

(La version française suit)

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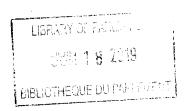


ORDER/ADDRESS OF THE HOUSE OF COMMONS ORDRE/ADRESSE DE LA CHAMBRE DES COMMUNES

Q-2468	Mr. Lukiwski (Moose Jaw—Lake Centre—Lanigan)	May 1, 2019/Le 1 mai 2019
		ETURN BY THE LEADER OF THE GOVERNMENT IN THE HOUSE OF COMMONS DÉPÔT DU LEADER DU GOUVERNEMENT À LA CHAMBRE DES COMMUNES
	Mr. Lamoureux PRINT NAME OF SIGNATORY INSCRIRE LE NOM DU SIGNATAIRE	SIGNATURE MINISTER OR PARLIAMENT SECRETARY MINISTRE OU SECRÉTAIRE PARLEMENTAIRE

June 17, 2019

(TABLED FORTHWITH / DÉPOSÉ AUSSITÔT)



JUNE 17, 2019

SESSIONAL PAPER
DOCUMENT PARLEMENTAIRE
.....8555-421-2468.....

HOUSE OF COMMONS CHAMBRE DES COMMUNES



INQUIRY OF MINISTRY DEMANDE DE RENSEIGNEMENT AU GOUVERNEMENT

PREPARE IN ENGLISH AND FRENCH MARKING "ORIGINAL TEXT" OR "TRANSLATION" PRÉPARER EN ANGLAIS ET EN FRANÇAIS EN INDIQUANT "TEXTE ORIGINAL" OU "TRADUCTION"

QUESTION NO.Nº DE LA QUESTION	BY/DE	DATE	
Q-2468	Mr. Lukiwski (Moose Jaw-Lake Centre- Lanigan)	May 1, 2019	
		er of Families, Children and Social Development a Familie, des Enfants et du Développement social	
Adar	m Vaughan	Langan	
• • • • • • • • • • • • • • • • • • • •		SIGNATURE MINISTER OR PARLIAMENTARY SECRETARY MINISTRE OU SECRÉTAIRE PARLEMENTAIRE	
QUESTION			
many centres were operat (FTEs) at each location, a current locations and num	nada's national in-person service delivery network, ional as of November 4, 2015; (b) what were the locs of November 4, 2015; (c) how many centres are countries at each location; (e) which offices have resent; and (f) for each office which has changed the ii) May 1, 2019?	cations and number of full-time employees currently operational; (d) what are the changed their hours of service between	
REPLY / RÉPONSE		ORIGINAL TEXT X TRANSLATION TRADUCTION	

Employment and Social Development Canada (ESDC)

The utilization of resources at any point in time varies with turnover (attrition/staff departures) and demand fluctuations.

The attached document lists each Service Canada Centre and the associated FTEs at each November 4, 2015 and March 31, 2019. Any variance in FTEs is attributable to turnover (attrition/staff departures) and changes in staffing levels due to peak periods.

With regard to Service Canada's national in-person service delivery network, for each Service Canada Centre:

(a) how many centres were operational as of November 4, 2015;

As of November 4, 2015, there were 320 Service Canada Centres in operation.

(b) what were the locations and number of full-time employees (FTEs) at each location, as of November 4, 2015;

Region	Service Canada Centre	Total
ATL	Amherst	3.7
ATL	Antigonish	4.1
ATL	Bathurst	8.1
ATL	Bedford	1.7
ATL	Bridgewater	6.6
ATL	Campbellton	7.0
ATL	Caraquet	2.3
ATL	Charlottetown	11.1
ATL	Clarenville	4.6
ATL	Corner Brook	7.9
ATL	Dalhousie	1.3
ATL	Dartmouth	3.6
ATL	Digby	2.7
ATL	Edmundston	8.3

Region	Service Canada Centre	Total
ATL	Fredericton	8.2
ATL	Gander	4.9
ATL	Glace Bay	4.0
ATL	Grand Falls	4.4
ATL	Grand Falls	2.0
ATL ATL	Guysborough Halifax	2.0 12.9
ATL	Halifax Happy Valley	3.7
ATL	Harbour Grace	6.3
ATL	Inverness	2.6
ATL	Kentville	4.8
ATL	Labrador City	3.0
ATL	Marystown	3.5
ATL ATL	Miramichi	10.4
ATL	Moncton Montague	12.4
ATL	New Glasgow	7.4
ATL	North Sydney	3.0
ATL	O'Leary	4.0
ATL	Placentia	2.1
ATL	Port Aux Basques	2.9
ATL	Port Hawkesbury	3.9
ATL	Richibucto	3.4
ATL ATL	Rocky Harbour Saint John	2.2 14.8
ATL	Saint John Saint-Quentin	2.0
ATL	Shediac	3.5
ATL	Shelburne	2.5
ATL	Shippagan	3.3
ATL	Souris	2.4
ATL	Springdale	2.3
ATL ATL	St. Anthony St. John's	2.0
ATL	St. John's St. Stephen	11.2
ATL	Stephenville	3.3
ATL	Summerside	6.1
ATL	Sussex	2.1
ATL	Sydney	8.3
ATL	Tracadie - Sheila	3.3
ATL	Truro	3.2
ATL ATL	Windsor Woodstock	2.0
ATL	Yarmouth	4.6 5.8
QC	Alma	4.4
QC	Amos	2.6
QC	Asbestos	2.7
QC	Baie Comeau	4.6
QC	Beauport	9.5
QC	Brossard	14.8
QC QC	Campbell's Bay Cap-aux-Meules	2.4
QC	Cap-aux-ineules Causapscal	2.8
QC	Chandler	3.3
QC	Châteauguay	5.2
QC	Chibougamau	2.4
QC	Chicoutimi	10.7
QC	Chisasibi	2.0
QC OC	Coaticook	2.5
QC QC	Côte-Des-Neiges NDG. (Montréal) Cowansville	12.0
QC QC	Dolbeau	5.1 3.3
QC	Donnacona	3.3
QC	Drummondville	9.8
QC	Forestville	2.4
QC	Gaspé	7.8
QC	Granby	4.2

Region	Service Canada Centre	Total
QC	Hull-Aylmer (Gatineau)	16.4
QC	Joliette	5.7
QC	La Malbaie	3.1
QC	La Pocatière	2.1
QC	La Tuque	2.4
QC	Lac Mégantic	2.6
QC	La Sarre	2.6
QC	Laval	10.8
QC	Lévis	9.7
QC	Longueuil	14.1
QC	Louiseville	2.3
QC	Magog	4.7
QC	Maniwaki	3.8
QC C	Matane	3.0
QC OC	Mistissini Mont-Laurier	1.3
QC QC		3.3
QC	Montmagny Montréal (Downtown)	23.8
QC	New Richmond	5.0
ac	New Richmond Nunavik	0.0
QC	Parc-Extension	7.6
QC	Pointe-aux-Trembles (Montréal)	4.8
QC	Pointe-Claire (Montréal)	6.3
QC	Repentigny	12.8
QC	Rimouski	8.6
QC	Rivière-du-Loup	3.9
QC	Roberval	2.6
QC	Rouyn-Noranda	9.0
QC	Sainte-Foy (Québec)	18.0
QC	Saint-Georges	6.2
QC	Senneterre	1.8
QC	Sept-Îles	7.1
QC	Shawinigan	7.3
QC	Sherbrooke	14.7
QC	Sorel-Tracy	2.2
QC	Sainte-Agathe-des-Monts	3.6
QC	Sainte-Anne-des-Monts	2.4
QC	Sainte-Thérèse	9.4
QC	Saint-Eustache	4.5
QC	Saint-Hyacinthe	8.0
QC QC	Saint-Jean-sur-Richelieu Saint-Jérôme	5.4
QC	Saint-Léonard (Montréal)	12.9 12.7
QC	Terrebonne	8.4
QC	Thetford Mines	4.5
QC	Trois-Rivières	12.3
QC	Val-d'Or	5.7
QC	Valleyfield	5.2
QC	Vaudreuil-Dorion	3.3
QC	Lasalle	2.9
QC	Verdun	7.3
QC	Victoriaville	5.3
QC	Ville-Marie	2.4
ON	Ajax	8.4
ON	Arnprior	2.6
ON	, Bancroft	2.3
ON	Barrie	9.0
ON	Belleville	6.4
ON	Bracebridge	3.0
ON	Brampton	27.7
ON	Brantford	5.8
ON	Brockville	3.0
ON ON	Burlington	5.8
ON	Cambridge Carleton Place	4.0
ON	Chatham-Kent	3.2
	Onamani-Vent	5.4

