 days from the date you received your personal and household effects.

If the damage is clearly a result of improper packing, you must file a claim with the company which packed your effects (see Sample C).

Missing items (shipment arrived at mission with no evidence of pilferage), you must file a claim with the company which packed your effects (see Sample C.)

Sample A

Dear Sir,

Re: Shipment of household effects -

(Employee's name)

Airwaybill (or Bill of Lading) No.

(number of date)

Further to the comments recorded on the delivery receipt when the above shipment was released by your company, I hereby wish to file a notice of intent to claim for the following losses and damage incurred:

Item	Nature of Damage/Loss	Preliminary Estimated Cost to Replace or Repair
------	--------------------------	--

-
- * (In view of the amount of damage/loss incurred, I have requested my employer to engage the services of an insurance adjuster and a copy of his report will be available shortly. In the meantime, it would be appreciated if your representative would let me know what further action I must take and the extent of your company's liability in this matter.)
 - ** (If you are refusing any or all liability because of the condition of the shipment when it was received by you, I request that you provide me with a copy of the transfer document recording the condition so that I may pursue this claim with the previous carriers.)

Yours sincerely,

- * If damage/loss is over \$2,000.
- ** If the shipment was received with visible damage or missing pieces.

Sample B

TELEX/LETTER NOTICE

I have today filed notice of intent to claim against, (company) which delivered/released my air/sea shipment on (date) for damage to my household effects which occurred in transit from _____ to _____.

This notice covers the following loss/damage at estimated cost \$____. (insert description of damage, inventory item no, article, estimated loss or damage). It is my understanding that you will forward to me specified directions so that I may proceed with this claim.

Address

—

—

—

—

Telephone number: _____

Employee's signature

Sample C

SAMPLE ONLY

(Date)

Dear Sir/Madam,

Re: Packing of Household Effects
(employee's name)

Packing List
(Number and date)

- * (Items listed on my inventory were missing despite the fact that my shipment was received by me in good condition with no evidence of pilferage.)
- ** (The damages to my shipment were an obvious result of poor packing. {State details}.)

I hereby file a notice of intent to claim for the following losses/damaged incurred:

Item	Nature of Damage/Loss	Preliminary Estimated Cost to Replace or Repair
<hr/>		

*** (In view of the amount of damage/loss incurred, I have requested my employer to engage the services of an insurance adjuster and a copy of his report will be available.)

It would be appreciated if your representative would let me know what further action I must take and whether or not your company accepts liability.

Yours sincerely,

- * For missing items only
- ** For damaged items only
- *** For damages over \$2,000 only

Loss and Damage Claims On Private Motor Vehicles — FSD 15.17

Automobiles

When your car finally arrives and is unloaded dockside, do not accept custody until you have carefully inspected it and made written observation of any damage or loss. As in the case of your other effects, notice of intent to claim should be cabled or telephoned immediately to the Carrier, his local agent and your insurer. Follow up by registered mail.

Claim Procedures for Damage to Private Motor Vehicle (PMV)

When your PMV is shipped from Canada through SBM (Geographic Service Section), we recommend you follow the steps listed below:

1. When you hand over your vehicle for shipment to a designated mover, a survey/condition report must be completed. Please ensure you obtain a copy and take it with you to your new mission.
2. After forwarding registered letters, you should contact the Insurance company. In order to settle any claim, the employee will have to obtain the following documents:
 - a) a survey/condition report which was completed prior to shipment of PMV;
 - b) insurance policy certificate;
 - c) bills of lading or other waybills;
 - d) a survey/condition report completed at the time of delivery;
 - e) estimates of costs of repairs; and
 - f) copies of letters of intent to claim forwarded to carrier, local insurance agent and any other responsible third parties, as well as copies of all responses.

CHAPTER 5

During your stay at the Mission

Now that you have settled in, be sure to make yourself familiar with the following sections in this chapter dealing with some personal matters that may have to be dealt with while you are living abroad. These concerns include illness and injury, health risks, household staff, culture shock, money problems, chemical dependency, divorce, retirement, caring for the elderly, and death abroad.

5.1 Post Attributable Illness or Injury

It may seem as if you'll be filling out claim forms constantly at your new mission, and all of this extra work may, in fact, make you feel sick! All kidding aside, if you do, in fact, become ill or injured during your posting refer to the following advice about medical claims available to you.

You may suffer an illness or injury attributable to conditions at the mission which is of a type whose incidence is greater than in Canada. If you suspect yours is such a case, you should submit all detailed medical reports to Health Canada who will determine whether your case is a post attributable one. If Health Canada confirms that it is, the claim will then be submitted to the Workers' Compensation Board for reimbursement of expenses, leave, etc. and not to PSHCP. Compensation Services (SBP) will handle this, and require from you the following documents:

1. Employer's Report of Accidental Injury or Industrial Disease, (Form 0007);
2. Report of Accident on Duty (EXT 1285);
3. Original medical bills, invoices, receipts, etc.;
4. A written statement authorizing Health Canada to release all medical reports to the Workers' Compensation Board.

You should know that ...

- When an employee is absent from duty as a result of a post attributable illness or injury, the employee must apply for sick leave (with or without pay). The "Application for Leave and Monthly Attendance Report", (EXT 989-1) should be submitted to SBP in the usual manner with the claim.
- Once a decision has been reached by the Workers' Compensation Board, the sick leave will be converted to "Injury on Duty" Leave, (Code 660).

5.2 Preventive Health Care

One of the first steps you should take on getting settled in is to establish a professional relationship with a local doctor. Your family's medical history, obtained from your previous physician, will assist the new doctor in responding to your concerns.

You may be exposed to greater health risks abroad than while you are working in Canada. Moreover, even though you may have fairly comprehensive medical plans, there may very well be costs that go beyond the limits of your coverage. The intent of Part VI of the Foreign Service Directives is to offer preventive health services and to supplement your insurance while you are abroad.

Medical and Related Expenses:

Preventive Medical Services Expenses

If you are serving at an "Unhealthy Mission" (See Schedule to FSD 38), there is a provision for you, your dependants and your household staff to receive a free medical examination, immunizations and most prescribed preventive medicines. These services are normally provided by local physicians in accordance with procedures established by Health Canada. In the unlikely event that local facilities are inadequate for the purpose of providing preventive services or conducting an examination under FSD 38, your employer will grant adequate leave with pay for you (and/or dependants) to obtain medical services while you are away from the mission for some other reason such as temporary duty or vacation leave.

This Directive also requires you to undergo a medical examination on departure from an unhealthy mission or on reassignment to Ottawa. The procedures and instructions are the same as the FSD 9 pre-posting medicals. Again, you are entitled to see Health Canada's assessment of your fitness if you wish.

Health Care Expenses

FSD 39 recognizes that you should not have to go out of pocket for expenses incurred for illness, injuries or complications arising therefrom which would not normally be contracted or pose problems in Canada. In such cases, providing you use an acceptable doctor, the Department will reimburse you for admissible medical expenses which are in excess of those normally provided by OHIP. Co-insurance and required deductibles however, remain the responsibility of the employee. Health Canada has the major input as to what is and what is not post attributable. In case you disagree, your personal physician at the mission can have some input.

FSD 39 recognizes the high cost of medical or dental care abroad and that it may not necessarily be fully covered by your insurance. The normal first step after incurring expenses is for you to submit a claim to PSHCP, or the Public Service Dental Care Plan (PSDCP). When your dealings with them are complete, you may find a portion of the expenses are ineligible because the fees go beyond the maximum scheduled for such professional services. To obtain further reimbursement under FSD 39, send to SBM (Geographic Service Section) the summary claim form and original bills and receipts that have been returned to you by PSHCP or PSDCP.

FSD 42 responds to the problem of foreign doctors and hospitals who may not be prepared to wait for PSHCP to pay you before collecting their fees. In most circumstances, your employer will advance you the money for six months maximum to bridge the gap between payment of your bills and reimbursement from the insurer. Form 330-18, obtainable from Mission Management, must be completed when requesting such an advance. Because of problems with exchange rate fluctuation, you should apply for an advance as closely as possible to the date on which the expense is incurred.

Health Care Travel

Where local medical care is inadequate or local costs are excessive in comparison to Canada, it may be necessary or cost-effective for someone to travel to a place where more acceptable facilities are available. FSD 41 covers the cost of travel for the patient be it the employee or his/her dependant. It also covers the patient's actual and reasonable local transportation expenses between the treatment centre and place of temporary accommodation. In some circumstances, the patient's living expenses in private or commercial accommodation may also be included. Where an escort is authorized, the travel expenses for that person and a living expense supplement are payable.

Authority for travel under FSD 41 has been delegated to the Head of Mission in consultation with Health Canada. When approved, any travel time required by the employee is also covered and not charged against his or her other credits.

It is important that you read the instructions following FSD 41.03 very carefully. While it may be a natural human response to want to be with one's spouse or child at the time they are receiving treatment, the costs associated with attendance are not always provided at public expense. Some typical examples where the expenses for a family member to escort the patient may be approved are:

1. For a parent to accompany his/her very young child where the child will be undergoing treatment;
2. For a very young child who, by reason of dependence, is obliged to accompany his/her parent when the parent will be undergoing treatment;
3. For a husband to be present at the birth of his child where health care travel has been authorized for his wife. (Living expenses are payable for a maximum of five days only.)

When expenses for an escort cannot be approved under FSD 41, an alternative for your consideration might be to use the "trade-in" option provided by FSD 45.

5.3 Health Risks

While health risks differ from mission to mission, here are some preventive measures which may be useful in your locality (mainly tropical missions):

Malaria

It is possible you may be on prophylactic treatment to prevent the occurrence of this disease. Unfortunately, as new strains of malaria are becoming increasingly resistant to drugs, great caution is imposed. Consult your local physician or the Health Canada doctor responsible for the mission, for up-to-date advice based on any changes in the incidence of this disease or the effectiveness of available drugs. One must also take appropriate measures to reduce exposure to mosquito bites, for example, nets, repellents, protective clothing etc. Malaria can be a dangerous disease. Take the prescribed prophylaxis faithfully. Seek medical advice immediately if fever and chills develop. Should these occur upon return to Canada tell your doctor that you came from an endemic area.

Tuberculosis

More frequent chest X-rays may be indicated in locations where there is higher incidence of TB than in Canada. Any expenses and leave required for that purpose are covered under FSD 38.

Water

Unless you are certain that water is potable, you should treat it chemically or boil it at least 10 minutes. Hot water from taps can still contain dangerous bacteria which have not been killed by the heating, if the temperature is not high enough. However, teeth may be brushed using this hot water.

