

Ottawa, ON K1A 0J9

July 14, 2022

Kevin King  
The Union of National Employees  
900-150 Isabella Street  
Ottawa, ON K1S 1V7

Kevin,

Thank you for your letter of June 20, 2022 regarding line-ups at passport offices.

First off, I would like to acknowledge you and your members for your remarkable efforts to respond to the high demand for passports. I also appreciate our regular dialogue to exchange information and ideas to support the passport program.

Rest assured that our priority continues to be a safe service delivery environment. We have worked actively with partners in the Human Resources and Services Branch to develop clear protocols that support a safe and healthy work environment for all employees working in the Service Canada Centre and Service Canada Centre – Passport Office network. The focus of these recent discussions was to develop measures to support the safety of employees while triaging line-ups. These guidelines were shared with the Policy Health and Safety Committee at the June 16, 2022 meeting. In addition, the Occupational Health and Safety guidance on line management was reinforced with senior officials across the Department on June 24, 2022.

I recognize that in certain metropolitan areas, line-ups are larger than normal and we have put in place extra safety measures including additional security. Given the exceptional circumstances, management from all business lines are triaging lineups in these metropolitan areas. This measure ensures staff can focus on direct client service and entitling passports in the busiest offices. In areas where line-ups are typical, the triage function may be performed by any employee as directed by management, following the safety guidelines developed in consultation with Occupational Health & Safety partners.

Thank you for your ongoing collaboration. As always, I remain available to discuss any issues or concerns.

Sincerely,

Peter Simeoni  
Assistant Deputy Minister  
Citizen Service Branch

cc: Manon Boy  
Kathleen Tremblay  
Christine McDowell  
Darlène de Gravina  
Sam Boonstra  
Guy Cyr