Region	Service Canada Centre	Total
ON	Cobourg	3.0
ON	Collingwood	5.4
ON	Cornwall	6.4
ON	Dryden	2.8
ON	Elliot Lake	2.6
ON	Espanola	3.2
ON	Fort Frances	3.2
ON	Gananoque	4.0
ON	Georgetown	4.0
ON	Geraldton	1.3
ON	Goderich	2.0
ON	Guelph	6.7
ON	Hamilton East	11.1
ON	Hamilton Main	16.4
ON	Hawkesbury	4.0
ON	Kapuskasing	4.1
ON	Kenora	9.7
ON	Kingston	9.9
ON	Kirkland Lake	2.8
ON	Kitchener	13.6
ON	Leamington	3.8
ON	Lindsay	3.3
ON	Listowel	1.8
ON	London	15.9
ON	Malton	3.9
ON	Marathon	1.9
ON	Markham	10.6
ON	Midland	3.0
ON	Milton	4.4
ON	Mississauga	32.7
ON	Napanee	3.5
ON	New Liskeard	1.3
ON	Newmarket	12.5
ON	Niagara Falls	3.0
ON	North Bay	7.0
ON	Oakville	11.9
ON	Orangeville	3.5
ON	Orillia	2.7
ON	Oshawa	14.4
ON	Ottawa East	12.8
ON	Ottawa Government Service	4.7
ON	Ottawa West	12.3
ON	Owen Sound	5.6
ON	Parry Sound	2.9
ON	Pembroke	4.3
ON	Perth	2.4
ON	Peterborough	10.6
ON	Picton	4.4
ON	Prescott	3.8
ON	Renfrew	3.5
ON	Richmond Hill	25.4
ON	Sarnia	6.8
ON	Sault Ste. Marie	8.1
ON	Simcoe	3.1
ON	Smiths Falls	2.5
ON	St. Catharines	15.9
ON	St. Thomas	3.1
ON	Stratford	4.0
ON	Sudbury	9.6
ON	Thunder Bay	11.2
ON	Tillsonburg	2.6
ON	Timmins	8.5
ON	Toronto - Centre	12.4
ON	Toronto - College Street	20.5
ON	Toronto - Gerrard Square	7.7
ON	Toronto - Malvern	4.8

Region	Service Canada Centre	Total
ON	Toronto Etobicoke	10.4
ON	Toronto Lawrence Square	18.1
ON	Toronto Scarborough	29.0
ON	Toronto West Humber	12.0
ON	Toronto Willowdale	5.9
ON	Trenton	3.3
ON	Walkerton	2.9
ON	Wallaceburg	1.7
ON	Welland	1.8
ON	Windsor	16.4
ON	Woodstock	3.0
WT	Abbotsford	16.3
WT	Brandon	10.6
WT	Brooks	2.6
WT	Buffalo Narrows	3.0
WT	Burnaby	10.4
WT	Calgary East	13.0
WT	Calgary South	8.5
WT	Cambridge Bay	3.0
WT	Campbell River	3.7
WT	Camrose	2.7
WT	Canada Place	23.7
WT	Canmore	1.3
WT	Chilliwack	6.0
WT	Churchill	0.1
WT	Comox Valley	5.5
WT	Coquitlam	11.1
WT	Cowichan	3.5
WT	Cranbrook	5.0
WT	Dauphin	4.1
WT	Dawson Creek	2.6
WT	Edmonton Hermitage	16.0
WT	Edmonton Millbourne	20.8
WT	Edmonton Westlink	14.8
WT	Edson	3.8
WT	Estevan	4.3
WT	Flin Flon	3.0
WT	Fort Mcmurray	5.5
WT	Fort Simpson	2.0
WT	Fort Smith	2.0
WT	Grande Prairie	8.8
WT	Harry Hays	13.4
WT	Hay River	2.4
WT	Inuvik	2.9
WT	lgaluit	3.5
WT	Kamloops	11.7
WT	Kelowna	10.3
WT	Kingsway	10.5
WT	La Ronge	2.8
WT	Langley	9.3
WT	Lethbridge	11.4
WT	Lloydminster	4.3
WT	Medicine Hat	5.8
WT	Melfort	2.9
WT	Moose Jaw	4.3
WT	Morden	4.5
WT	Nanaimo	13.5
WT	Nelson	5.2
WT	New Westminster	6.8
WT	North Battleford	4.0
WT	North Calgary	8.1
WT	North Vancouver - North Shore	10.0
WT	Penticton	6.0
WT		1 24
	Port Alberni	2.4
WT	Port Alberni Portage la Prairie Powell River	3.0

Region	Service Canada Centre	Total
WT	Prince Albert	7.3
WT	Prince George	9.6
WT	Prince Rupert	2.0
WT	Quesnel	1.8
WT	Rankin Inlet	2.7
WT	Red Deer	11.5
WT	Regina	14.2
WT	Richmond	10.5
WT	Ridge Meadows	5.8
WT	Saint-Pierre-Jolys	1.8
WT	Salmon Arm	2.7
WT	Saskatoon	14.2
WT	Selkirk	6.4
WT	Slave Lake	2.8
WT	Smithers	2.8
WT	Squamish	2.5
WT	St. Paul	3.8
WT	Steinbach	3.9
WT	Surrey North	11.0
WT	Surrey South	11.8
WT	Swan River	3.5
WT	Swift Current	2.7
WT	Terrace	5.1
WT	The Pas	3.2
WT	Thompson	4.0
WT	Trail	2.8
WT	Vancouver - Sinclair	10.6
WT	Vancouver (West Broadway)	10.9
WT	Vanderhoof	3.0
WT	Vernon	5.5
WT	Victoria	11.2
WT	Victoria West Shore	2.7
WT	Weyburn	3.8
WT	Whitehorse	6.6
WT	Williams Lake	2.3
WT	Winnipeg	12.2
WT	Winnipeg North-East	7.9
WT	Winnipeg South-West	5.9
WT	Winnipeg St-Vital	8.6
WT	Yellowknife	7.2
WT	Yorkton	5.6
TOTAL		2,040.2

(c) how many centres are currently operational;

As of May 1, 2019 there are 317 Service Canada Centres and 32 Service Canada Centre – Passport Services in operation.

(d) what are the current locations and number of FTEs at each location;

Data as of March 31, 2019:

Region	Service Canada Centre	Total
ATL	Amherst	3.4
ATL	Antigonish	4.5
ATL	Bathurst	6.4
ATL	Bedford	3.0
ATL	Bridgewater	5.4
ATL	Campbellton	4.2
ATL	Caraquet	2.5
ATL	Charlottetown	11.4
ATL	Clarenville	5.4
ATL	Corner Brook	8.9
ATL	Dalhousie	2.1
ATL	Dartmouth	4.0

Region	Service Canada Centre	Total
ATL	Digby	3.1
ATL	Edmundston	6.2
ATL	Fredericton	8.8
ATL	Gander	5.7
ATL	Glace Bay	2.4
ATL	Grand Falls	2.8
ATL	Grand Falls - Windsor	5.3
ATL	Guysborough	2.0
ATL	Halifax	9.7
ATL	Happy Valley	3.7
ATL	Harbour Grace	5.0
ATL	Inverness	3.1
ATL	Kentville	4.3
ATL	Labrador City	4.2
ATL	Marystown	3.4
ATL	Miramichi	8.1
ATL	Moncton	12.9
ATL	Montague	2.8
ATL	New Glasgow	4.1
ATL	North Sydney	2.9
ATL ATL	O'Leary Placestic	3.6
·	Placentia	2.6
ATL ATL	Port Aux Basques	3.0
ATL	Port Hawkesbury Richibucto	3.3
ATL	Rocky Harbour	2.3
ATL	Saint John	12.5
ATL	Saint-Quentin	1.9
ATL	Shediac	3.3
ATL	Shelburne	2.6
ATL	Shippagan	3.3
ATL	Souris	1.5
ATL	Springdale	2.7
ATL	St. Anthony	2.0
ATL	St. John's	11.9
ATL	St. Stephen	3.1
ATL	Stephenville	4.0
ATL	Summerside	5.5
ATL	Sussex	2.1
ATL	Sydney	9.3
ATL	Tracadie - Sheila	5.6
ATL	Truro	3.9
ATL	Windsor	3.2
ATL	Woodstock	4.4
ATL	Yarmouth	5.8
QC	Alma	4.5
QC	Amos	2.7
QC	Asbestos	2.4
QC C	Baie Comeau	4.5
QC	Brossard	15.4
QC	Campbell's Bay	1.4
QC	Cap-aux-Meules	2.9
QC	Causapscal Chandler	2.1
QC	Châteauguay	3.0 6.2
QC	Chibougamau	2.1
QC	Chicoutimi	15.7
QC	Chicadini	2.0
QC	Coaticook	2.4
QC	Côte-Des-Neiges NDG. (Montréal)	9.1
QC	Cowansville	4.5
QC	Dolbeau	2.6
QC	Donnacona	2.6
QC	Drummondville	7.8
QC	Forestville	2.4
QC	Gaspé	7.6