Food and Beverages

Most infections can be avoided if food is well-cooked and eaten hot. Raw fruits should be eaten only when they have unbroken skins and they are properly washed and peeled. Raw vegetables and salads should be avoided, as they are often contaminated with protozoan cysts or worm eggs. Scrubbing of green leafy vegetables and soaking them in suitable iodine or chlorine solutions, then rinsing in previously boiled water, should eliminate most parasites. Unless dairy products are known to be hygienically prepared and properly refrigerated, they should be avoided. Even when refrigerated, however, custards, cream pastries, potato salads and shellfish should be suspect as they are excellent vehicles for propagation of many pathogenic organisms. Eating raw or undercooked local beef, pork, sausage, or fish can lead to worm infestations. Smoking, salting, pickling, or drying meat (or fish) alone

is not effective, but heating meat or fish to at least 55 degrees C for one hour, or freezing at minus 10 degrees C for 20 days is an effective remedy.

Unless you are advised to the contrary, assume that bottled soft drinks, including some well-known brands, may not be absolutely safe. Bottled water is generally safer than untreated tap water, but this water can also occasionally be contaminated. Alcoholic beverages are safe but their presence in mixed drinks does not kill organisms. Hot tea and coffee and hot milk are generally safe.

Diarrhoea

One of the main effects of ingesting contaminated food or water is "the runs." Many types of diarrhoea are noninfectious and self-limited and may arise from changes in food, water or altitude, combined with fatigue and the emotional stresses of departure and arrival. This type of diarrhoea often clears up on a bland diet, with particular avoidance of fats and alcohol. The important factor in treating any diarrhoea is to replace the lost fluids by drinking uncontaminated water, tea, broth, or carbonated beverages. Useful drugs to relieve excessive diarrhoea and cramps include Imodium, Lomotil and Kaopectate. Lomotil is not recommended for young children and may worsen the symptoms of bacillary dysentery. Pepto-Bismol, in doses of one ounce every half-hour until eight doses have been taken, has been found to have a favourable effect on the course of diarrhoea caused by toxigenic *E. coli*, probably the leading cause of travellers' diarrhoea. A physician should be consulted when diarrhoea is severe, accompanied by blood mucus, or fever, or persists for more than three days. One should be particularly careful with infants and small children as they are vulnerable to rapid dehydration.

Schistosomiasis

Where this parasitic disease occurs, all bodies of fresh water must be considered to be infected and all contact with untreated water must be avoided. However, parasites cannot be contracted in salt water or in adequately chlorinated swimming pools.

Sunstroke and Heat Exhaustion

These can be avoided by abstaining from prolonged exposure to the sun or overly strenuous exercise. Be sure to wear a sun hat and loose-fitting, absorbent and light-weight clothing. It is useful to drink more fluids and to add salt to the food or to use salt tablets. Not all suntan lotions are effective and may actually contribute to burns. Perhaps the most effective non-opaque sunscreens are those containing five per cent Para-Aminobenzoic Acid in ethanol.

Insects

Since insects are some of the main carriers of disease, as well as being a great nuisance, windows should be screened. Where this is not possible, mosquito nets may be used. In some places, to avoid being bitten excessively, it is best to stay indoors as much as possible at night or to wear clothing that covers the arms and legs. Insect repellents applied to the skin and on clothing may be of great value. Those containing diethyltoulamide (such as *Off/Skintastic*) are recommended. Air conditioned places are usually free of mosquitos.

Stray Animals

Children should be cautioned not to befriend stray dogs, cats, or other animals overseas. Rabies is a common problem in many countries and street animals are a reservoir of that disease. It is hard to avoid the appeal of cute, obviously underfed, animals, but it must be done.

Flora and Fauna

Children and adults alike should familiarize themselves with poisonous species. Many of the most lethal varieties are the most attractive looking or brightly coloured. Immediate medical attention should

be sought for any animal bites or following contact with or ingestion of unknown or poisonous fruit, berries, nuts or plants. Raw shellfish should be avoided altogether in developing countries.

General

Be prepared. Keep a first aid kit accessible in your home and take one along on outings. (See the following sample of what should be included.) Post the numbers of your doctor, local hospital, poison control centre and other key contacts close to your telephone.

Traveller's First Aid/Medical Kit

The following items can easily be compacted in a tote bag or carrying case and will cover most minor ailments:

Oral Thermometer	Motion Sickness Pills or Gravol
Scissors	Absorbent Cotton
Tweezers	Mercurochrome or Iodine
Safety Pins	Caladryl or Calamine Lotion
Needle	Insect Repellent
Absorbent Sterile Gauze	Water Purification Tablets
Adhesive Tape	Salt Tablets
Butterfly Closures	Antihistamine
Rubbing Alcohol	Decongestant
2% Iodine (for water purification)	Cough Medicine
Bandaids	Throat Lozenges
Elastic Bandage	Anti-fungal Cream and Powder
Mild Painkiller	Vitamins
Stronger Painkiller	Antibiotic Eye Drops
Antiseptic Cream	Skin Cleansers
Ointment for Cuts, Burns and	Q-tips
Abrasions	Dental Floss
Laxative	Any Prescriptions or Remedies Advised
Antacid Tablets Kaopectate or Lomotil	By Your Doctor

The items you will need specifically for your children will depend on their age and particular health problems. Some suggestions are:

Tempra	Worm Medicine
Children's Painkiller	Ipecac (to induce vomiting)
Rectal Thermometer	Gravol Suppositories
Sun Screen (SPF-15)	Paediatric Nose Drops
Diaper Rash Cream	Teething Gel

5.4 AIDS

While there is more of a chance of catching malaria than AIDS while abroad, the Department has, nonetheless, issued a statement on AIDS in Circ. Doc. No. 30/89 to alleviate any fears about being posted to a country with a high incidence of the disease. Because AIDS is overwhelmingly a sexually transmitted disease, education is the most important factor in preventing its spread. The Department provides appropriate literature and a briefing on AIDS, in addition to the pre-posting medical briefings, to all personnel being posted abroad. Medical equipment and evacuation services have also been supplied to missions where medical facilities are inadequate.

If you have any worries, feel free to discuss them with the Health Canada doctor.

5.5 Household Staff

From tips on looking after your health to hints about looking after your home. Most Canadians are not familiar with employing household help on a full-time basis and are self-conscious, at least initially, about foreign household employees (and possibly their families) seemingly disrupting their privacy. Overseas, a household employee may be essential as a guardian of your home and as an interpreter of local language, customs and food.

In employing household staff you should rely heavily on the experienced members of the mission for advice. Check with the Community Coordinator, the embassy "Bulletin", and the local newspaper for leads. Often you will find that a maid or "houseboy" will be living at your new house when you arrive, having worked for the previous tenants. With luck, she or he will work out and you won't have to look elsewhere.

Make sure any prospective household employee is medically examined before you offer him or her a position. It is important to know that a prospective household employee is not suffering from a disease which could endanger your family's health. A chest x-ray to rule out active pulmonary tuberculosis is often imposed. Costs are reimbursable under the FSDs.

Know the local labour laws. In preparing to interview prospective household staff, think through the duties you will want to assign such as cooking, cleaning, laundry, entertaining and child care. A trial period may protect you from expensive commitments.

References should be checked if at all possible, particularly to make sure they belong to the person presenting them. Read references carefully for omissions. It is usually indicative if something important, for example, "honesty" is missing. If you need several household employees, choose your "number one" first. Clashes between household staff can be worse than fighting children. You may want to emphasize that it is the head employee's responsibility to ensure that the household functions smoothly.

Make sure both you and the household help know exactly what you will provide (quarters, furnishings, etc.) and that live-in help are expected to keep their quarters clean. Inspect them every once in a while. Generally, uniforms are provided by you. Pay the going wage but, depending on local custom, throw in little bonuses for excellent performance and you will find the excellent performance repeated more and more often. Don't hesitate to withhold a bonus as this will emphasize that your employee will be rewarded for excellent service only. If you need to fire a household employee, it may be preferable to offer severance pay and request immediate departure rather than risk retribution during a notice period.

5.6 Coping With Culture Shock, Money Problems and Chemical Dependency

Culture Shock

Having live-in household help is enough of a shock for anyone, but generally "Culture Shock" is one of the first "attitude" problems you will encounter overseas. Everyone experiences it to some degree at all missions, even those living in familiar countries. It is apt to affect your family more than yourself because they cannot seek refuge each day in the operational duties and sheltered environment of the Mission. They have to constantly cope with a "foreign" environment and the strain is far greater.

Fairly soon after you arrive at the mission, you will wake up one day and begin to realize just how different things are in comparison with life in Canada. All the articles you read, the films you saw and the conversations you had with others who have lived in the host country are now being put to the test. Many of the expectations have already been borne out but you have encountered a few surprises along

the way. Perhaps you are feeling overwhelmed by your new environment and, as a reaction to it all, you are behaving unusually.

You and your dependants will have to make adjustments in order to get the most out of the posting. Try to remember that you are not alone and, as part of the Canadian foreign service community, there are others who have a stake in your happiness and who are willing to help.

Culture shock is basically a state of anxiety. It is precipitated when your values — the cultural baggage you bring to the mission — come into conflict with the people's values in the host country. It is a sensation of strangeness and feeling detached from all that is familiar. Even the most taken for granted signs and symbols of social intercourse — how to shake hands, how to handle household staff, how to express courtesy — will strike you as alien from all that you have been brought up or learned to perform. No matter how poised or how full of goodwill you are, a series of emotional props has suddenly crumbled. It is not unusual for people to develop gastro-intestinal symptoms, get depressed or lose their appetite when suffering from culture shock.

The most effective way for you and your family to reduce the effects of culture shock is to be supportive of one another and resolve to learn what it takes to operate effectively in the host country. This requires good interpersonal communication, encouragement and mutual support. People quite naturally react differently to the same situation. This is fine as long as one's behaviour is not prone to extremes or consistently goes against the norms of one's peer group. Your attitude toward the people and events you encounter in your new environment is the key to successful adaptation. If your attitude is to constantly emphasize the dark side of things, you are bound to be miserable and have a negative effect on others. Any situation has its advantages. Often it is simply a case of focusing on the bright side in order to get the message. Think positively!!!

Children abroad, especially younger ones, often experience major adjustment problems because of the newness and uncertainty of their situation. Full parental support is a must. This means prompt establishment of eating and sleeping routines, adequate opportunities for exercise and playing with peers, being encouraged to help out with settling in and being allowed to express fears and anxieties. Your availability and dependability in the early days of a posting will make youngsters feel more at ease. Children need to know that they can count on their parents "being there" at key times.

