
Your Full Name

Your Street Address

City, Province, Postal Code

Date

Mr. Eric Duncan
Member of Parliament
Stormont–Dundas–South Glengarry
691 Brookdale Ave., Unit C
Cornwall, ON K6J 5C6

Dear Mr. Duncan,

Re: Return-to-Office Mandate – Impact on Service Canada Employees

I am writing as a constituent and federal public servant at Service Canada to express serious concerns about the government’s return-to-office mandate requiring four days per week in-office for employees and five days for executives.

This decision was announced in the middle of ongoing collective bargaining, without consultation with unions, and without consideration of operational realities outside Ottawa. While the mandate may be manageable for central offices, it does not reflect the conditions faced by employees in other regions.

Locally, our offices are already overcrowded. Many employees are hot-desking and uncertain where they will work each day. Our other office cannot accommodate staff even for the current three days per week and is currently operating at reduced attendance due to space limitations. There is no operational plan to support four days per week.

The nature of our work is largely independent. Call centre work does not require in-person collaboration. During the pandemic, we continued delivering essential services efficiently while working remotely, often exceeding performance expectations. Requiring in-person attendance now is not evidence-based; it is performative.

For rural employees, the mandate is especially burdensome. Many commute 40 minutes or more each way, often in poor weather, to sit alone on calls. This increases personal costs, traffic congestion, and environmental impact, without improving service delivery. Unlike Ottawa, our communities see virtually no economic benefit from forcing employees into offices. There are few nearby businesses, and most employees bring their own lunch because there is limited parking and little reason to leave - meaning the policy drives costs for workers without benefiting the local economy.

The mandate also increases government operating costs on office space, utilities, and infrastructure without evidence of improved outcomes. From both a fiscal and operational perspective, RTO4 prioritizes optics over efficiency, central convenience over regional reality, and appearances over effective service delivery.

Federal public servants want to serve Canadians well. We do not want policies that waste taxpayer money, ignore local realities, or undermine productivity. I urge you to raise these concerns in Parliament and advocate for a flexible, evidence-based approach that reflects the realities of our work, supports employees in all regions, and ensures public resources are used responsibly.

I would appreciate a written response to the concerns raised in this letter.

Thank you for your time and for your service to this community.

Respectfully,

Your Printed Name