



SHIP SAFETY BULLETIN

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We issue Ship Safety Bulletins for the marine community. Visit our Website at www.tc.gc.ca/ssb-bsn to view existing bulletins and to sign up to receive e-mail notices of new ones.



Subject: MARINE COUNTER SERVICES

Purpose

To advise you that Transport Canada Marine Safety & Security offices are open and offering limited counter services. In order to minimize the risk of exposure to the COVID-19 Coronavirus Disease, in person services will be limited. Many services can be provided over the phone or by e-mail. For urgent files that must be processed in person in a TC office, they will be dealt with “**on an appointment only**” basis and “walk-in” service will no longer be available.

Please call the local office to discuss or to make an appointment:

Ontario Region:

Sarnia: 519-383-1826
4900 Yonge St.: 416-952-1018
Kingston: 613-545-8676
St. Catharines: 905-688-4360
Thunder Bay: 807-766-2600

Québec Region:

Îles-de-la-Madeleine: 418-986-6275
Montréal: 1-855-842-7042 or 514-283-0574
Québec: 1-888-649-6292 or 418-648-3238
Rimouski: 1-800-427-4417 or 418-722-3040
Sept-Îles: 1-877-303-3435

Keywords:

- 1. Marine counter services
- 2. Certificates of competency
- 3. Certificates of proficiency
- 4. Marine medical certificates

Questions concerning this Bulletin should be addressed to:

Transport Canada
Marine Safety and Security
Tower C, Place de Ville
330 Sparks Street, 11th Floor
Ottawa, Ontario K1A 0N8

Contact us at: marinesafety-securitemaritime@tc.gc.ca or 1-855-859-3123 (Toll Free).



Atlantic Region:

New Brunswick

Bathurst: 506-548-7491
Saint John: 506-636-4748

Newfoundland & Labrador:

Corner Brook: 709-637-4390
Lewisporte: 709-535-2503
St. John's: 709-772-3430 or 709-727-8734

Nova Scotia:

Dartmouth: 902-461-3860
Port Hawkesbury: 902-625-0803
Sydney: 902-564-7002
Yarmouth: 902-742-6860

Prince Edward Island:

Charlottetown: 902-566-7987 or 902-566-7986

Prairie & Northern Region:

All offices: 1-888-463-0521

Pacific Region:

Vancouver: 604-666-0834
Prince Rupert: 250-627-3045
Victoria: 250-363-0394
Nanaimo: 250-754-0244

IMPORTANT TO NOTE:

All Certificates of Competency, Certificates of Proficiency and Marine Medical Certificates that expired on October 1, 2019 or anytime thereafter are automatically extended until September 30, 2020. There is no need for the seafarer to make an application.

For any urgent questions regarding certification or crewing, please contact:

**Elisabeth Bertrand, Director, Marine Personnel Certification at:
elisabeth.bertrand@tc.gc.ca, or by telephone at: 613-793-6275.**