Part of the adjustment for the entire family involves becoming friendly with your fellow employees and their families. This will make you feel more comfortable and start the "learning process" in motion. More than likely, you will begin to meet foreign service families from other countries, all in a similar position to your own. In countries where locals are discouraged from mixing with foreign nationals, your links with the expatriate community can be very important.

On the other hand, take full advantage of the openness of some societies and start to develop friendships with local people who share the same hobbies and interests as you do. Young children are usually less inhibited than adults and may be the "goodwill emissaries" who bring parents into contact with local people they would otherwise never have met. Church groups, volunteer work, friendship clubs, Canadian Clubs, parent-teacher groups, language classes, part-time courses and excursions into the countryside are just some of the many activities that help overcome cultural barriers, cement new friendships and make living abroad a worthwhile experience. Later on, many of you will look back with fond memories and, like many of your predecessors, claim that some of your strongest friendships were developed abroad and are still flourishing.

Money Problems

Happiness is impossible anywhere, when you are constantly worried about whether you can make ends meet. Worries are not simply a matter of how much money you are personally worth; they are a function of your cash flow. To bring Micawber's Equation into its present perspective:

Net income \$300/week
Net expense \$299/week
Result: Contentedness

Net income \$300/week
Net expense \$301/week
Result: Misery

If you took the time to do some financial planning before leaving your last assignment, you should be able to operate within your budget and have something left over for savings and emergencies. Remember that it is far better to anticipate difficulties and try to resolve them before you become overburdened with indebtedness.

Chemical Dependency

It is hoped that problems associated with culture shock and indebtedness don't lead you into the throes of chemical dependency. Chemical dependency is defined as the addiction to alcohol and/or other drugs whether legal, such as prescription medication like tranquilizers, sleeping pills, etc., or illegal, like hashish, marijuana, cocaine etc.

Alcohol is so readily and cheaply available in the foreign service that it becomes a major problem for some employees and their dependants. On the one hand, warmer climates and social pressures cause many people to consume more alcohol than they should. On the other hand, the stress of a new assignment, culture shock and many personal difficulties lead some people to drink as a means of coping.

Although there are several definitions of chemical dependency, the most useful one is the following: you have a problem with alcohol (or any other drug) if alcohol (or any other drug) affects your health, your marital/family relationship, your relationships with friends/acquaintances, your work performance and/or behaviour on the job, your legal and/or financial situation. If you find yourself using alcohol (or any other drug) to help you cope on a regular basis with daily, routine activities then you are developing a problem with alcohol (or any other drug).

So whether the problem is starting to develop or is already fully developed, it is best to seek professional advice without delay. Many people avoid seeking help because they feel ashamed and believe their weakness will cause them embarrassment in their social relationships and careers. Paradoxically, they would think otherwise were they able to watch themselves behave in public while under the influence and appreciate the agony they might be causing their spouses and children.

Chemical dependency is an illness that can be treated successfully. Ignoring the problem will not make it disappear. Many people in this situation have overcome their illness after seeking help.

5.7 Divorce and Custody

Another serious personal matter that might come up while you are abroad is divorce. If a decision to divorce is made while you are on posting, a difficult situation is complicated by the fact that you and your spouse are not on home ground. It is all the more essential to have good legal counsel, and understand what steps are necessary to take. If divorce is foreseen as a possible eventuality before you go on posting, it is wise to take whatever steps are possible before you go abroad.

Residence Requirements

It is assumed that most couples will apply for divorce and custody of the children in Canada, rather than abroad. Most of the suggestions provided here will apply to both members of the couple; some will

be more relevant to the dependant spouse, as it will usually be she/he who returns to Canada to file for divorce.

In Canada, divorce is a federal concern, but is administered provincially. Before a petition for divorce can be filed, one spouse must have been resident in the province of choice for at least one year in order to establish jurisdiction vis-à-vis the court. At this point, either spouse can file for divorce. It need not be the one who is resident in that province.

Should you decide to divorce abroad, make sure that a divorce decree received in the country you are in will be recognized in Canada.

The law on the recognition of foreign divorces by Canada is complex. A foreign divorce will generally be recognized in Canada if it is obtained:

- pursuant to the laws of the jurisdiction you are in;
- by a tribunal or body with authority to grant divorce in that jurisdiction;
- and one of the spouses has been resident for a year in that jurisdiction.

A foreign divorce may also be recognized on the basis of domicile (the intent of one spouse to stay in that jurisdiction). It is essential to consult a lawyer in Canada to determine whether a foreign divorce would be recognized by a Canadian Court.

How to Find a Lawyer

It is essential to find a good lawyer who specializes in family law, which differs considerably from province to province. Some methods of finding one are:

- personal referral by someone who has gone through the process;
- checking the Yellow Pages of the local phone book, (some lawyers list their specialty);
- calling the lawyer referral number provided by the law societies of most provinces;
- calling the Employee Assistance Program Counsellors at headquarters for referrals.

Remember that legal aid is available if you have no funds. Financial settlements should be made through lawyers, and each partner should have his/her own legal counsel.

Counselling

It should be noted that marital counsellors in North America no longer focus exclusively on the concerns of the individuals in a marital partnership. The emphasis is now on ways of improving and strengthening the relationship between the two, and thereby possibly saving the marriage.

Spouse's Removal Entitlements

Full removal entitlements as outlined in the FSDs are accorded to the spouse who is returning to Canada because of the breakup of the marriage.

At the mission, consult the Administrative Officer with regard to entitlements — for travel for yourself and dependants, for medical checks, for transport of goods from the mission, length of time allowed in hotel, OHIP coverage, etc. Know exactly what you are allowed.

At headquarters, for support and assistance, call the Employee Assistance Program Counsellors at (613)992-6167, (613)992-1641 or (613)995-9547. Their involvement in your affairs will be completely confidential, and they are prepared to meet you anywhere you suggest, whether it be at the Department, in your home, or on neutral ground such as a restaurant or hotel, soon after your arrival.

In order for the dependant spouse to have access to goods in storage or to receive goods shipped from the mission, it will be necessary for the employee spouse to give written authorization for this. Without this, the Department has no legal right to deal with the dependant spouse.

Practical Hints

1. Have a certified copy of all family legal documents including income tax returns, insurance policies, wills, property deeds marriage and and birth certificates.
2. Ensure that you have the fullest knowledge of your spouse's actual finances. Make copies of all financial records. Know bank balances and contents of safety deposit boxes. Close all joint charge accounts and notify creditors that you are no longer responsible for your spouse's debts. Take half of any joint bank accounts.
3. With a division of assets in view, make sure your inventory is up-to-date, and have valuable items appraised.
4. Do a financial analysis and examine how you can improve your financial situation (for example, by developing marketable skills to enable you to get back into the job market).
5. Avoid situations which increase your vulnerability, if necessary to the point of only communicating with your spouse through the mediation of a lawyer.
6. Document your participation in the life of the foreign service as a spouse. Have certificates of volunteer work at the mission, letters of recommendation, a letter from your Head of Mission. Most lawyers are unfamiliar with the realities of life in the foreign service, and it may be necessary to persuade your lawyer and the court that you have made a valuable contribution to the foreign service life you and your spouse have led together. This may make a difference to the eventual settlement you receive.
7. Look into avenues of assistance for getting back into the work force:
 - Contact the Spousal Employment Counsellor located in The Services Centre at 995-9751 or 995-9347.
 - Inquire about the Workshops for Spouses organized by Spousal and Community Services. Such workshops as Resume Writing and Career/Life Planning may be particularly useful. Most provincial governments offer counselling on re-entry into the work force.

Custody, Maintenance and Guardianship

Employees going abroad leaving children or spouses who are subject to separation agreements or court-ordered stipulations should not risk embarrassment and unneeded legal difficulties through failure to live up to their financial obligations.

Another important consideration is the problem of access to your children while you are living abroad. This is definitely a time for the employee and those he/she considers important to be realistic and seek advice from sympathetic people who are not emotionally involved. Although it might appear rather late to be making decisions on access, a cancelled posting may be preferable to aborting an assignment in mid-stream.

Dependants who are not residing with their parents by reason of attendance in school or infirmity should have designated Guardians. The party or parties to whom children are entrusted should be provided with written authorization for them to act in loco parentis.

Resources

- Employee Assistance Program Counsellors, call Brenda Abud-Lapierre at (613) 992-6167, Laurier Beaudoin at (613)992-1641, or Barbara Barr at (613)995-9547.
- The Divorce Act
- Provincial Law Societies
- Several books are available (Refer to the Selected Bibliography)

5.8 Retirement and Superannuation

Yet another stage in your life may soon be presenting itself — your retirement. It's now the time to delve into all those things you've just never had the time to do before. But it's important to get all of those administrative details out of the way first. Whether you are abroad or at headquarters, you are strongly encouraged to give Compensation Services (SBP) approximately six months notice of your intent to retire. In return, SBP will send you a detailed letter along with an estimate of your superannuation entitlement.

You are also encouraged to attend the Retirement Planning Seminars scheduled by SBP throughout the calendar year, or to watch the Retirement Planning videotapes, which are available at the Mission. (You will find that the seminars are useful at any stage in your career.)

5.9 Caring for the Elderly

As a result of the geographic mobility of both young and old alike, there has been an increasing need for families to face the challenge of long-distance care of elderly parents or relatives. For foreign service families who are more mobile and who are often at a greater distance from relatives than most, long-distance caring can be difficult and stressful. Although some may find the subject distasteful, discussion and consideration of potential problems and careful planning before going on posting can considerably lessen the stress of any crisis situation that might arise. In planning and making decisions about the care of elderly parents or relatives, the following points might be considered:

Identifying potential problems and determining how they can be solved. For example, "worst-case" scenarios could be drawn up and contingency plans could be made for situations such as: a sudden illness or accident, where the elderly parent requires special care or hospitalization; death of the parent or close relative while you are abroad.

Communication between family members. It is important that all family members concerned (including elderly parents) discuss such things as how to allot time and resources for care-giving amongst the adult siblings who are seeing a parent through old age. People such as lawyers, other family members, and religious organizations should also be kept informed of parents' wishes.

Needs and wishes of elderly parents. Determine what parents' needs and wishes might be concerning living arrangements, type of care, financial matters, funeral arrangements or wishes to donate organs or tissues for science or transplant.

Financial arrangements. Make arrangements so that assets can be made available if necessary. For example, if appropriate, arrange for a power of attorney before going on posting.

Network to watch over elderly parents or relatives. Establish a network of friends, neighbours or family to keep a discreet eye on your relative and to contact you in case of an emergency. Ensure that

these people have your name, address and telephone number and the telephone number of the Department's Employee Assistance (EAP) Program officers.

