

CONSULAR PROGRAM

HEAD OF MISSION GUIDE

1. In an emergency situation involving Canadian citizens, is the case given top priority and if necessary, are resources from other programs utilized to assist in the situation?
2. As required, and particularly for serious or sensitive cases, do I become involved to ensure appropriate action is being taken? Do I ask to be kept informed on important cases i.e. murder, detention and imprisonment, serious accident involving Canadians?
3. Is there a Duty Officer system in place for after working hours and week-ends, and are there appropriate instructions for the Duty Officer? Are the after hours emergency Consular services adequate?
4. If a Canadian citizen has been detained has he/she been visited and counselled by a Consular Officer?
5. Is a list maintained of lawyers, doctors, hospitals, dentists etc, for the information of Canadian citizens who require immediate attention?
6. Is the Consular Contingency Plan up to date, and has a copy been forwarded to JPO?
7. Would the Program be enhanced by the appointment of Honorary Consuls?
8. When dealing with distressed Canadian cases, is the service provided by Honorary Consul's of a high standard?
9. If there is an Emergency Cash Parcel at the Mission: is it held in secure area, verified on a quarterly basis, and only used for true emergencies?
10. At missions where there is a requirement, is there a systematic effort to register Resident Canadians for quick reference in case of emergency?
11. Has there been a recent review of the resources dedicated to the Consular Program in order to determine whether they are adequate?
12. Is the after hours mission communications system (telephones, answering/recording machine) adequate and is it regularly checked during quiet hours to ensure that it is operating properly?