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involved trial and penal servitude, necessitating in certain countries frequent intervention by consular officers with local authorities to ensure adequate food and at least a minimum of comfort.

One of the most important objectives of the Consular Services Bureau and of the Canadian posts abroad is to provide adequate assistance during times of crisis. Posts abroad assess and report on local political instability, as well as on natural disasters. This information is disseminated by the Bureau to the public by all available means. Canadian citizens residing in other countries are encouraged to register with the embassy or consulate. This enables the latter to keep in touch and endeavour to warn Canadians residing in danger areas.

The Consular Operations Division replies to written and telephone enquiries from concerned persons in Canada. In 1974, during the Cyprus crisis, the Department was able to assist 220 Canadians to leave the island by Canadian and British military aircraft after normal transportation facilities broke down. Some 2,500 Canadians in Greece and Turkey at the time were advised or warned of the situation. At the same time the division carried on a 24-hour service during the crisis passing on to relatives in Canada whatever information was available regarding persons trapped in the middle of the hostilities.

## Consular Policy Division

In 1974 the Department acceded to the Vienna Convention on Consular Relations, which spells out the rights and duties of foreign representatives and of states to which they are accredited. Subsequently it became involved in discussions with individual countries in order to reach bilateral agreements as to such rights, privileges and limitations of our consular representatives in their attempts to further the interests of Canadians abroad. It was expected that this would have a significant effect in the on-going programs of

reunification of families as well as extending protection to naturalized Canadians who may still be regarded by their country of birth as citizens of that country.

As noted, the larger number of Canadians travelling abroad has placed a further burden on the consular staff of our posts. The Department subsequently embarked on a program of appointing honorary consuls, establishing consular offices in countries where workload, distance and communications factors make it necessary to have branches of the missions, and increasing the number of staff both at home and abroad.

To ensure that newly-appointed consular staff at posts abroad are aware of the higher level of public expectation for consular service, the Department instituted an improved training program and introduced a method of staff evaluation to reflect these factors and expectations.

To familiarize the Canadian public with existing and potential problems or physical dangers which they may encounter during their travel, and to inform potential travellers of the consular services they may expect from their representatives abroad, the Consular Policy Division undertook a wide-ranging educational program (in co-operation with the Information Division and the Passport Office) utilizing the public communications media. This includes: the publication of a revised edition of the booklet *Information for Canadians Travelling Abroad*, sent to every new passport holder as well as to newspaper travel writers, university and college libraries, and youth hostels; distribution of individual warning notices to travel agencies through their trade publications; and production of films and other audio-visual presentations. In November the Department initiated the production of a consular warning folder on some of the more common problems encountered by Canadians. Additional plans were being made for an even wider publicity campaign in 1975.