Being informed about available resources. Families need to explore the resources in the community where their parent or relative lives. Information concerning home care programs, special services to seniors and case management can be obtained by contacting the Information Bureau or Community Information Centre in your local municipality. (These centres exist in most cities and towns in Canada.) Hospitals, social workers and professionals in the field of aging, as well as the Employees Assistance Program Counsellors at Foreign Affairs may also provide useful information. Knowing what is available in case you need it will save you stress and facilitate your ability to make quick and effective decisions if a crisis arises.

If you are uncertain as to the extent of a personal crisis, if it should occur with a parent, or wish to obtain further information before deciding to leave the mission, you can contact the EAP Counsellors at (613)992-6167, (613)992-1641 or (613)995-9547. Often a report from someone closer at hand to the problem and not part of the family can ease your mind tremendously. The Counsellors maintain contact with many organizations who can help resolve problems.

In the absence of suitable alternatives, your Head of Mission is authorized to permit the use of Departmental Telex facilities in case of an emergency. While death and illness in the family are obvious examples, consideration may be extended to urgent financial and other matters that may develop as a direct result of a posting.

Maintaining regular contact with elderly parents. Sending regular news about the family in the form of letters, cards, telephone calls, recorded audio or video cassettes is essential in bridging the distances between families overseas and elderly parents.

Sources of Information and Resources on the Elderly

The Foreign Service Community Association (FSCA)

National Advisory Council on Aging
Room 340, Brooke Claxton Bldg.
Ottawa, Ontario K1A 0K9

Department of Veterans Affairs, Charlottetown, P.E.I.

Office of the Minister of State for Seniors
473 Albert St., 3rd Floor,
Trebla Building
Ottawa, Ontario K1A 0K9

International Social Services
55 Parkdale Ave.,
Ottawa, Ontario K1Y 1E5

For books refer to the Selected Bibliography in this Handbook. (Many of these publications are available in The Services Centre (SERV).)

Directories of services for the elderly are available from any local Councils on Aging or Senior Citizens Councils.

5.10 Death Abroad

Procedures

The following section looks at another topic that most of us don't like to think about, but unfortunately death abroad can, and has, occurred. It is often difficult to think clearly under these circumstances and in order to be prepared in the event of a death while abroad please read over the following procedures.

1. Notify the embassy or consulate immediately.
2. Have the Certificate of Death translated into English/French and retain several certified copies which will be required for application of death benefit, superannuation, insurance benefits etc.
3. Decide whether or not to have a funeral/memorial service at the mission. If yes, check on proper social customs and requirements for the host country.
4. Pay and Allowances. In the event of death of an employee, payment consists of the balance of salary and allowances for the month of death, payment for unused annual and foreign service leave, and severance pay of one week of salary for each year of continuous service up to a maximum determined in the Collective Bargaining Agreement. Any monies owing (posting loans etc.) will be recovered from the above payments.
5. Mission Management will be able to assist with travel arrangements and final removal from the mission according to the FSDs and advise as to which expenses relating to the death are covered by the Department.
6. Ensure that Mission Management notifies headquarters immediately of the nature of the death – in line of duty, accidental, or due to illness.
7. Survivor's benefits to be applied for include:
 - a) Death Benefit
 - b) Superannuation (widow or widower, child, student)
 - c) Medicare (widow or widower, child, student)
 - d) Canada Pension (Death Benefit, Spouse's Allowance, Child's Allowance)
 - e) Public Service Management Insurance Plan

It is suggested that the survivor return to Ottawa to facilitate the processing of benefits. Expenses from place of permanent residence in Canada to headquarters are not covered by the Department.

8. Documents required to apply for benefits:
 - a) Employee's proof of age
 - b) Employee's Certificate of Death
 - c) Employee's Marriage Certificate (divorce papers etc.)
 - d) Spouse's proof of age
 - e) Children's and/or student's proof of age
 - f) Social Insurance Numbers of family members
9. It is suggested that legal advice be obtained concerning Ontario (or applicable province) Family Law regarding the settling of an estate.

10. For assistance within the Department, contact the Employee Assistance Program Counsellors, the Assignment Officers, the Account Executives, Geographic Service Section (SBM) and the Chief, Compensation Services (SBP).

FSD 66 — Provisions

Special provisions exist under FSD 66 — Death Abroad of an Employee or His/Her dependant — to assist the survivors in the event of the ultimate crisis. In general terms, this means the employer will authorize payment of specified expenses over and above those that would normally have been incurred had death occurred in Ottawa. These expenses, less any amounts payable under workers' compensation or other laws, are specified:

1. Transportation expenses for repatriation of the body from the mission to the place of internment minus the transportation expenses that would have been incurred between the place of internment and headquarters;
2. At the place where death occurred, the costs of the following, which are in excess of those which would have been increased in Ottawa:
 - a) ambulance or hearse
 - b) embalming
 - c) cremation
 - d) outside case for a coffin
 - e) any other excess essential costs

Despite the intentions of the deceased and/or survivors, local climatic or sanitary conditions may dictate that burial must take place fairly quickly or cremation may be prescribed. The problems associated with returning a body to Canada are also made more difficult due to availability of transportation and the sheer distances involved. If return to Canada and internment there are contemplated, it is advisable to contact a funeral home without delay and, if possible, have a relative or friend on hand to meet you. Note that burial may not be possible in certain parts of Canada if the ground is frozen. Costs associated with keeping the body pending burial are at the family's expense.

Transportation expenses for return to Canada for eligible family members or, in certain circumstances, for an escort are payable under FSD 54. Upon completion of affairs at the place of internment, family members may return to the mission or place of study as the case may be. As mentioned above, where an employee dies, certain provisions of the FSDs will continue to cover the family members until it is practical for them to make arrangements to leave the mission on a final occasion.

In the event of death of an employee, it is advisable for his or her spouse, next-of-kin or executor to communicate with his or her assignment officer.

After the initial shock of a death, family members must settle into life without the loved one. There are many support services available across the country to help with this process. In most major centres there is a Community Information Centre which will have listings for support groups and counselling services for the local area. There are also funeral homes in some areas which provide a Family Support Centre. Books on coping with bereavement are available at libraries and book stores. It is not necessary to be alone during this difficult time.

Be Prepared

When a death occurs, the more aware you are of what is required the better able you will be to cope as a survivor or to help a newly bereaved friend. The following list of reminders has been prepared to assist you.

1. Have an up-to-date will together with birth certificates for each member of the family, Social Insurance numbers, marriage certificate, divorce decrees, adoption papers, change of name decree, and military discharge if applicable.
2. Have an up-to-date Next of Kin list and/or people to notify in case of death, accident or serious illness.
3. Make a list of all insurance policies, investments, mortgages, business contracts, stocks and bonds, debts, bank accounts etc. If separate bank accounts are not maintained, at least one account should be a joint "and/or", ("either/or") account to allow either spouse access in the event of the death of the other.
4. Inform someone, family member, friend, lawyer, executor of will, of your wishes in the event of sudden death. That someone should also know where all your important documents are kept. You may leave instructions for funeral arrangements and for organ donations if desired.

It is suggested that all the above-mentioned documents and information be left in safekeeping in Canada. A "joint tenant" safety deposit box at the bank is one consideration. It allows access in the event of a death to any person recorded. The regulations concerning safety deposit boxes may vary from province to province. Copies of any of the documents or information might be taken to the mission if desired.

CHAPTER 6

Departure from the Mission

You have now reached the stage in your posting cycle where your assignment officer has informed you that you are to be cross-posted or will return to Canada. Because you are away from Ottawa, you will not have all the resource people that you consulted during your Rounds available to you now. Almost all of the responsibility for getting things done will rest entirely with you and Mission Management. The Community Coordinator at the Mission may also be of assistance.

The best way to start preparing yourself is to return to the earlier chapters of this Handbook, especially Chapters 2 and 3, and work through the Pre-Posting Checklist in Chapter 3. In Ottawa, SBM (Geographic Service Section) will help coordinate your move by an exchange of telexes with your current Mission and, if applicable, your new Mission. In the event that further consultations are required, you can refer to Appendix B — "Who Does What At Headquarters?" — and have your Administrative Officer send off a telex to the appropriate section. Hopefully, you will feel more confident than on your last relocation and be able to make your experience work more to your advantage this time around.

As a final note, one or several of the following situations may apply to you and some additional information is provided for your guidance.

The Services Centre

If you are returning to Ottawa, this is the last phase of the posting cycle, but if you are going on a cross-posting the cycle starts once again. Either way, you can telex The Services Centre (SERV) to obtain a copy of the Mission Report and other relevant material. If you are returning to Canada, they will send you information on the Ottawa/Hull region.

On Return to Headquarters

Employees returning to headquarters are required to make administrative rounds in order to complete their posting arrangements.

1. Your first visit on your return is with the Assignment Division where you obtain your "Rounds Sheet." The Assignment Division will indicate on the Rounds Sheet which visits you must make.
2. Medical examinations are mandatory on your return to Canada. Medicals are arranged with Health Canada by The Services Centre (SERV).
3. You must also see SBM (Geographic Service Section) to make arrangements for delivery of your shipment, to access your goods from storage, and to complete the necessary customs papers so you can arrange to visit customs to clear your shipment. In addition, you will be provided with information on your travel claim and reimbursement for temporary accommodation in Ottawa.
4. Make sure to visit Compensation Services (SBP) in order to reinstate your health plans — PSHCP's Inside Canada Plan. Contact the applicable health insurance office to reinstate the relevant provincial plan.

Medical Examinations

If you are going on a cross-posting, you and your family will have medical examinations done by the Health Canada doctor in the region, or if one is not available, by a designated and approved local physician.

As previously mentioned, upon your return to Ottawa, it is mandatory for you to have medical examinations. SERV will make appointments for you and your family to have these examinations done.

Dependants Re-entering The Canadian Work Force

The search for employment begins all over again for many dependants once they return to Canada. Before leaving the mission there are a few things that can be done in advance. Write to potential employers explaining that you are moving to Ottawa and that you will contact them upon your arrival about job possibilities. Missions with a Social Affairs presence will possess up-to-date information about job openings in Canada and dependants are entitled to tap the material on hand. Services of Canada Employment Centres are available on return.

If you are subject to professional or licensing requirements as a condition of employment, you should reconfirm your eligibility at least three or four months prior to departure.

The classified sections of the *Ottawa Citizen* or *Le Droit* and the Careers Supplement in the *Globe and Mail* will give you some idea of the supply and demand in the current job market. Most of the positions that attract your attention may not be available by the time you return to Canada. However, if you start sending out your resume about a month before arrival and explain your circumstances to the prospective employer, there is a fair chance you will be invited to attend an interview. Prior to your return, make sure you contact the Spousal Employment Counsellor located in the Services Centre (SERV).

