

- (d) extent of legal formalities observed by host country authorities which influences the lives of Canadians or otherwise necessitate intervention.

In emergency situations involving a single Canadian citizen or the entire Canadian community, the entire staff of the post can become involved in consular activity for limited periods of time. All employees at posts abroad are made aware of the priority given to consular services in certain circumstances.

2.6 Process Description

Major activities of the Consular Services program are identified below, first for headquarters and then for the posts.

Headquarters Activities

1. Managing and coordinating the provision of consular services abroad by:
 - a) developing and disseminating consular procedures and instructions to posts abroad,
 - b) developing policies and plans for emergency evacuation situations,
 - c) recording and analyzing statistical reports of services rendered abroad,
 - d) providing training for personnel being assigned abroad with consular responsibilities,
 - e) developing policy and implementing procedures for consular commissions,
 - f) reviewing post reports of consular services,
 - g) investigating complaints of deficiencies in service,
 - h) maintaining a record of Canadians resident abroad (except for USA and Britain),
 - i) evaluating effects of new changes in Canadian legislation on Canadian citizens residing abroad and providing such information to posts abroad,