Region	Service Canada Centre	Total
QC	Granby	4.4
QC	Hull-Aylmer (Gatineau)	14.8
QC	Joliette	7.0
QC	La Cité-Limoilou	8.3
QC	La Malbaie	2.6
QC	La Pocatière	2.4
QC	La Sarre	2.7
QC	La Tuque	2.2
QC	Lac Mégantic	2.1
QC	Laval	15.0
QC	Lévis	10.1
QC	Longueuil	14.5
QC	Louiseville	2.2
QC	Magog	5.3
QC	Maniwaki	3.0
QC	Matane	3.3
QC	Mistissini	0.8
QC	Mont-Laurier	3.9
QC	Montmagny	2.6
QC	Montréal (Downtown)	26.1
ac	New Richmond	5.9
QC	Parc-Extension	9.2
QC	Pointe-aux-Trembles (Montréal)	5.1
QC	Pointe-dux-Trembles (Montréal)	7.1
QC		8.9
QC	Repentigny Rimouski	9.0
ac	Rivière-du-Loup	3.1
QC	Roberval	3.1
QC QC	Rouyn-Noranda	8.5
QC	Sainte-Agathe-des-Monts	3.5
	Sainte-Agame-des-Monts Sainte-Anne-des-Monts	2.4
QC QC	Sainte-Arme-des-Monts Sainte-Foy (Québec)	17.5
ac	Sainte-Froy (duebec) Sainte-Thérèse	7.9
QC	Saint-Frielese Saint-Eustache	4.9
QC	Saint-Eustache Saint-Georges	6.8
QC	Saint-Georges Saint-Hyacinthe	7.7
QC	Saint-Jean-sur-Richelieu	7.7
QC	Saint-Jérôme	10.7
QC	Saint-Léonard (Montréal)	10.6
QC	Senneterre	2.0
QC	Sept-Îles	5.9
QC	Shawinigan	6.5
QC	Sherbrooke	14.1
QC	Sorel-Tracy	2.6
ac	Terrebonne	7.5
ac	Thetford Mines	5.1
QC	Trois-Rivières	11.5
QC	Val-d'Or	4.6
QC	Valleyfield	4.6
QC	Vaneyreid Vaudreuil-Dorion	4.6
QC	Vaddredir-Dorlon	7.4
QC	Verduii	5.2
QC	Ville-Marie	2.1
ON	Ajax	9.2
ON	Arnprior	2.4
ON	Bancroft	2.2
ON	Barrie	10.8
ON	Belleville	4.3
ON	Bracebridge	2.6
ON	Brampton	25.4
ON	Brantford	5.9
ON	Brockville	4.2
ON	Burlington	7.0
ON	Cambridge	5.7
ON	Carleton Place	1.9
ON	Chatham-Kent	6.9
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Region	Service Canada Centre	Total
ON	Cobourg	3.0
ON	Collingwood	4.4
ON	Cornwall	5.5
ON	Dryden	2.2
ON	Elliot Lake	2.4
ON	Espanola	2.2
ON	Fort Frances	2.2
ON ON	Gananoque Georgetown	2.6 4.7
ON	Georgetown	0.8
ON	Goderich	2.0
ON	Guelph	7.0
ON	Hamilton East	10.9
ON	Hamilton Main	14.1
ON	Hawkesbury	3.7
ON	Kapuskasing	3.0
ON	Kenora	9.6
ON	Kingston	13.4
ON	Kirkland Lake	2.9
ON	Kitchener	12.7
ON	Leamington	4.0
ON	Lindsay	3.4
ON	Listowel	2.7
ON	London	14.6
ON	Malton	20.9
ON	Marathon	2.0
ON	Markham	12.0
ON ON	Midland	2.0
ON	Milton Mississauga	20.7
ON	Napanee	20.7
ON	New Liskeard	2.0
ON	Newmarket	16.1
ON	Niagara Falls	5.1
ON	North Bay	7.1
ON	Oakville	11.7
ON	Orangeville	3.5
ON	Orillia	3.9
ON	Oshawa	1 5.1
ON	Ottawa East	13.8
ON	Ottawa Government Service	5.4
ON	Ottawa West	11.9
ON	Owen Sound	5.9
ON	Parry Sound	2.2
ON	Pembroke	2.8
ON	Perth Peterborough	3.8 9.6
ON	Peterborough	2.0
ON	Prescott	0.4
ON	Renfrew	3.1
ON	Richmond Hill	21.0
ON	Sarnia	8.0
ON	Sault Ste. Marie	9.0
ON	Simcoe	1.9
ON	Smiths Falls	2.1
ON	St. Catharines	10.8
ON	St. Thomas	4.8
ON	Stratford	2.8
ON	Sudbury	9.9
ON	Thunder Bay	10.5
ON	Tillsonburg	2.5
ON	Timmins	5.8
ON	Toronto - College Street	19.7
ON	Toronto - Gerrard Square	9.9
ON ON	Toronto - Malvern	4.2
	Toronto City Hall	1.5

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Toronto Etobicoke	12.4
Toronto Lawrence Square	22.4
	27.0 11.2
	2.7
· · · · · · · · · · · · · · · · · · ·	2.1
	1.9
	3.0
	12.5
	4.5
	14.4
	10.1
	2.6
	2.4
	10.8
	43.2
	11.2
	9.3
	15.0
	2.4
	3.9
Camrose	3.5
Canmore	2.1
Chilliwack	8.3
Comox Valley	6.3
Coquitlam	10.4
Cowichan	4.1
Cranbrook	5.3
Dauphin	2.9
	0.5
Dawson Creek	0.0
Edmonton Canada Place	21.1
Edmonton Hermitage	16.6
· · · · · · · · · · · · · · · · · · ·	17.1
Edmonton Westlink	18.1
Edson	3.4
Estevan	3.0
Flin Flon	2.0
Fort Mcmurray	5.1
Fort Simpson	2.0
Fort Smith	1.9
Grande Prairie	12.2
Hay River	2.7
lnuvik	3.0
lqaluit	2.4
Kamloops	10.2
Kelowna	7.3
La Ronge	3.7
Langley	7.7
Lethbridge	11.1
Lloydminster	4.1
Medicine Hat	7.0
Melfort	2.9
Moose Jaw	4.4
Morden	4.0
Nanaimo	13.8
Nelson	4.8
New Westminster	7.8
North Battleford	3.4
North Vancouver - North Shore	9.9
Notre-Dame-De-Lourdes	0.0
Penticton	4.6
Port Alberni	2.1
	Toronto Scarborough Toronto West Humber Trenton Walkerton Wallaceburg Welland Windsor Woodstock Abbotsford Brandon Brooks Buffalo Narrows Burnaby Calgary Centre Calgary Royal Vista Calgary Temple Crossing Cambridge Bay Cambell River Camrose Canmore Chilliwack Comox Valley Coquitlam Cowichan Cranbrook Dauphin Dawson City Dawson Creek Edmonton Hermitage Edmonton Westlink Edson Estevan Fiin Flon Fort Memurray Fort Simpson Fort Smith Grande Prairie Hay River Inuvik Iqaluit Kamloops Kelowna La Ronge Langley Lethbridge Lloydminster Medicine Hat Melfort Moose Jaw Morden Nanaimo New Westminster North Battleford

Region	Service Canada Centre	Total
WT	Prince George	9.1
WT	Prince Rupert	1.8
WT	Quesnel	0.9
WT	Rankin Inlet	2.7
WT	Red Deer	15.5
WT	Regina	12.5
WT	Richmond	9.1
WT	Ridge Meadows	7.2
WT	Saint-Pierre-Jolys	1.9
WT	Salmon Arm	3.0
WT	Saskatoon	14.7
WT	Selkirk	4.6
WT	Slave Lake	2.6
WT	Smithers	2.0
WT	Squamish	3.4
WT	St. Paul	3.9
WT	Steinbach	2.5
WT	Surrey North	13.7
WT	Surrey South	11.8
WT	Swan River	3.0
WT	Swift Current	2.8
WT	Terrace	4.8
WT	The Pas	3.1
WT	Thompson	3.0
WT	Trail	1.5
WT	Vancouver - Sinclair	14.4
WT	Vancouver (West Broadway)	9.8
WT	Vancouver East	9.6
WT	Vanderhoof	2.0
WT	Vernon	4.2
WT	Victoria	9.5
WT	Victoria West Shore	3.0
WT	Weyburn	3.3
WT	Whitehorse	4.5
WT	Williams Lake	1.7
WT	Winnipeg Portage Place	17.7
WT	Winnipeg Rivergrove	8.6
WT	Winnipeg Crestview	4.0
WT	Winnipeg St-Vital	9.2
WT	Yellowknife	5.2
WT	Yorkton	5.2
TOTAL		2,019.7

Region	Service Canada Centre - Passport Services	Total
ATL	Fredericton	8.2
ATL	Halifax	17.7
ATL	St. John's	8.4
QC	Gatineau	9,9
QC	Laval	34.8
QC	Montréal	44.7
QC	Pointe-Claire	13.0
QC	Québec	30.0
QC	Saint-Laurent	36.8
ON	Brampton	35.7
ON	Hamilton	23.5
ON	Kitchener	24.7
ON	London	20.0
ON	Mississauga	42.5
ON	North York	36.0
ON	Ottawa	21.8
ON	Scarborough	36.8
ON	St. Catharines	17.2
ON	Thunder Bay	6.0
ON	Toronto	34.6
ON	Whitby	32.8
ON	Windsor	15.7
WT	Calgary Sundance	22.3

Region	Service Canada Centre - Passport Services	Total
WT	Edmonton	34.3
WT	Kelowna	10.7
WT	Regina	12.8
WT	Richmond	15.8
WT	Saskaloon	10.8
WT	Surrey	36.8
WT	Vancouver	29.4
WT	Victoria	15.9
WT	Winnipeg	24.9
TOTAL		764.2
GRAND TO	TAL.	2,783.9

- (e) which offices have changed their hours of service between November 4, 2015, and present;
- (f) for each office which has changed their hours, what were the hours of service as of:
- (i) (ii) November 4, 2015, May 1, 2019

Since November 4, 2015, 131 offices changed their hours of service as follows:

Service Canada Centres

Point of Service Name	Province ou territoire	Hours of Service May 2019	Hours of Service November 2015
Calgary Centre	Alberta	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Calgary Royal Vista	Alberta	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Calgary One Executive Place	Alberta	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Calgary Temple Crossing	Alberta	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Camrose	Alberta	Monday, Tuesday, Thursday and Friday 8:30 am - 4:00 pm	Monday, Tuesday, Thursday and Frida 8:30 am - 4:30 pm
Canmore	Alberta	Monday - Thursday 8:30 am - 4:00 pm Closed 12:30 pm - 1:00 pm	Monday - Thursday 8:30 am - 4:00 pm
Edmonton Westlink	Alberta	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:15 am - 4:30 pm
Edson	Alberta	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Fort McMurray	Alberta	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Grande Prairie	Alberta	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:15 am - 4:30 pm
St. Paul	Alberta	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:15 am - 4:30 pm
Campbell River	British Columbia / Colombie-Britannique	Monday - Friday 8:30 am - 4:00 pm Closed 11:30am - 12:30pm	Monday - Friday 8:30 am - 4:00 pm
Cowichan	British Columbia / Colombie-Britannique	Monday - Friday 8:30 am - 4:00 pm Closed 11:30- 12:30pm	Monday - Friday 8:30 am - 4:00 pm
Prince Rupert	British Columbia / Colombie-Britannique	Tuesday - Friday 8:30 am - 4:00 pm Closed 12:00- 1:00pm	Monday - Friday 8:30 am - 4:00 pm Closed 12:00- 1:00pm
Smithers	British Columbia / Colombie-Britannique	Monday - Friday 8:30 am - 4:30 pm Closed 12:00 pm - 1:00 pm	Monday - Friday 8:30 am - 4:30 pm