Education

If you have children, you should consult the *Education Report - Ottawa/Hull* and, if necessary, the *Special Education Report - Ottawa/Hull Area* before your departure from the mission. Copies of these reports should be available at your Mission. If not, do not hesitate to contact the Services Centre (SERV). The Education Counsellor will answer your general or specific questions, and will assist you in your search for the most appropriate school.

Lycée Claudel

A child of a career foreign service employee enrolled in the French Lycée system abroad may be entitled to attend a Lycée in Ottawa/Hull at the Crown's expense under FSD 33. When a rotational employee is posted to Ottawa, tuition fees at Lycée Claudel might, under certain conditions, be paid by the Department (on request) for children who are in at least Grade 1 or the equivalent. This allowance is taxable. The differences between the French and Canadian school systems make the transfer from one system to the other difficult and therefore justify the financial help provided by the Department. To check if you are entitled to such reimbursement and for information on how to apply, contact the Education Counsellor.

Admission of Non-Canadian Dependants

Canadian citizens and, with rare exceptions, permanent residents of Canada (landed immigrants) have a right to return to Canada. Your dependants who do not fall within these categories will need a visa if they wish to reside in Canada. Check with the responsible Social Affairs officer and allow ample time to meet visa issuance requirements.

APPENDIX A

CONDENSED FOREIGN SERVICE DIRECTIVES

For quick reference only, a comparative summary of the 1989 and 1993 Directives follows, showing the main provisions and changes that have occurred.

1989 FSDs

1993 FSDs Important Changes

FSD 2 — Interpretation

Definitions of terms used in the Directives

FSD 3 — Application

Define to whom FSDs apply

Definition of "assignment" expanded. (See 3.01 (c) and (d).) Flexibility in applying FSDs is provided (See 3.01 (e) and (f).) Provisions for short-term relocation outside Canada and the USA are attached as an appendix to FSD 3

FSD 4 — Accountable Advances

Accountable advances are provided for expenses authorized under FSDs

FSD 9 — Medical and Dental Examinations

Obligatory medical and, where required, dental, examinations to determine fitness of posting

FSD 10 — Posting Loan

Provides loan up to lesser of 50% of employee's salary or \$21,825 (as of April 1, 1989) to facilitate service abroad by enabling the employee to acquire goods needed at the mission

The repayment period is extended to a maximum of 48 months (regardless of the agreed-to postings with provision for extension under specific circumstances).

The date on which the repayment begins has been changed (See 10.08)

FSD 12 — Travelling Expenses for Dependants on Pre-Posting Briefing Programs

Covers certain additional costs incurred when spouse and/or dependants are authorized to attend briefings

Dollar amounts for child-care assistance have been revised (See 12.03).



FSD 13 — Assistance for Single Parents on Training or Temporary Duty Assignments Outside Canada

A new directive was introduced to provide child care and travel assistance under certain conditions for pre-school age children to minimize the separation in single-parent families.

FSD 14 — Travelling Expenses for Dependants on Foreign Language Training

Covers certain additional costs incurred when spouse and/or dependants are authorized to take foreign language training

Dollar amounts for child care are brought into line with the Treasury Board Travel Directive (See 14.01)

FSD 15 — Relocation

This major directive deals with all aspects of relocation:

Employees are now required to secure in writing any advice received from their department that contradicts the directive



Travel reservations and entitlements

Canadian carriers shall be used for all or part of the transportation, unless the cost or travel time is significantly increased

Employees cannot collect or use frequent flyer points, free tickets or any other promotional item earned as a result of FSD travel

Expenses for a Physically Disabled Traveller

Certain expenses may be claimed as incidental relocation expenses (See 15.10)

Insurance

Employees may claim reimbursement of the cost of insurance to cover repairs or replacement of lost or damaged luggage, except where such coverage is provided by the carrier

Shipment and storage of household effects and private motor vehicles

Household effects may be placed in storage subsequent to an employee's relocation under certain conditions (15.13(a) Instruction 6)

Restrictions applying to shipments are revised to recognize containerized shipments



Compensation for loss and damage

The definition of a family car (PMV) is revised to correspond to the Relocation Directive

Living expenses in temporary accommodation

Payment of PMV shipment expenses have been extended to certain situations of local purchase (15.17)

Dollar amounts are revised in accordance with the Relocation Directive (15.18(a))

Family separation expenses

Where a HHT (House-Hunting Trip) has been authorized, employees with children 9 years of age or less residing in the principal residence may claim child-care expenses for a maximum of 4 days while effects are packed and loaded and unloaded and unpacked.

Provisions are revised to include situations, normally once in an employee's career, where an employee's spouse remains in Canada for reasons of education or employment. Assistance is limited to waiver of the applicable shelter cost and limited assistance in temporary accommodation.

Relocation in specific circumstances

Provisions for relocation in specific circumstances are redrafted to recognize retirement, workforce adjustment and extended periods of leave without pay

Other relocation expenses

Payment of incidental relocation expenses is replaced by a non-accountable, non-taxable allowance of \$1,800. For short term relocations outside Canada and the USA, up to \$1,800 (with receipts) or a non-accountable allowance of \$250 may be claimed

Provision is made for the reimbursement of the fees of agencies specializing in locating rental accommodation

Employees may claim up to \$100, with receipts, for professional cleaning of a residence, after household effects have been loaded

Employees may claim car rental costs at a post (up to \$600 with receipts), where a PMV has been shipped (this provision does not apply in Ottawa)

House hunting trips (HHT)

Travel by PMV at the employers-requested rate may be authorized where this is less costly than commercial transportation or car rental. The employer-requested kilometeric rate may also be

claimed for local travel during a HHT. Dollar amounts for child care are revised to correspond to the Travel Directive Provision is made for a permanently disabled child to accompany the parents on a HHT



FSD 16 — Real Estate and Legal Fees

Reimburses specified real estate and legal fees on purchase or sale of principal residence in employee's headquarters city

NOTE: rotational employees may claim one sale and one purchase or two purchases, of a principal residence, during their career, after notification of first assignment abroad

Provisions are clarified with respect to "headquarters city" "employee-couples" "principal residence" and relocations to a city in Canada which is not the HQ cities (16.19)

FSD 17 — Professional Recertification for Spouses

Pays actual and reasonable costs to enable spouse to retain or reacquire professional certification where this is essential for re-entry into Canadian work force

FSD 17 — Spousal Employment Assistance

Provision is made to include costs for a professionally prepared curriculum vitae, up to a maximum of \$350

FSD 25 — Shelter

States policy of provision of housing abroad; basis for determination of shelter cost to be paid by employee and conditions where shelter cost may be waived

Provision for payment of monitoring a previously installed security systems introduced

Employees may claim a waiver of shelter cost to a one month maximum to locate a first tenant or a subsequent tenant (but not both)

FSD 26 — Security Deposit Advance

Provides for advance for security deposit where this is required to enable employee to acquire housing

FSD 28 — Safe Storage Expense Benefit

At missions where risk of burglary is significantly higher than in Ottawa, provides payment for storage or custodial service to safeguard certain effects when accommodation is left unoccupied



FSD 30 — Post Transportation and Related Expenses

Provides Crown-held vehicle for employee where host country has embargoes, or prohibitive import duties or disposal requirements on an employee's private motor vehicle (PMV). Reimburses employees for excessive commuting costs, road taxes and licensing fees

Provides assistance to employees for transportation of dependant child to and from school

An employee's commuting share may be reduced where transportation is made available by post management

FSD 33 — Education Assistance at the Lycée Claudel

Provides financial assistance to career foreign service employees and RCMP Liaison Officers while serving in Ottawa/Hull, in enrolling their dependant children at the Lycée Claudel, in order to ensure continuity in French language education while serving outside Canada. (This replaces a separate T.B. authority)

FSD 34 — Education Allowances

Provides employees with financial assistance to ensure their children obtain a primary and secondary education which approximates Canadian standards, and enable them to re-enter Canadian school system with as little disruption as possible.

Defines admissible education expenses

Provides shelter assistance for post-secondary students in Canada

Provision for students in non-residential educational institutions Canada are clarified

Provisions for post-secondary shelter assistance are clarified and up-dated (34.06)

FSD 35 — Education Travel

Employer pays travelling expenses (with some exceptions) for dependant student where FSD 15 and FSD 51 do not apply

The lowest available airfare appropriate to a particular itinerary shall be sought when making bookings

FSD 37 — School Holiday Maintenance

This directive is cancelled effective September 1, 1993.

FSD 38 — Preventive Medical Services Expenses

Provides employee, dependants and household staff at unhealthy missions with periodic medical examinations at employer's expense, including immunizations and certain preventive medicines

Provides for medical examinations of employee and dependants on cross-posting or return to Canada

FSD 39 — Health Care Expenses

Provides reimbursement of expenses in excess of amounts normally covered by PSHCP and PSDCP

Where an advance has been authorized under FSD 42, and a claim is rejected under the plan because of lateness, the employee is responsible for full repayment of the advance and may not claim under FSD 39.

FSD 41 — Health Care Travel

Protects employee from inadequate medical standards or excessive costs at some missions by reimbursement of actual and reasonable travel and other costs for an employee or dependant to receive treatment elsewhere

The amount payable for living expenses in private accommodation is increased to \$420 per month and is adjusted outside Canada where the Post Index is above 100.

Advice of Health Canada should normally be sought before approval granted

The standard for air travel is clarified to correspond to the Travel Directive.