	British Columbia /	Monday - Friday	Monday - Friday
Тегтасе	Colombie-Britannique	8:30 am - 4:00 pm Closed 11:30 am - 12:30 pm	8:30 am - 4:00 pm
Brandon	Manitoba	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Dauphin	Manitoba	Monday, Tuesday, Thursday and Friday 8:30 am - 4:00 pm	Monday, Tuesday, Thursday and Friday 8:30 am - 4:30 pm
Flin Flon	Manitoba	Monday, Tuesday, Thursday and Friday 8:30 am - 4:00 pm	Monday, Tuesday, Thursday and Friday 8:30 am - 4:30 pm Closed 12:00 - 1:00pm
Morden	Manitoba	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Notre-Dame-De-Lourdes	Manitoba	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Portage la Prairie	Manitoba	Monday , Wednensday, Thursday and Friday 8:30am to 4:00pm	Monday , Wednensday, Thursday and Friday 8:30 am - 4:30 pm
Selkirk	Manitoba	Monday, Tuesday and Friday 8:30 am - 4:00 pm	Monday, Tuesday and Friday 8:30 am - 4:30 pm
Steinbach	Manitoba	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Saint-Pierre-Jolys	Manitoba	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Swan River	Manitoba	Monday, Tuesday, Wednesday and Friday 8:30 am - 4:00 pm	Monday, Tuesday, Thursday and Friday 8:30 am - 4:30 pm
The Pas	Manitoba	Monday - Friday 8:30 am - 4:00 pm	Monday to Friday 8:30 am - 4:30 pm Closed 12:00 - 1:00pm
Thompson	Manitoba	Monday - Friday 8:30 am - 4:00 pm	Monday to Friday 8:30 am - 4:30 pm Closed 12:00 - 1:00 pm
Winnipeg St-Vital	Manitoba	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Bathurst	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Campbellton	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Caraquet	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Dalhousie	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Edmundston	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Fredericton	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Grand Falls	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Miramichi	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Moncton	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Richibucto	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Saint John	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Saint-Quentin	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Shediac	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Shippagan	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
St. Stephen	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Sussex	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Tracadie - Sheila	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Woodstock	New Brunswick / Nouveau-	Monday - Friday	Monday - Friday
	Brunswick	8:30 am - 4:00 pm	8:30 am - 4:30 pm
Fort Simpson	Northwest Territories / Territoires du Nord-Ouest	Monday - Friday 8:30 am - 4:30 pm Closed 12:00 pm to 12:30 pm	Monday - Friday 8:30 am - 4:30 pm

Fort Smith	Northwest Territories / Territoires du Nord-Ouest	Monday - Friday 8:30 am - 4:30 pm Closed 12:00 pm to 12:30 pm	Monday - Friday 8:30 am - 4:30 pm
Hay River	Northwest Territories / Territoires du Nord-Ouest	Monday - Friday 8:30 am - 4:30 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:30 pm
Inuvik	Northwest Territories / Territoires du Nord-Ouest	Monday to Friday 8:30 am - 4:30 pm Closed 12:00 pm to 12:30 pm	Monday - Friday 8:30 am - 4:30 pm
Yellowknife	Northwest Territories / Territoires du Nord-Ouest	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:30 pm
Amprior	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:30 pm
Bancroft	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:30 pm
Bracebridge	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:30 pm
Carleton Place	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:30 pm
Cobourg	Ontario	Monday to Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm
Dryden	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Elliot Lake	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Espanola	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Fort Frances	Ontario .	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Gananoque	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Geraldton	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Goderich	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Kapuskasing	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Kirkland Lake	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 5:00 pm
Leamington	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Marathon	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Midland	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Nарапее	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
New Liskeard	Ontario	Monday - Friday 8:30 am - 5:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Orillia	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Ottawa Government Service	Ontario	Monday - Friday 8:30 am - 5:00 pm	Monday - Friday 8:30 am - 4:00 pm

Parry Sound	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Pembroke	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Perth	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Picton	Ontario	Monday - Friday 8:30 am - 5:00 pm	Monday - Friday 8:30 am - 4:00 pm
Renfrew	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Simcoe	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Smiths Falls	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
St. Thomas	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Tillsonburg	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Trenton	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Walkerton	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Wallaceburg	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Welland	Ontario	Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm	Monday - Friday 8:30 am - 4:00 pm
Chicoutimi	Quebec / Québec	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Estevan	Saskatchewan	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:15 pm
La Ronge	Saskatchewan	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:15 pm
Melfort	Saskatchewan	Monday, Tuesday, Thursday and Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:15 pm
Moose Jaw	Saskatchewan	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:15 pm
North Battleford	Saskatchewan	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:15 pm
Prince Albert	Saskatchewan	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:15 pm
Regina	Saskatchewan	Monday - Friday 8:30 am - 4:00 pm	Monday to Friday 8:30 am - 5:00 pm
Saskatoon	Saskatchewan	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:15 pm
Swift Current	Saskatchewan	Monday - Friday 8:30 am - 4:00 pm	Monday · Friday 8:30 am · 4:15 pm
Weyburn	Saskatchewan	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:15 pm
Yorkton	Saskatchewan	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:15 pm
Dawson City	Yukon	Tuesday, Wednesday and Thursday 9:00 am - 4:30 pm Closed 12:00 pm - 1:00 pm	Tuesday, Wednesday and Thursday 9:00 am - 4:30 pm

Service Canada Centre – Passport Services

Point of Service Name	Province or Territory	Hours of Service May 2019	Hours of Service March 2016
Calgary Sundance	Alberta	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 5:30 pm
Edmonton	Alberta	Monday + Friday 8:30 am - 4:00 pm	Monday - Friday 7:30 am - 5:00 pm
Kelowna	British Columbia / Colombie-Britannique	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:00 am - 5:00 pm
Regina	Saskatchewan	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Richmond	British Columbia / Colombie-Britannique	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 5:30 pm
Saskatoon	Saskatchewan	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Surrey	British Columbia / Colombie-Britannique	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Vancouver	British Columbia / Colombie-Britannique	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 7:30 am - 4:30 pm
Fredericton	New Brunswick / Nouveau- Brunswick	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
St. John's	Newfoundland and Labrador / Terre-Neuve-et-Labrador	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Halifax	Nova Scotia / Nouvelle- Écosse	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Brampton	Ontario	Monday - Friday 8:30 am - 4:00 pm Saturday 9:00 am - 12:00 pm	Monday - Friday 8:00 am - 4:30 pm Saturday 9:00 am - 12:00 pm
Hamilton	Ontario	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Kitchener	Ontario	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
London	Ontario	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Mississauga	Ontario	Monday to Friday 8:00 am - 4:00 pm	Monday - Friday 8:00 am - 4:30 pm
North York	Ontario	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:00 am - 4:30 pm
Ottawa	Ontario	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 7:30 am - 4:30 pm
Scarborough	Ontario	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:00 am - 4:30 pm
St. Catharines	Ontario	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Thunder Bay	Ontario	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Toronto	Ontario	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:00 am - 4:30 pm
Whitby	Ontario	Monday - Friday 8:30 am - 4:00 pm Saturday 9:00 am - 12:00 pm	Monday - Friday 8:00 am - 4:30 pm Saturday 9:00 am - 12:00 pm
Windsor	Ontario	Monday ~ Friday 8:30 am ~ 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Gatineau	Quebec / Québec	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm
Laval	Quebec / Québec	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 7:30 am - 4:30 pm
Montréal	Quebec / Québec	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 7:30 am - 4:30 pm
Pointe-Claire	Quebec / Québec	Monday - Friday 8:30 am - 4:00 pm Saturday 9:00 am - 4:30 pm	Monday - Friday 8:30 am - 4:30 pm Saturday 9:00 am - 4:30 pm
Québec	Quebec / Québec	Monday - Friday 8:30 am - 4:00 pm	Monday, Tuesday, Thursday and Frida 8:30 am - 4:30 pm Wednesday 9:30 am - 4:30 pm
Saint-Laurent	Quebec / Québec	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 7:30 am - 4:30 pm
Victoria	British Columbia / Colombie-Britannique	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 5:00 pm
Winnipeg	Manitoba	Monday - Friday 8:30 am - 4:00 pm	Monday - Friday 8:30 am - 4:30 pm



INQUIRY OF MINISTRY DEMANDE DE RENSEIGNEMENT AU GOUVERNEMENT

PREPARE IN ENGLISH AND FRENCH MARKING "ORIGINAL TEXT" OR "TRANSLATION" PRÉPARER EN ANGLAIS ET EN FRANÇAIS EN INDIQUANT "TEXTE ORIGINAL" OU "TRADUCTION"