FSD 42 — Medical Expense Advance

Provides employee with advance for payment of expenses pending settlement of claim with recognized insurer

FSD 44 — Holidays

Entitlement to same number of paid holidays as if you were working in Canada

FSD 45 — Foreign Service Leave

Provides ten days Foreign Service leave credits for each year of service abroad. Credits may be (i) used as annual leave, or (ii) cashed in, once per year, on basis of annual salary or (iii) traded for transportation entitlement

An employee may trade 10 days credits for a transportation entitlement to reflect 85% of full (Y) economy class return fare from the employee's

post to the headquarters city (when there is no Y fare, 100 % of the Y2 shall be used); where

- expenses are limited to commercial transportation costs only;
- air travel may include business or executive class travel but excludes first class travel;
- use of a PMV and operating costs for a rental vehicle are excluded;
- an accountable advance must be accounted for, in full, on completion of all travel for which the advance was issued, or one year from the date of issuance of such advance, whichever is earlier;
- special provisions apply where an employee's posting is terminated and the employee is relocated to Canada, as a result of operational requirements;
- travel may be combined, that is travel from post may be combined with travel from a second location to a common third location destination;
- where travel does not originate at post, the post must appear on the itinerary and there must be a minimum stopover of 24 hours before travel is resumed;
- travel may be taken on more than one occasion and/or by more than one person, provided travel is completed within one year from the date on which the transportation entitlement was authorized, or within one year from the date on which an advance for travel was issued, whichever is later;
- an employee may request an accountable advance in local currency or Canadian dollars;
- the exchange rates used to process a claim shall be the exchange rates used when the advance was made and no adjustments will be made to recognize exchange rate fluctuations;
- it is the employee's responsibility to provide proof of payment satisfactory to the deputy head or the amount claimed will be deleted from the claim;

- transportation expenses which are not clearly identified by the carrier will be deleted from the claim;
- an unused accountable advance may be repaid in full and the employee credited with the days initially debited; and
- every effort should be made to authorize leave as requested by the employee where the transportation entitlement is to be used by the employee

FSD 48 — Other Leave

Maximum of eight days leave for family related responsibilities or bereavement may be approved for situations which impose hardship beyond that which would occur in Canada

FSD 50 — Foreign Service Travel Assistance and Foreign Service Vacation Travel Assistance

Provides assistance to enable employee and dependants to visit Canada during and/or at the end of posting. Employee may choose another location within overall cost entitlement

Employees are given an option to claim the current FSD 50.04, which is fully accountable and applies only to actual admissible travelling expenses or to claim a non-accountable foreign service vacation travel allowance of:

- 90% of full (Y) economy class fare for those posts for which a stopover would be authorized for relocation travel; and
- 80% of full (Y) economy class fare for those posts for which a stopover would not be authorized; except that
- where there is no full (Y) economy class fare, 100% of (Y2) economy class fare shall be used.

Vacation leave is an entitlement and should be authorized at the same time foreign service vacation travel assistance is approved

The foreign service vacation travel allowance is available on a trial basis during the term of these directives and may be subject to evidence satisfactory to the deputy head that travel has been taken

The costs authorized under FSD 50.06 shall be limited to the lesser cost of either air cargo or accompanied excess baggage, as determined by the deputy head on the basis of the employee's

weight entitlement for shipment from Ottawa to the employee's post.

FSD 51 — Family Reunion

To minimize the effects of separation in families, the employer provides for family reunion travel and telephone communication

Effective September 1, 1993, family reunion travel is increased from two to three trips per year at the secondary level in Canada or at primary or the secondary level outside Canada where schools at the post are not compatible

Since the purpose of this directive is family reunion, visits of less than one week shall be reported to the Treasury Board Secretariat

The lowest available airfare appropriate to a particular itinerary should be sought when making bookings

Only one employee of an employee-couple may be reimbursed for telephone calls

The provisions of FSD 51.06 may be authorized in the event of critical illness or death of the child's other parent.

FSD 54 — Compassionate Travel

An employee may claim travel assistance arising from the serious illness/injury of dependant student or infirm child, or critical illness/injury or death of a parent or brother/sister of an employee or spouse or a member of the family unit. Costs are reimbursed which are in excess of those which would have been incurred while serving at headquarters

Provide for travel by the parent of the employee or spouse who is a dependant in accordance with FSD 2.01 and who is also the parent of the person who is critically ill or who has died

Provide for calculation of an employees share where travel is by PMV

Alert employees to availability of special fares and rebates for compassionate travel

FSD 55 — Salary Equalization

The purpose is to adjust employee's disposable income at mission to provide purchasing power comparable to that which employee would have enjoyed with similar remuneration in Ottawa. Where post index is less than 100 (Ottawa = 100), no adjustment is made

Clarify the purpose of salary equalization which is to maintain a lifestyle comparable to that which employees would have enjoyed with similar remuneration in Ottawa

FSD 56 — Foreign Service Premium

This is a tax-free allowance which is the main financial incentive to serve abroad. It varies according to salary, family size at mission, and length of service outside Canada

The application of the Foreign Service Premium to employee-couples is clarified

Calculation of points is expanded to include foreign service premium which is part of Maternity Leave Allowance (FSD 69.07)

FSD 58 — Post Differential Allowance

This is a tax-free allowance payable in recognition of undesirable conditions at certain missions. It varies according to family size, five levels of hardships, and extended continuous service at hardship missions

Application to employee-couples is clarified

FSD 64 — Emergency Evacuation and Loss

Provides for emergency evacuation of employee and/or dependants because of hostilities, natural disaster or other threatening circumstances

The maximum advance amounts have been revised to recognize family size

Provides for safeguarding employee's possessions during such absence, and compensation for any loss occasioned by events which led to evacuation

FSD 66 — Death Abroad of Employee or Dependant

Provides for payment of certain expenses in excess of those which would have been incurred had death occurred at employee's headquarters city

FSD 69 — Calculation of Allowances

Outlines general method of calculation of allowances, but is superseded by any method outlined in a specific directive

The Memorandum of Understanding on Maternity Leave Allowance is attached to this directive for ease of reference.

FSD 70 — Reporting Requirements

Sets out mandatory reporting requirements of Departments to Treasury Board and Foreign Service Interdepartmental Co-ordinating Committee

APPENDIX B

HELPFUL TIPS

The following list has been compiled (in alphabetical order) to provide you with basic information on several topics that could come up during your posting. It is hoped that these tips will help you to avoid potential problems.

Automobile Care

Evaporation of fluids is higher in the tropics so check battery, radiator and oil weekly. When parking in the hot sun, leave windows open half an inch to allow moist heat to escape. If your car develops a musty odour during the rainy season, place a few moth balls in it until the odour disappears.

Automobile Tire Pressure Table

Instead of measuring tire pressure by pounds per square inch, measure it in atmospheres or in kilograms per square centimetre.

Pounds per Square Inch	Atmosphere	Kilograms per Square Centimetre
16	1.08	1.12
18	1.22	1.26
20	1.36	1.40
22	1.49	1.54
24	1.63	1.68
26	1.76	1.82
28	1.90	1.96
30	2.04	2.10
32	2.16	2.24
36	2.44	2.52
40	2.72	2.80
50	3.40	3.50
55	3.74	3.85
60	4.08	4.20

Baby Foods

The Mission Report will indicate if baby foods are available at the mission. If they are not, you may wish to buy a special grinder for baby food (available through a mail order catalogue and elsewhere), a blender and/or food processor could be helpful, and possibly a book with instructions on preparing food and formulas from various kinds of milk you may be unaccustomed to using.

Batteries

For flashlights, hearing aids, and transistor radios, batteries should be kept in an airtight container in a cool, dry room, but even this is no guarantee that they'll stay fresh more than a few months. Mercury batteries seem to last longer than zinc carbon types. Pack batteries with an air space above them so that no metal touches their points or store them in a freezer.

Books

The books each family will take with them will depend on weight allowance, size of family, ages of children, personal interests and tastes, and local availability of reading matter. Probably most will wish to include:

- Dictionary
- History text
- Encyclopedia, particularly if children are school age
- Home repair manual
- Manual for family car maintenance
- Standard cookbook
- Atlas
- Almanac
- Favorite collections of verse
- Paperbacks to share or use for teaching
- Songbooks, Christmas carol books
- Area handbook on country of assignment
- How-to-do-it books for children
- Appropriate religious texts
- Boy Scout/Girl Scout Manual
- Game rules book
- Child development guide
- Medical /First Aid books

Chocolate (baking)

As a substitute for bitter chocolate called for in recipes, add 1 tbs. of shortening to 3 tbs. of cocoa. This makes the equivalent of 1 square of baking chocolate.

Cookbooks

Select a cookbook that lists basic ingredients in recipes rather than one that resorts to combining brand name mixes, canned soups, blended seasonings, for example, *Joy of Cooking* or other basic text. Cookbooks with pictures are useful if you anticipate employing cooking help unfamiliar with English or Western food preparation.

Curry Powder

If you are where you can't buy it ready-made, here's a recipe: 1/2 oz. powdered ginger, 1 oz. dry mustard, 1 oz. ground black pepper, 3 oz. coriander seed, 3 oz. tumeric, 1/2 oz. cumin seed. Pound very fine in a mortar. Store in a tightly corked bottle.

Earthquakes

In case there's a strong quake and you are unable to run out of your house into a clearing, the safest place is in a doorway. The arch formation is capable of bearing great loads and resisting pressures.

Eggs

Dirty eggs should be cleaned just by brushing them off. Crumpled newspaper does a good job. Don't wash eggs before storing them, or you'll destroy the protective film that keeps them fresh. To test an egg for freshness, put it in a bowl of water. If it lies on its side on the bottom of the bowl, it is nice and fresh. If the large end rises a little the egg is alright to be used in baking but you wouldn't want it for breakfast. If the egg stands on end, or floats, it is too far gone to use.

Fish

In tropical countries it is safest to buy only fish that are still alive. A fish that is not alive, but is perfectly fresh, has bulging bright eyes and bright red gills. The flesh is firm and elastic and has a distinctly fresh odor.

Oysters should be bought live, but if the vendor presents them already shucked, be sure the meats are plump, have no sunken places, and show no signs of shrinkage. Mussels can be substituted for oysters in any recipe.

Salted fish need the following treatment: Soak in water for 2-3 hours, changing the water frequently. Put a rack into a heavy skillet. Lay the fish on the rack, cover with water, and heat to boiling. Drain. Cover with fresh water and simmer until tender. The fish is now ready to be used in any recipe.

Flour

One way of converting regular flour into cake flour is to mix 30 ml of cornstarch into 25 ml of flour and then sift twice. Another way is to fill the measuring cup with flour and level it off evenly. Take out 30 ml of flour, leaving 220 ml. Sift twice before the recipe's suggestions for more sifting. Neither method is a completely adequate substitute, but they are often the best you can do.

When buying imported flour in a foreign country, don't be bashful about testing the package for softness. This also applies to packaged cake mixes. The package should feel a little resilient under your fingers. Too often moisture has gotten around the containers as they were shipped and the contents have solidified into hard, unusable masses. Flour that is stored for long periods loses much of the air originally milled into it. Sifting several times will restore lightness.

In tropical countries where there are many insects, opened packages of flour should be put into glass jars or tin containers with tightly fitting tops. It is possible to store flour, cake mixes, etc. in the freezer.

Furs

It is best not to take furs to a country that has a consistently hot climate. But if you do take furs to a humid, tropical place here are some tips:

- Keep your furs in a perforated plastic bag, hung where air circulates, because furs have to "breathe." Put a few moth balls in the bottom of the bag but don't let them touch the fur.
- Do not keep furs in a closet or wardrobe in which a light bulb is kept burning to combat humidity; the heat will dry out the skins and make them crack.
- If you get caught in the rain in your fur coat, don't try to protect the skins by turning the coat inside out. They can stand a soaking much better than the lining can. When you get home, give the coat a good shaking and hang it where there is no draft until it dries. Then shake it and brush it.