QUESTION NO./Nº DE LA QUESTION	BY/DE	DATE
Q-2468	M. Lukiwski (Moose Jaw-Lake Cen	re- Le 1er mai 2019
	,	
	Lanigan)	
		ply by the Minister of Families, Children and Social Development
	Répons	e du ministre de la Famille, des Enfants et du Développement social
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Adar	n Vaughan	$\Lambda \searrow \Lambda$
	ŭ	Daviden
		<u> </u>
	OF SIGNATORY	SIGNATURE
INSCRIRE LE NU	M DU SIGNATAIRE	MINISTER OR PARLIAMENTARY SECRETARY
· · · · · · · · · · · · · · · · · · ·		MINISTRE OU SECRÉTAIRE PARLEMENTAIRE
QUESTION		
En ce qui concerne le rés	seau national de prestation des services	en personne de Service Canada, pour chaque
		é au 4 novembre 2015; b) à quels endroits
		aillaient dans chacun d'eux au 4 novembre 2015;
		els endroits sont-ils situés et quel est le nombre
d'ETP dans chacun d'eur	x; e) quels bureaux ont modifié leurs hei	ures de service depuis le 4 novembre 2015; f)
pour chaque bureau avai	nt modifié ses heures, quelles étaient le	s heures de service (i) au 4 novembre 2015, (ii)
au 1er mai 2019?	Transcription of quoties of the later	o iliano do obi illo (i) da i illo o illo a zo i o i (ii)
au 1 mai 2019:		
REPLY / RÉPONSE		ORIGINAL TEXT TRANSLATION X
		TEXTE ORIGINAL TRADUCTION

Emploi et Développement social Canada

L'utilisation des ressources est sujet à tout moment à la variation de l'effectif (attrition/départ d'employés) et la fluctuation de la demande. Le document ci-joint fait état du nombre d'ETP pour tous les Centres de Service Canada en date du 4 novembre 2015 et du 31 mars 2019. Toute variance dans le nombre d'ETP est due à la variation de l'effectif (attrition/départ d'employés) ainsi qu'à des changements dans les niveaux de personnels pendant les périodes de pointes.

En ce qui concerne le réseau national de prestation des services en personne de Service Canada, pour chaque Centre Service Canada :

a) combien de centres étaient en activité au 4 novembre 2015;

Au 4 novembre 2015, 320 centres Service Canada étaient en activité.

b) à quels endroits étaient-ils situés et combien d'employés à temps plein (ETP) travaillaient dans chacun d'eux au 4 novembre 2015;

Région	Centre Service Canada	Total
ATL	Amherst	3.7
ATL	Antigonish	4.1
ATL	Bathurst	8.1
ATL	Bedford	1.7
ATL	Bridgewater	6.6
ATL	Campbellton	7.0
ATL	Caraquet	2.3
ATL	Charlottetown	11.1
ATL	Clarenville	4.6
ATL	Corner Brook	7.9
ATL	Dalhousie	1.3
ATL	Dartmouth	3.6
ATL	Digby	2.7
ATL	Edmundston	8.3

Région	Centre Service Canada	Total
ATL	Fredericton	8.2
ATL	Gander	4.9
ATL	Glace Bay	4.0
ATL	Grand Falls	4.4
ATL	Grand Falls	2.0
ATL	Guysborough	2.0
ATL	Halifax	12.9
ATL	Happy Valley	3.7
ATL ATL	Harbour Grace	6.3
ATL	Inverness Kentville	2.6
ATL	Labrador City	3.0
ATL	Marystown	3.5
ATL	Miramichi	10.4
ATL	Moncton	12.4
ATL	Montague	3.4
ATL	New Glasgow	7.4
ATL	North Sydney	3.0
ATL	O'Leary	4.0
ATL	Placentia	2.1
ATL	Port Aux Basques	2.9
ATL	Port Hawkesbury	3.9
ATL	Richibucto	3.4
ATL	Rocky Harbour	2.2
ATL ATL	Saint John	14.8
ATL	Saint-Quentin Shediac	2.0 3.5
ATL	Shelburne	2.5
ATL	Shippagan	3.3
ATL	Souris	2.4
ATL	Springdale	2.3
ATL	St. Anthony	2.0
ATL	St. John's	11.2
ATL	St. Stephen	2.9
ATL	Stephenville	3.3
ATL	Summerside	6.1
ATL	Sussex	2.1
ATL	Sydney	8.3
ATL ATL	Tracadie - Sheila Truro	3.3
ATL	Windsor	3.2
ATL	Woodstock	2.0
ATL	Yarmouth	5.8
QC	Alma	4.4
QC	Amos	2.6
QC	Asbestos	2.7
QC	Baie Comeau	4.6
QC	Beauport	9.5
QC	Brossard	14.8
QC	Campbell's Bay	2.4
QC	Cap-aux-Meules	2.8
QC	Causapscal	2.4
QC	Chandler	3.3
QC CC	Châteauguay	5.2
<u> </u>	Chicoutimi	2.4
QC QC	Chicoutimi Chisasibi	10.7
QC	Coaticook	2.0
QC	Côte-Des-Neiges NDG. (Montréal)	12.0
QC	Cowansville	5.1
QC	Dolbeau	3.3
ac ac	Donnacona	3.3
QC	Drummondville	9.8
QC	Forestville	2.4
QC	Gaspé	7.8
QC	Granby	4.2

Région	Centre Service Canada	Total
QC	Hull-Aylmer (Gatineau)	16.4
QC	Joliette	5.7
QC	La Malbaie	3.1
QC	La Pocatière	2.1
QC	La Tuque	2.4
QC	Lac Mégantic	2.6
QC	La Sarre	2.6
QC	Laval	10.8
QC	Lévis	9.7
<u> </u>	Longueuil Louiseville	14.1
QC QC		2.3
QC QC	Magog Maniwaki	3.8
QC	Matane	3.0
QC	Mistissini	1.3
QC	Mont-Laurier	3.3
QC	Montmagny	2.8
QC QC	Montréal (Downtown)	23.8
QC	New Richmond	5.0
QC	Nunavik	0.0
QC	Parc-Extension	7.6
QC	Pointe-aux-Trembles (Montréal)	4.8
QC	Pointe-Claire (Montréal)	6.3
QC	Repentigny	12.8
QC	Rimouski	8.6
QC	Rivière-du-Loup	3.9
QC	Roberval	2.6
QC	Rouyn-Noranda	9.0
QC	Sainte-Foy (Québec)	18.0
QC QC	Saint-Georges Senneterre	6.2
QC QC	Sept-lies	7.1
ac	Shawinigan	7.3
ac ac	Sherbrooke	14.7
QC	Sorel-Tracy	2.2
QC	Sainte-Agathe-des-Monts	3.6
QC	Sainte-Anne-des-Monts	2.4
QC	Sainte-Thérèse	9.4
QC	Saint-Eustache	4.5
QC	Saint-Hyacinthe	8.0
QC	Saint-Jean-sur-Richelieu	5.4
QC	Saint-Jérôme	12.9
QC	Saint-Léonard (Montréal)	12.7
QC	Terrebonne	8.4
QC	Thetford Mines	4.5
<u> </u>	Trois-Rivières	12.3
QC QC	Val-d'Or Valleyfield	5.7 5.2
QC QC	Valleyrield Vaudreuil-Dorion	3.3
QC QC	Lasalle	2.9
QC	Verdun	7.3
QC QC	Victoriaville	5.3
QC	Ville-Marie	2.4
ON	Ajax	8.4
ON	Arnprior	2.6
ON	Bancroft	2.3
ON	Barrie	9.0
ON	Belleville	6.4
ON	Bracebridge	3.0
ON	Brampton	27.7
ON	Brantford	5.8
ON ON	Brockville	3.0
ON	Burlington Cambridge	5.8
ON	Cambridge Carleton Place	3.2
ON	Chatham-Kent	5.4
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Région	Centre Service Canada	Total
ON	Cobourg	3.0
ON	Collingwood	5.4
ON	Cornwall	6.4
ON	Dryden	2.8
ON	Elliot Lake	2.6
ON	Espanola	3.2
ON	Fort Frances	3.2
ON	Gananoque	4.0
ON	Georgetown	4.0
ON	Geraldton	1.3
ON	Goderich	2.0
ON	Guelph	6.7
ON	Hamilton East	11.1
ON	Hamilton Main	16.4
ON	Hawkesbury	4.0
ON	Kapuskasing	4.1
ON	Kenora	9.7
ON	Kingston	9.9
ON	Kirkland Lake	2.8
ON	Kitchener	13.6
ON	Leamington	3.8
ON	Lindsay	3.3
ON	Listowel	1.8
ON	Listower	
ON		15.9
	Malton	3.9
ON	Marathon	1.9
ON	Markham	10.6
ON	Midland	3.0
ON	Milton	4,4
ON	Mississauga	32.7
ON	Napanee	3.5
ON	New Liskeard	1.3
ON	Newmarket	12.5
ON	Niagara Falls	3.0
ON	North Bay	7.0
ON	Oakville	11.9
ON	Orangeville	3.5
ON	Orillia	2.7
ON	Oshawa	14.4
ON	Ottawa East	12.8
ON	Ottawa Government Service	4.7
ON	Ottawa West	12.3
ON	Owen Sound	5.6
ON	Parry Sound	2.9
ON	Pembroke	4.3
ON	Perth	2.4
ON	Peterborough	10.6
ON	Picton	4.4
ON	Prescott	3.8
ON	Renfrew	3.5
ON	Richmond Hill	25.4
ON	Sarnia	6.8
ON	Sault Ste. Marie	8.1
ON	Simcoe	3.1
ON	Smiths Falls	2.5
ON	St. Catharines	15.9
ON	St. Thomas	3.1
ON	Stratford	4.0
ON	Sudbury	9.6
ON	Thunder Bay	11.2
ON	Tillsonburg	2.6
ON	Timmins	8.5
ON	Toronto - Centre	12.4
ON	Toronto - College Street	20.5
ON	Toronto - Gerrard Square	7.7
ON	Toronto - Malvern	4.8
	Colonia mairon	_111

ON Toronto Lawrence Square 18.* ON Toronto West Humber 12.9. ON Toronto West Humber 12.9. ON Toronto Willowdale 5.5 ON Trenton 3.3 ON Walkerton 2.5 ON Walkerton 2.5 ON Welland 1.6 ON Woodstock 3.0 ON Woodstock 3.0 Ouest Abbotsford 16.3 Ouest Brandon 10.6 Ouest Brooks 2.6 Ouest Brooks 2.6 Ouest Brooks 2.6 Ouest Calgary East 13.0 Ouest Calgary East 13.0 Ouest Calgary South 8.5 Ouest Calgary South 8.5 Ouest Cambell River 3.0 Ouest Cambell River 3.0 Ouest Cambell River 3.0 Ouest <th>Région</th> <th>Centre Service Canada</th> <th>Total</th>	Région	Centre Service Canada	Total
ON Toronto Scarborough 29.0 ON Toronto West Humber 12.0 ON Toronto Willowdale 65.8 ON Trenton 3.3 ON Walkerton 2.9 ON Welland 1.5 ON Welland 1.6 ON Woodslock 3.6 ON Woodslock 3.6 ON Woodslock 3.6 ON Woodslock 3.6 Ouest Brandon 10.6 Ouest Calgary East 13.0 Ouest Calgary South 8.3 Ouest Calgary South 8.3 Ouest Cambridge Bay 3.0 Ouest Cambridge Bay		Toronto Etobicoke	10.4
ON Toronto West Humber 12.0 ON Toronto Willowdale 5.9 ON Trenton 3.3 ON Walkerton 2.9 ON Welland 1.6 ON Windsor 16.6 ON Woodstock 3.6 Ouest Abbotsford 16.5 Ouest Brooks 2.6 Ouest Brooks 2.6 Ouest Brooks 2.6 Ouest Burnaby 10.4 Ouest Calgary East 13.0 Ouest Calgary East 13.0 Ouest Calgary East 13.0 Ouest Calgary South 8.5 Ouest Calgary South 8.5 Ouest Calgary South 8.5 Ouest Campbell River 3.7 Ouest Campbell River 3.7 Ouest Campbell River 3.5 Ouest Canmore 1.5 Ouest <			18.1
ON Toronto Willowdale 5.5 ON Trenton 3.3 ON Walkerton 2.5 ON Walkerton 2.5 ON Wallaceburg 1.7 ON Welland 1.8 ON Woodstock 3.0 ON Woodstock 3.0 Ouest Abbotsford 16.3 Ouest Brandon 10.6 Ouest Brandon 10.6 Ouest Burnaby 10.0 Ouest Calgary East 13.0 Ouest Calgary South 8.5 Ouest Calgary South 8.5 Ouest Cambridge Bay 3.0 Ouest Cambridge Bay 3.0 Ouest Cambridge Bay 3.0 Ouest Cambridge Bay 3.0 Ouest Cammore 2.7 Ouest Cammore 2.3 Ouest Chilliwack 6.0 Ouest Chilliwack <td></td> <td></td> <td>29.0</td>			29.0
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Ouest Calgary South 8.5 Ouest Cambridge Bay 3.0 Ouest Cambridge Bay 3.0 Ouest Campbell River 3.7 Ouest Camrose 2.7 Ouest Canmore 1.3 Ouest Canmore 1.5 Ouest Chilliwack 6.6 Ouest Chilliwack 6.6 Ouest Churchill 0.7 Ouest Comox Valley 5.5 Ouest Cowillam 11.7 Ouest Cowillam 11.7 Ouest Cowillam 13.5 Ouest Cowillam 13.5 Ouest Cowillam 13.5 Ouest Cowillam 14.7 Ouest Cowillam 11.7 Ouest Cowillam 14.7 Ouest Dauphin 4.1 Ouest Dauphin 4.1 Ouest Dauphin 4.2 Ouest Edmonton M	Ouest	Buffalo Narrows	3.0
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Ouest Fort Simpson 2.0 Ouest Fort Smith 2.0 Ouest Grande Prairie 8.8 Ouest Harry Hays 13.4 Ouest Hay River 2.4 Ouest Inuvik 2.5 Ouest Iqaluit 3.5 Ouest Kamloops 11.7 Ouest Kelowna 10.3 Ouest Kingsway 10.5 Ouest Kingsway 10.5 Ouest Langley 9.3 Ouest Langley 9.3 Ouest Lethbridge 11.4 Ouest Lethbridge 11.4 Ouest Medicine Hat 5.8 Ouest Medicine Hat 5.8 Ouest Moose Jaw 4.3 Ouest Morden 4.5 Ouest Nelson 5.2 Ouest New Westminster 6.8 Ouest North Battleford 4.0 Ouest No	Ouest	Flin Flon	3.0
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Ouest Portage la Prairie 3.0			2.4
			3.0
Towell river 1 2.4	Ouest	Powell River	2.4

Région	Centre Service Canada	Total
Ouest	Prince Albert	7.3
Quest	Prince George	9.6
Ouest	Prince Rupert	2.0
Ouest	Quesnel	1.8
Ouest	Rankin Inlet	2.7
Ouest	Red Deer	11.5
Quest	Regina	14.2
Ouest	Richmond	10.5
Ouest	Ridge Meadows	5.8
Ouest	Saint-Pierre-Jolys	1.8
Ouest	Salmon Arm	2.7
Ouest	Saskatoon	14.2
Ouest	Selkirk	6.4
Ouest	Slave Lake	2.8
Ouest	Smithers	2.8
Ouest	Squamish	2.5
Ouest	St. Paul	3.8
Ouest	Steinbach	3.9
Ouest	Surrey North	11.0
Ouest	Surrey South	11.8
Ouest	Swan River	3.5
Ouest	Swift Current	2.7
Ouest	Terrace	5.1
Ouest	The Pas	3.2
Ouest	Thompson	4.0
Ouest	Trail	2.8
Ouest	Vancouver - Sinclair	10.6
Ouest	Vancouver (West Broadway)	10.9
Ouest	Vanderhoof	3.0
Ouest	Vernon	5.5
Ouest	Victoria	11.2
Ouest	Victoria West Shore	2.7
Ouest	Weyburn	3.8
Ouest	Whitehorse	6.6
Ouest	Williams Lake	2.3
Ouest	Winnipeg	12.2
Ouest	Winnipeg North-East	7.9
Ouest	Winnipeg South-West	5.9
Ouest	Winnipeg St-Vital	8.6
Ouest	Yellowknife	7.2
Ouest	Yorkton	5.6
TOTAL		2,040.2

c) combien de centres sont en activité à l'heure actuelle;

Au 1er mai 2019, 317 centres Service Canada et 32 centres Service Canada - Services de passeport étaient en opération.

d) à quels endroits sont-ils situés et quel est le nombre d'ETP dans chacun d'eux;

Données en date du 31 mars 2019

Région	Centre Service Canada	Total
ATL	Amherst	3.4
ATL	Antigonish	4.5
ATL	Bathurst	6.4
ATL	Bedford	3.0
ATL	Bridgewater	5.4
ATL	Campbellton	4.2
ATL	Caraquet	2.5
ATL	Charlottetown	11.4
ATL	Clarenville	5.4
ATL	Corner Brook	8.9
ATL	Dalhousie	2.1
ATL	Dartmouth	4.0

Région	Centre Service Canada	Total
ATL	Digby	3.1
ATL	Edmundston	6.2
ATL	Fredericton	8.8
ATL	Gander	5.7
ATL	Glace Bay	2.4
ATL	Grand Falls	2.8
ATL	Grand Falls - Windsor	5.3
ATL	Guysborough	2.0
ATL	Halifax	9.7
ATL	Happy Valley	3.7
ATL	Harbour Grace	5.0
ATL	Inverness	3.1
ATL	Kentville	4.3
ATL	Labrador City	4.2
ATL	Marystown	3.4
ATL	Miramichi	8.1
ATL	Moncton	12.9
ATL	Montague	2.8
ATL	New Glasgow	4.1
ATL	North Sydney	2.9
ATL	O'Leary	3.6
ATL	Placentia	2.6
ATL	Port Aux Basques	3.0
ATL	Port Hawkesbury	4.1
ATL	Richibucto	3.3
ATL	Rocky Harbour	2.3
ATL	Saint John	12.5
ATL	Saint-Quentin	1.9
ATL	Shediac	3.3
ATL	Shelburne	2.6
ATL		
ATL	Shippagan Souris	3.3
		1.5
ATL	Springdale	2.7
ATL	St. Anthony	2.0
ATL	St. John's	11.9
ATL	St. Stephen	3.1
ATL	Stephenville	4.0_
ATL	Summerside	5.5
ATL	Sussex	2.1
ATL.	Sydney	9.3
ATL	Tracadie - Sheila	5.6
ATL	Truro	3.9
ATL	Windsor	3.2
ATL	Woodstock	4.4
ATL	Yarmouth	5.8
QC	Alma	4.5
QC	Amos	2.7
QC	Asbestos	2.4
QC	Baie Comeau	4.5
QC	Brossard	15.4
QC	Campbell's Bay	1.4
QC	Cap-aux-Meules	2.9
QC	Causapscal	2.1
QC	Chandler	3.0
QC	Châteauguay	6.2
QC QC	Chibougamau	2.1
QC	Chicoutimi	15.7
QC	Chisasibi	2.0
QC	Coaticook	2.4
QC	Côte-Des-Neiges NDG. (Montréal)	9.1
QC	Cowansville	4.5
QC	Dolbeau	2.6
QC	Donnacona	2.6
QC	Drummondville	7.8
QC	Forestville	2.4
QC	Gaspė	7.6