Gelatin

15 ml thickens 500 ml of liquid. In tropical climates double the amount of gelatin called for in your recipe.

High-Altitude Cooking

Carrots, potatoes, meat and anything that is boiled, will take much longer to cook at high altitudes.

A pressure cooker is a good solution because it enables you to cook in high-temperature steam. Some pressure cookers are manufactured especially to be used at high altitudes and can be adjusted to operate for maximum efficiency at any height at which you might live.

If you don't have a pressure cooker, cut all foods into small pieces so the heat can penetrate more surfaces faster.

Anything baked will also require a longer time in the oven. Candies and cake frostings cannot be tested by a thermometer up in the mountains. You will have to dribble some syrup into a glass of cold water and discover the proper soft ball stage with your fingers.

Keep an eye on yeast breads at high altitudes. They rise in an astonishingly short time and are ready for the oven long before you expect them to be.

When you are about to bake a cake or cookies, first be sure that the shortening is at room temperature. If you are making a very rich cake, it may help if you reduce the shortening called for in the recipe by at least 15 ml or 30 ml. And it is often wise to use a little less baking soda than you would put in ordinarily. On the other hand, more eggs can be beneficially added to the recipe the higher up you are.

Here is a guide for adjusting your favorite cake recipes to cope with high altitudes. When two amounts are given, use the smallest one first. If the cake is noticeably unsuccessful, use the larger amount the next time.

Some cookbooks have special sections on high altitude cooking. Check with your local library and Agriculture Canada.

Honey

Very useful in countries where the sugar is not sufficiently refined. If you substitute honey for sugar in a cake, for each 200 ml of honey that replaces 250 ml of sugar, omit 60 ml of whatever liquid the recipe calls for.

Humidification

The problem of lack of humidity is encountered most frequently in North Africa and the Middle East. Under ideal conditions, the air inside your home should have a relative humidity of from 35 to 40 per cent.

Air conditioners and desert coolers help humidify in the summer, but any kind of heating system will cause too much dryness during the cold months, especially in a desert area. For a prolonged stay in a dry climate with cold winters, an electric humidifier can be a good investment, particularly if you own a piano or any other valuable musical instrument.

Leather-bound books can be preserved against cracking if you rub them with a little high-grade Vaseline.

Humidity

Here are a few precautions for a moist climate:

Salt shakers with tightly fitting lids (such as those made by Tupperware) or with dehumidifying crystals in their tops. A few grains of rice in the salt will also help.

If you are buying new golf clubs to take to a humid country, choose those with stainless steel instead of chromium shafts. Mineral oil can be used to remove rust. A thick coat of oil left on the metal will prevent further rusting.

Canvas luggage is the most sensible to take to a humid country, but if you have leather pieces too good to replace, give them a thorough saddle-soaping and wax them before you start to travel. When you put the luggage away in your new home, rub all metal fittings with a little Vaseline to guard against corrosion.

If you take a piano into a tropical country, investigate the possibilities of "tropicalizing" it before you have it crated. There is an electrical gadget called the "Damp-Chaser" that is made for use on both 110 and 220 volt currents.

Frequent running of stereo equipment, radios, and tape recorders will help keep the equipment dry. If your stereo develops aberrations, run the equipment until it has completely dried out. Stereos usually return to normalcy once they have been run sufficiently to eliminate all moisture accumulation.

Covering typewriters, sewing machines, and other appliances tightly when not in use will help to prevent corrosion. Even "stainless" metals will suffer in humid salt air.

Moth balls placed in drawers, cabinets, closets, bookshelves, etc. will help to rid the area of musty odors but should not be used near film or camera equipment.

During the rainy season, outside porches and steps may accumulate mold which makes them extremely treacherous to step on. A combination of boiling water, Clorox, and detergent tossed onto the porch and followed by a thorough scrubbing with cleanser and a stiff brush should eliminate the mold.

Hurricanes and Typhoons

When storm warnings are announced, be sure that jewellery, money, insurance policies, and other valuables are where you can gather them up quickly and compactly if you are ordered to leave for a stronger shelter.

If your house does not have storm shutters, strengthen unboarded windows with crisscross strips of adhesive tape stuck onto the outside of the panes. If hit by flying branches, panes may crack, but the tape will keep them from breaking.

Clear the yard of any lightweight objects that might blow around. If you don't have a sturdy garage, park your car close to the house on the lee side, away from the oncoming winds. Set the car's brakes and be sure the gas tank is full. Leave windows open a crack so air pressure can't build up inside the car.

Keep flashlights in handy places known to everyone in the family. Be prepared for the fact that electricity may be off for several days.

Keep a good supply of canned foods on hand all during the months when storms may occur. If one is imminent, fill extra bottles with drinking water. Fill your bathtub with water, too, in case water mains break.

When the storm hits, stay indoors and keep the house tightly closed on the windward side but open at least one window and door on the leeward side to relieve air pressures. When wind stops suddenly,

stay indoors as this brief breather may be the "eye" of the storm and the winds will return in full force in only a few moments.

After the storm has passed, be very careful about cleaning up the yard debris. Live electrical wires are often mixed with fallen branches.

Insects

Insects are a fact of life in the tropics. In many places they cannot be eradicated entirely, no matter how clean your house. In monsoon countries, there are several weeks just before and just after the rainy season when screens are ineffective against the small insects which swarm around light bulbs in the evening.

Avoid fabrics that are all, or partly, rayon. This kind of material is irresistible to cockroaches.

Mosquitos seek dark places in the house during the day and come out at night. Persistent disturbance of their favorite hiding places will send them elsewhere. Cleaning daily under all furniture is usually more effective than spraying.

In malaria areas, try to stay indoors after sundown. If your house is not adequately screened, learn to sleep under a mosquito netting. The netting should be large enough so it can be tucked securely under the mattress all round and not touch you at any point. If it's close enough to touch you, a mosquito can bite right through it. Any little holes should be mended as soon as they develop.

In an insect-infested country, store cereal, flour, sugar, etc. in glass screw-top jars, plastic containers with tightly fitting lids, or in the freezer. Another piece of kitchen equipment commonly found in the tropics is a very fine-meshed sieve usually bound with a sort of balsa-wood hoop. This is used to sift the weevils and other insects out of sugar, flour, etc. (or use a nylon stocking).

Regular spraying will help control cockroach infestation. Concentrate on crevices in wood where the eggs tend to be deposited. Cockroaches live in the soil under houses, around water and sewage pipes, in cesspools, etc. A mixture of mashed potatoes and boric acid is lethal to cockroaches but it is also a dangerous poison that should be kept far from the reach of children and pets. Cockroaches will avoid any area that carries the odor of mothballs.

A bag of mothballs tied to the handles of a garbage pail and dropped just inside the top of the pail will eliminate both odors and maggots when the cover is kept tightly closed.

Jewellery

Overseas, it is sometimes possible to buy pieces of jewellery for less than they cost at home. Before purchasing any ready-made item that is all gold, learn the exact local price for gold and have the item weighed. Handwork is, of course, an additional value, but knowing the value of the gold helps. If you decide to set a collection of semiprecious stones, 9-carat gold is satisfactory for jewellery rather than the more expensive 18-carat gold.

Jewellery should be cleaned regularly. Pearls should be wiped with a soft cloth every time they are worn to remove skin oils. All-gold items look best if washed frequently in any mild soap and water, followed by a thorough rinsing and drying. Use of a polishing cloth helps. Stones can be cleaned with a jeweller's preparation or soaked in a cup of gin, then cleaned with a camel's hair brush and wiped dry with a piece of tissue paper.

You may wish to consider insurance for any jewellery of value accumulated overseas. Replacement costs in Canada are generally much higher than the original purchase price, so it is perhaps prudent to insure for more than you paid.

Laundry problems

Residual soap in the fabric of your clothes may irritate your skin when you perspire. Check to be sure clothes are rinsed thoroughly during the laundering process.

In countries where there is very strong sunlight your clothes will retain their colors longer if hung out to dry in a shady place. In the Middle East, where clothes are usually dried on flat rooftops, this is impossible, but it helps to turn colored things inside out before hanging them out.

In many countries, materials go directly from the looms into shops without being sanforized. To be on the safe side, wash all such materials and iron them before cutting them into clothes, curtains, or slipcovers. This will also assure that they are colorfast. To set the dye in fabric, wash each piece separately in saltwater.

Meats

Here are a few distinguishing characteristics you should look for when you buy meat "in the rough."

Beef — The meat should be a clear, fresh red color, with streaks of fat marbling it. The bones of young beef are porous and red. The bones of older, tougher animals are white and flinty looking.

Ham — The usual ham purchased abroad (unless it's tinned) should be soaked for at least 12 hours and the water changed frequently to get rid of excess salt.

Lamb — Colour should be light pink. The older the animal, the darker pink the meat. Mutton is red, with white and rather brittle fat. Young lamb fat is quite soft and pinkish. Goat meat, a popular substitute, is a more purplish pink, and the flesh has a stringier texture.

Liver — Calf or lamb liver is, of course, preferable but not always available. Beef or pork or even water buffalo liver can be just as good, but it has a stronger flavour and should soak in hot water for 5 to 10 minutes before cooking.

Pork — Young pork is a greyish pink colour. The meat of older animals is more rose-colored.

Veal — Meat should be of a light greyish colour. The fat should be clear, white, and firm; bones should be porous and red.

If there is any question about the safety of local meat supplies, cook the meat thoroughly. Refrigerate it and, if possible, freeze it for 10 days before using it to make absolutely certain that tapeworm larvae and trichinae have been destroyed.

Milk and Cream

Lacking your own pasteurizer, here is a simple method for preparing small quantities of raw milk: Pour the milk into the top half of a double boiler. Place it over the bottom pan, which contains water already at a boil. Cover top of pan. Continue to cook for 10 minutes while water in bottom pan boils continuously. Remove top pan and set it into bowl of ice water. Chill as rapidly as possible. Pour into sterilized containers and refrigerate.

125 ml evaporated milk plus 125 ml water = 250 ml whole milk

125 ml dried skim milk powder plus 250 ml water and 30 ml salad oil = 250 ml whole milk

To sour milk, add 30 ml white vinegar or lemon juice to 500 ml milk (either regular milk or diluted evaporated milk) and let the mixture stand for 30 minutes at room temperature before proceeding with the recipe.

Denmark produces and exports widely an excellent tinned cream that is rich enough to be used as is (add a little sugar and vanilla) and which can also be whipped if previously chilled.