5 1	Carta Parias Canada	Total
Région	Centre Service Canada	4.4
QC QC	Granby Hull-Aylmer (Gatineau)	14.8
QC	Joliette	7.0
QC	La Cité-Limoilou	8.3
QC	La Malbaie	2.6
QC	La Pocatière	2.4
QC	La Sarre	2.7
QC	La Tuque	2.2
QC	Lac Mégantic	2.1
QC	Laval	15.0
QC	Lévis	10.1
QC	Longueuil	14.5
QC	Louiseville	2.2
QC	Magog	5.3
QC	Maniwaki	3.0
QC	Matane	3.3
QC	Mistissini	0.8
QC	Mont-Laurier	3.9
QC	Montmagny	2.6
QC	Montréal (Downtown)	26.1
QC	New Richmond	5.9
QC	Parc-Extension	9.2
QC	Pointe-aux-Trembles (Montréal)	5.1
QC	Pointe-Claire (Montréal)	7.1
QC	Repentigny	8.9
QC	Rimouski	9.0
QC	Rivière-du-Loup	3.1
QC	Roberval	3.1
QC	Rouyn-Noranda	8.5
QC	Sainte-Agathe-des-Monts	3.5
QC	Sainte-Anne-des-Monts	2.4
QC	Sainte-Foy (Québec)	17.5
QC	Sainte-Thérèse	7.9
QC	Saint-Eustache	4.9
QC	Saint-Georges	6.8
QC	Saint-Hyacinthe	7.7
QC	Saint-Jean-sur-Richelieu	7.7
QC	Saint-Jérôme	10.7
QC	Saint-Léonard (Montréal)	10.6
QC	Senneterre	2.0
QC	Sept-Îles	5.9
QC	Shawinigan	6.5
QC	Sherbrooke	14.1
QC	Sorel-Tracy	2.6
QC	Terrebonne	7.5
QC	Thetford Mines	5.1
QC	Trois-Rivières	11.5
QC	Val-d'Or	4.6
QC	Valleyfield	4.6
QC	Vaudreuil-Dorion	4.6
QC	Verdun	7.4
QC_	Victoriaville	5.2
QC ON	Ville-Marie	2.1
ON	Ajax	9.2
ON	Arnprior	2.4
ON	Bancroft	2.2
ON	Barrie Belleville	10.8
ON	Belleville Beneabilde	4.3
ON	Bracebridge	2.6
ON	Brampton Propertor	25.4
ON ON	Brantford Brookville	5.9
ON	Brockville Budinator	4.2
ON	Burlington Combridge	7.0
ON	Cambridge	5.7
ON	Carleton Place	1.9
UN	Chatham-Kent	6.9

ON Cobourg 3.0 ON Collingwood 4.4 ON Dryden 2.2 ON Dryden 2.2 ON Elliot Lake 2.4 ON Espanola 2.2 ON Fort Frances 2.2 ON Gananoque 2.6 ON Gananoque 2.6 ON Geraldton 0.8 ON Geraldton 0.8 ON Goderich 2.0 ON Goderich 2.0 ON Guelph 7.0 ON Hamilton East 10.9 ON Kapuskasing 3.0 ON Kingston 13.4 ON Kirland Lake 2.9 ON Kirland Lake 2.9	Région	Centre Service Canada	Total
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	ON	Toronto City Hall	1.5

Région	Centre Service Canada	Total
ON	Toronto Etobicoke	12.4
ON	Toronto Lawrence Square	22.4
ON	Toronto Scarborough	27.0
ON	Toronto West Humber	11.2
ON	Trenton	2.7
ON ON	Walkerton Wallaceburg	2.1
ON	Wallaceburg	1.9 3.0
ON	Windsor	12.5
ON	Woodstock	4.5
Ouest	Abbotsford	14.4
Ouest	Brandon	10.1
Ouest	Brooks	2.6
Ouest	Buffalo Narrows	2.4
Ouest	Burnaby	10.8
Ouest	Calgary Centre	43.2
Ouest	Calgary Royal Vista	11.2
Ouest	Calgary One Executive Place	9.3
Ouest	Calgary Temple Crossing	15.0
Ouest	Cambridge Bay	2.4
Ouest	Campbell River	3.9
Ouest Ouest	Camrose Canmore	3,5 2.1
Ouest	Chilliwack	8.3
Ouest	Comox Valley	6.3
Ouest	Coquitlam	10.4
Ouest	Cowichan	4.1
Ouest	Cranbrook	5.3
Ouest	Dauphin	2.9
Ouest	Dawson City	0.5
Ouest	Dawson Creek	0.0
Ouest	Edmonton Canada Place	21.1
Ouest	Edmonton Hermitage	16.6
Ouest	Edmonton Millbourne	17.1
Ouest	Edmonton Westlink	18.1
Ouest	Edson	3.4
Ouest	Estevan Flin Flon	3.0
Ouest Ouest	Fort Mcmurray	2.0 5.1
Ouest	Fort Simpson	2.0
Ouest	Fort Smith	1.9
Ouest	Grande Prairie	12.2
Ouest	Hay River	2.7
Ouest	Inuvik	3.0
Ouest	lqaluit	2.4
Ouest	Kamloops	10.2
Ouest	Kelowna	7.3
Ouest	La Ronge	3.7
Ouest	Langley	7.7
Ouest	Lethbridge	11.1
Ouest	Lioydminster	4.1
Ouest	Medicine Hat	7.0
Ouest Ouest	Melfort Moose Jaw	2.9
Ouest	Moose Jaw Morden	4.4 4.0
Ouest	Nanaimo	13.8
Ouest	Nelson	4.8
Ouest	New Westminster	7.8
Ouest	North Battleford	3.4
Ouest	North Vancouver - North Shore	9.9
Ouest	Notre-Dame-De-Lourdes	0.0
Ouest	Penticton	4.6
Ouest	Port Alberni	2.1
Ouest	Portage la Prairie	2.6
Ouest	Powell River	2.3
Ouest	Prince Albert	7.8

Région	Centre Service Canada	Total
Ouest	Prince George	9.1
Ouest	Prince Rupert	1.8
Ouest	Quesnel	0.9
Ouest	Rankin Inlet	2.7
Ouest	Red Deer	15.5
Ouest	Regina	12.5
Ouest	Richmond	9.1
Quest	Ridge Meadows	7.2
Ouest	Saint-Pierre-Jolys	1.9
Ouest	Salmon Arm	3.0
Ouest	Saskatoon	14.7
Ouest	Selkirk	4.6
Ouest	Slave Lake	2.6
Ouest	Smithers	2.0
Ouest	Squamish	3.4
Ouest	St. Paul	3.9
Ouest	Steinbach	2.5
Ouest	Surrey North	13.7
Ouest	Surrey South	11.8
Ouest	Swan River	3.0
Ouest	Swift Current	2.8
Ouest	Теггасе	4.8
Ouest	The Pas	3.1
Ouest	Thompson	3.0
Ouest	Trail	1.5
Ouest	Vancouver - Sinclair	14.4
Ouest	Vancouver (West Broadway)	9.8
Ouest	Vancouver East	9.6
Ouest	Vanderhoof	2.0
Ouest	Vernon	4.2
Ouest	Victoria	9.5
Ouest	Victoria West Shore	3.0
Ouest	Weyburn	3.3
Ouest	Whitehorse	4.5
Ouest	Williams Lake	1.7
Ouest	Winnipeg Portage Place	17.7
Ouest	Winnipeg Rivergrove	8.6
Ouest	Winnipeg Crestview	4.0
Ouest	Winnipeg St-Vital	9.2
Ouest	Yellowknife	5.2
Ouest	Yorkton	5.2
TOTAL		2,019.7

Région	Centre Service Canada - Services de passeport	Total
ATL	Fredericton	8.2
ATL	Halifax	17.7
ATL	St. John's	8.4
QC,	Gatineau	9.9
QC	Laval	34.8
QC	Montréal	44.7
QC	Pointe-Claire	13.0
QC	Québec	30.0
QC	Saint-Laurent	36.8
ON	Brampton	35.7
ON	Hamilton	23.5
ON	Kitchener	24.7
ON	London	20.0
ON	Mississauga	42.5
ON	North York	36.0
ON	Ottawa	21.5
ON	Scarborough	36.8
ON	St. Catharines	17.2
ON	Thunder Bay	6.0
ON	Toronto	34.6
ON	Whitby	32.8
ON	Windsor	15.7
Ouest	Calgary Sundance	22.3

Région	Centre Service Canada - Services de passeport	Total
Ouest	Edmonton	34.3
Ouest	Kelowna	10.7
Quest	Regina	12.8
Ouest	Richmond	15.8
Ouest	Saskatoon	10.8
Ouest	Surrey	36.8
Ouest	Vancouver	29.4
Ouest	Victoria	15.9
Ouest	Winnipeg	24.9
TOTAL		764.2
GRAND TOT	AL	2,783.9

- e) quels bureaux ont modifié leurs heures de service depuis le 4 novembre 2015;
- f) pour chaque bureau ayant modifié ses heures, quelles étaient les heures de service (i) au 4 novembre 2015 (ii) au 1er mai 2019

Depuis le 4 novembre 2015, 131 bureaux ont modifié leurs heures de service:

Centre Service Canada

Nom du point de service	Province ou territoire	Heures de service Mai 2019	Heures de service novembre 2015
Calgary Centre	Alberta	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Calgary Royal Vista	Alberta	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Calgary One Executive Place	Alberta	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Calgary Temple Crossing	Alberta	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Camrose	Alberta	lundi, mardi, jeudi and vendredi 8:30 am - 4:00 pm	lundi, mardi, jeudi and vendredi 8:30 am - 4:30 pm
Canmore	Alberta	lundi - jeudi 8:30 am - 4:00 pm fermé: 12:30 pm - 1:00 pm	lundi - jeudi 8:30 am - 4:00 pm
Edmonton Westlink	Alberta	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:15 am - 4:30 pm
Edson	Alberta	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Fort McMurray	Alberta	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Grande Prairie	Alberta	lundi au vendredi 8:30 am - 4:00 pm	lundl au vendredi 8:15 am - 4:30 pm
St. Paul	Alberta	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:15 am - 4:30 pm
Campbell River	Colombie-Britannique	lundi au vendredi 8:30 am - 4:00 pm fermé: 11:30am - 12:30pm	lundi au vendredi 8:30 am - 4:00 pm
Cowichan	Colombie-Britannique	lundi au vendredi 8:30 am - 4:00 pm fermé: 11:30- 12:30pm	lundi au vendredi 8:30 am - 4:00 pm
Prince Rupert	Colombie-Britannique	mardi - vendredi 8:30 am - 4:00 pm fermé: 12:00- 1:00pm	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00- 1:00pm
Smithers	Colomble-Britannique	lundi au vendredi 8:30 am - 4:30 pm fermé: 12:00 pm - 1:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Тегтасе	Colombie-Britannique	lundi au vendredi 8:30 am - 4:00 pm fermé: 11:30 am - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Brandon	Manitoba	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm

Nom du point de service	Province ou territoire	Heures de service Mai 2019	Heures de service novembre 2015
Dauphin	Manitoba	lundi, mardi, jeudi and vendredi 8:30 am - 4:00 pm	lundi, mardi, jeudi and vendredi 8:30 am - 4:30 pm
Flin Flon	Manitoba	lundi, mardi, jeudi and vendredi 8:30 am - 4:00 pm	lundi, mardi, jeudi and vendredi 8:30 am - 4:30 pm fermé: 12:00 - 1:00pm
Morden	Manitoba	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Notre-Dame-De-Lourdes	Manitoba	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Portage la Prairie	Manitoba	lundi , Wednensday, jeudi and vendredi 8:30am au 4:00pm	lundi , Wednensday, jeudi and vendred 8:30 am - 4:30 pm
Selkirk	Manitoba	lundi, mardi and vendredi 8:30 am - 4:00 pm	lundi, mardi and vendredi 8:30 am - 4:30 pm
Steinbach	Manitoba	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Saint-Pierre-Jolys	Manitoba	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Swan River	Manitoba	lundi, mardi, mercredi and vendredi 8:30 am - 4:00 pm	lundi, mardi, jeudi and vendredi 8:30 am - 4:30 pm
The Pas	Manitoba	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm fermė: 12:00 - 1:00pm
Thompson	Manitoba	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm fermé: 12:00 - 1:00 pm
Winnipeg St-Vital	Manitoba	fundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Bathurst	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Campbellton	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Caraquet	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Dalhousie	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Edmundston	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Fredericton	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Grand Falls	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredl 8:30 am - 4:30 pm
Miramichi	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Moncton	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Richibucto	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Saint John	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Saint-Quentin	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Shediac	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Shippagan	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
St. Stephen	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Sussex	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Tracadie - Sheila	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Woodstock	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Fort Simpson	Territoires du Nord-Ouest	lundi au vendredi 8:30 am - 4:30 pm fermé: 12:00 pm au 12:30 pm	lundi au vendredi 8:30 am - 4:30 pm

Nom du point de service	Province ou territoire	Heures de service Mai 2019	Heures de service novembre 2015
Fort Smith	Territoires du Nord-Ouest	lundi au vendredi 8:30 am - 4:30 pm fermé: 12:00 pm au 12:30 pm	lundi au vendredi 8:30 am - 4:30 pm
Hay River	Territoires du Nord-Ouest	lundi au vendredi 8:30 am - 4:30 pm fermė: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:30 pm
Inuvik	Territoires du Nord-Ouest	lundi au vendredi 8:30 am - 4:30 pm fermė: 12:00 pm au 12:30 pm	lundi au vendredi 8:30 am - 4:30 pm
Yellowknife	Territoires du Nord-Ouest	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:30 pm
Amprior	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:30 pm
Bancroft	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredl 8:30 am - 4:30 pm
Bracebridge	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:30 pm
Carleton Place	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:30 pm
Cobourg	Ontario	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm
Dryden	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Elliot Lake	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Espanola	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Fort Frances	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Gananoque	Ontario	lundi au vendredi 8:30 am • 4:00 pm fermé: 12:00 pm • 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Geraldton	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Goderich	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Kapuskasing	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Kirkland Lake	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 5:00 pm
Leamington	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Marathon	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Midland	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Napanee	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
New Liskeard	Ontario	lundi au vendredi 8:30 am - 5:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Orillia ·	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Ottawa Government Service	Ontario	lundi au vendredi 8:30 am - 5:00 pm	lundi au vendredi 8:30 am - 4:00 pm

Nom du point de service	Province ou territoire	Heures de service Mai 2019	Heures de service novembre 201!
Parry Sound	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Pembroke	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Perth	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Picton	Ontario	lundi au vendredi 8:30 am - 5:00 pm	lundi au vendredi 8:30 am - 4:00 pm
Renfrew	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Simcoe	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Smiths Falls	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
St. Thomas	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Tillsonburg	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Trenton	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Walkerton	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Wallaceburg	Ontario	lundi au vendredl 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Welland	Ontario	lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm	lundi au vendredi 8:30 am - 4:00 pm
Chicoutimi	Québec	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Estevan	Saskatchewan	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:15 pm
La Ronge	Saskatchewan	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:15 pm
Melfort	Saskatchewan	lundi, mardi, jeudi and vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:15 pm
Moose Jaw	Saskatchewan	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:15 pm
North Battleford	Saskatchewan	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:15 pm
Prince Albert	Saskatchewan	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:15 pm
Regina	Saskatchewan	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 5:00 pm
Saskatoon	Saskatchewan	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:15 pm
Swift Current	Saskatchewan	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:15 pm
Weyburn	Saskatchewan	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:15 pm
Yorkton	Saskatchewan	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:15 pm
Dawson City	Yukon	mardi, mercredi and jeudi 9:00 am - 4:30 pm fermé: 12:00 pm - 1:00 pm	mardi, mercredi and jeudi 9:00 am - 4:30 pm

Centre Service Canada – Services de Passeport

Nom du point de service	Province ou territoire	Heures de service Mai 2019	Heures de service Mars 2016
Calgary Sundance	Alberta	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 5:30 pm
Edmonton	Alberta	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 7:30 am - 5:00 pm
Kelowna	Colombie-Britannique	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:00 am - 5:00 pm
Regina	Saskatchewan	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Richmond	Colombie-Britannique	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 5:30 pm
Saskatoon	Saskatchewan	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Surrey	Colombie-Britannique	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Vancouver	Colombie-Britannique	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 7:30 am - 4:30 pm
Fredericton	Nouveau-Brunswick	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
St. John's	Terre-Neuve-et-Labrador	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Halifax	Nouvelle-Écosse	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Brampton	Ontario	lundi au vendredi 8:30 am - 4:00 pm samedi 9:00 am - 12:00 pm	lundi au vendredi 8:00 am - 4:30 pm samedi 9:00 am - 12:00 pm
Hamilton	Ontario	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Kitchener	Ontario	lundi au vendredi 8:30 am - 4:00 pm	fundi au vendredi 8:30 am - 4:30 pm
London	Ontario	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Mississauga	Ontario	lundi au vendredi 8:00 am - 4:00 pm	lundi au vendredi 8:00 am - 4:30 pm
North York	Ontario	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:00 am - 4:30 pm
Ottawa	Ontario	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 7:30 am - 4:30 pm
Scarborough	Ontario	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:00 am - 4:30 pm
St. Catharines	Ontario	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Thunder Bay	Ontario	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Toronto	Ontario	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:00 am - 4:30 pm
Whitby	Ontario	lundi au vendredi 8:30 am - 4:00 pm samedi 9:00 am - 12:00 pm	lundi au vendredi 8:00 am - 4:30 pm samedi 9:00 am - 12:00 pm
Windsor	Ontario	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Gatineau	Québec	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm
Laval	Québec	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 7:30 am - 4:30 pm
Montréal	Québec	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 7:30 am - 4:30 pm
Pointe-Claire	Québec	lundi au vendredi 8:30 am - 4:00 pm samedi 9:00 am - 4:30 pm	lundi au vendredi 8:30 am - 4:30 pm samedi 9:00 am - 4:30 pm
Québec	Québec	lundi au vendredi 8:30 am - 4:00 pm	lundi, mardi, jeudi and vendredi 8:30 am - 4:30 pm mercredi 9:30 am - 4:30 pm
Saint-Laurent	Québec	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 7:30 am - 4:30 pm
Victoria	Colombie-Britannique	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 5:00 pm
Winnipeg	Manitoba	lundi au vendredi 8:30 am - 4:00 pm	lundi au vendredi 8:30 am - 4:30 pm