To make "whipped cream" out of evaporated milk, first thoroughly chill the tin of milk, the bowl, and the beater. If it is a hot day, set the chilled bowl inside a larger bowl containing ice water. Beat milk with chilled beater. This kind of "whipped cream" will retain its body longer if, after it has been whipped, you add 30 ml lemon juice for each cup of milk. Whip it until well blended. The lemon juice is not a good idea, however, if the "cream" is to accompany a very sweet dessert.

Nutmeg

The network around the nutmeg kernel is mace, which can be dried and ground and used as flavoring in sauces, gravies, and even pastries. It smells like nutmeg but has a different flavour.

To test a nutmeg for goodness, prick it with a pin. Oil will immediately collect around the puncture if the nutmeg is good.

Oils

Just as olive oil is expensive in Canada, familiar brands of corn oils are expensive abroad. The following geographical regions produce their own special, economical oils: India — poppyseed, cottonseed, sesame, and peanut; Middle East — poppyseed, cottonseed, sesame, and olive; Far East — soybean, sesame, and peanut; Mediterranean countries — olive; South America — corn, sunflower, and coconut; Europe — corn; West Africa — peanut; and Pacific Islands — coconut.

Plaster

To fill the cracks in plaster, use white vinegar instead of water when you mix a batch of Plaster of Paris. The vinegar will make it set slowly enough so that you will have time to manipulate it properly into the cracks. Water works too fast.

Poultry

Small chickens are not always young and tender. Only experience will tell whether you must boil every chicken for a while before you broil, roast, or fry it.

If a turkey or chicken has a stiff breastbone, that is an indication that the meat may be tough, although perhaps not tough enough to go to the bother of preboiling the bird before you roast it. One tenderizing trick is to brown the bird quickly on a rack above the roasting pan. After the initial browning, pour 1 cup boiling water into the roaster, put on the cover, and let the bird steam as it roasts.

Prescriptions/Pharmaceuticals

Trade names for pharmaceutical ingredients are different abroad. If you are dependent upon certain medicines: (1) ask your doctor to give you copies of your prescriptions written in generic terms with strengths specified or (2) arrange to have supplies sent periodically to you through the pouch. Some medicines available only by prescription in Canada can be purchased off the counter abroad and vice versa.

Many medicines retain their potency for a long time, but antibiotics, insulin, and other biologicals have expiration dates marked on their packages and you can't stock up on them for any long period of time. If you are travelling with a supply of volatile liquid medicines with a high alcohol content, or with any kind of medication (or cosmetics or insect spray) in an aerosol can, keep it in your flight bag which goes with you into the airplane cabin. Not all plane holds are pressurized, and the medication, cosmetic, or spray could either evaporate at high altitude or explode. Ordinarily, when a druggist fills a prescription

with some product which is already packaged, the manufacturer's label is stripped off and replaced with the druggist's own. If you are going to have to replace the medicine abroad, ask the druggist to leave the original label on the container. This is also a help when going through customs, as the customs agent can readily identify the medicine for what it is and not suspect you of carrying illegal narcotics.

Seasonings

The marketplace will offer fresher tasting condiments than you are likely to find in imported goods. If you buy spices that originate in that particular area, use them cautiously until you become adjusted to the fact that they are much more potent than the processed and packaged varieties in Canada.

"Superseasoning" is a generic term for any brand of monosodium glutamate. The best known brand in Canada is Accent. In the East, look for Ajinomoto, used exactly as you would use Accent.

You will find Angostura bitters in the most unexpected places overseas. Traditionally used only in cocktails it can also brighten up the most mundane dishes and make them more flavorful. It is highly recommended to season the foods of people who are on a low-salt diet and is usually available when more specialized preparations are not.

Shelves and Picture Hanging

There are simply never enough shelves. Take bookcases with you if you can. If not, stock up on steel brackets that will adjust to fit boards of various widths and stock up on picture hooks. If, at your mission, there is no restriction in your lease about hanging shelves in plaster walls, remember the trick of driving a nail in first, pulling it out, and stuffing the hole with a wad of steel wool. You can then insert a screw and turn it tightly and solidly in the rough steel wool plug.

Silver

Silver alloyed with copper is the most durable kind, but there is an irresistible charm to pure silver. You may find yourself in a country that specializes in very soft, 100 per cent silver items that are heavily ornamented. Before you buy a vase, bowl, teapot, or anything that might have to hold liquids, ask the merchant to fill it with water. All too often the decorating chisel or mallet has made invisible holes that will leak. Insist on having the item made watertight before you buy it.

Vegetables and Fruits

Improper handling and preparation of fresh foods can be a health hazard. The best policy is (1) to discard all bruised portions of fresh fruits and vegetables and (2) wash fresh fruits and vegetables thoroughly in a detergent or in a solution with 15 ml of Clorox per gallon of water. Soak for 10 minutes, then rinse in boiled or treated water. There is no way to sterilize lettuce.

Water

If you are informed at the mission that the local water supply is not safe, you will receive instructions on how to purify it. Purifying tablets, iodine, or boiling may be recommended. Boiling is perhaps the most customary and can be easily made an automatic routine. Water should boil at least 10 minutes to kill all germs. To get rid of the flat taste, either pour the water from container to container several times to aerate it, or turn it into a filter tank. The filter is the most convenient. It holds several gallons, and the water can be drawn off into sterilized bottles and stored in the refrigerator. Freezing does not kill germs. Boiled water must be used to make ice cubes. There should be a thermos jug or plastic bottle of boiled water in the bathroom for brushing teeth if the water at your mission is not potable.

Yeast

In some foreign countries you can buy foil-wrapped packages of yeast. Unfortunately, by the time they have made a sea voyage, gone through customs, been distributed by the importer to the wholesaler to the grocer, the yeast may be too old to use. Before you buy always study the expiration date stamped on the package. Both the British and the Dutch export very good granular yeast, which stays fresh much longer. Soften this kind of yeast in a measured amount of lukewarm water (not milk). After about 5 minutes it will be ready to use in the same way you would use a compressed yeast cake. Count the water used for shortening as part of the liquid required by the recipe.

Yogurt

This is usually the only dairy product safe to use in countries where milk and cream are of questionable purity. Liberally doctored with sugar, it makes a nice dessert. Use it plain as a substitute for sour cream.

SELECTED BIBLIOGRAPHY

Living Abroad:

Ewart-Biggs, Jane. *Pay, Pack and Follow: Memoirs*. Chicago: Academy Chicago Publishers. 1986.

Giordano, John A. and Shea, Mary Shaughnessy. *Safety and Health Abroad: How to Pack Peace-of-Mind Into Your Next Trip*. Minneapolis: Datafax Corporation. 1985.

Golzen, Godfrey. *Working Abroad: The Daily Telegraph Guide to Working and Living Overseas*. London: Kogan Page Ltd. 1985.

Kneale, John G. *Foreign Service* Captus Press Inc., 1993.

Hantel-Fraser, Christine. *No Fixed Address* Univ. of Toronto Press 1993.

Losos, Dr. Joe; Clayton, Dr. Allistair; Gerein, Nancy; and Wilson, Ruth. *Children Abroad: A Guide for Families Travelling Overseas*. Toronto: Deneau Publishers & Co. Ltd. 1986.

Luce, Louise Fiber and Smith, Elise C. (editors) *Toward Internationalism: Readings in Cross-Cultural Communication*. New York: Newbury House Publishers, Division of Harper & Row. 1987.

McKay, Virginia. *Moving Abroad: A Guide to International Living*. Wilmington, Delaware: VLM Enterprises. 1986.

Pardy, Laurel. *Life on a Carousel: A Look at the Rotational Lifestyle*. Ottawa: Mobility Committee of the Foreign Service Community Association (FSCA). 1985.

Pascoe, Robin. *The Wife's Guide to Successful Living Abroad*, Times Books Int'l, Singapore 1992.

Piet-Pelon, Nancy J. and Hornby, Barbara. *In Another Dimension: A Guide for Women Who Live Overseas*. Yarmouth, Maine: Intercultural Press Inc. 1985.

Mobility, Cultural Adaptation and the Family: A Selected Annotated Bibliography. Ottawa: Committee on Mobility and the Family, Foreign Service Community Association (FSCA). 1978.

Selected Papers on Mobility and the Family in the Canadian Foreign Service. Ottawa: Committee on Mobility and the Family, Foreign Service Community Association (FSCA). 1980.

The Role of the Spouse in the Foreign Service: A Study of Attitudes and Perceptions of Spouses Toward Foreign Service Life. Sponsored by the Forum of the Association of American Foreign Service Women. 1985. (Available at the FSCA office.)

These and other books and articles on international careers and jobs, moving and travelling, foreign service families etc. are available in The Services Centre and/or the FSCA office.

Divorce:

Bules, Judith. *The Dollars and Sense of Divorce: The Financial Guide for Women*. New York: Master Media Ltd. 1988.

Dymond, M.J. *The Canadian Woman's Legal Guide*. Toronto: Doubleday Canada Ltd. 1987.

Krantzler, Mel. *Creative Divorce*. New York: New American Library. 1973.

Lewin, Elizabeth S., C.F.P. *Financial Fitness Through Divorce: A Guide to the Financial Realities of Divorce*. New York: Facts on File Publications. 1987.

McKay, Rogers, Blades & Gosse, *The Divorce Book*. Ed. Kirk & Susan Johnson, Oakland, CA. New Harbinger Publications. 1984.

Trafford, Abigail. *Crazy Time, Surviving Divorce*. New York: Bantam Books. 1982.

Triere, Lynette, with Richard Peacock. *Learning to Leave: A Woman's Guide*. New York: Warner Books, 1982.

Weitzman, Lenore J. *The Divorce Revolution*. New York: Free Press. 1986.

Wolfson, Lorne H. *The New Family Law: Ontario's New Family Law Act*. Toronto: Random House. 1987.

The Elderly:

Bumagin, Victoria E. and Him, Kathryn F. *Aging is a Family Affair*. New York: Thomas Y. Crowell Co. 1979.

Mace, Nancy L. and Rabins M.D., Peter V. *The 36 Hour Day: A Family Guide to Caring for Persons with Alzheimers Disease and Dementias*. Johns Hopkins University Press. 1981.

Otten, Jane and Shelley, Florence. *When Your Parents Grow Old*. New York. Funk and Wagnalls. 1976.

Silverstone, Barbara and Hymen, Helen Kandel. *You and Your Aging Parents*. Toronto. Random House of Canada Ltd. 1982.

Skinner, B.F. and Vaughan M.E. *Enjoy Old Age: A Program of Self-Management*. Toronto. George J. McLeod Ltd. 1983.

NOTES

LIBRARY E A / BIBLIOTHÈQUE A E



3 5036 01073459 1

CA1 EA 96F57 ENG DOCS
The Foreign Service handbook
43277726

NON - CIRCULATING ;
CONSULTER SUR PLACE