

(1.20 c. Cont'd)

and thirdly, on regional reporting to the Department about developments in the consular district or matters affecting the relations between Canada and the country concerned. These duties are dealt with in sections 1.63 to 1.125 below.

Relations
with
Canadians

1.21 It is axiomatic that all personnel of a Consulate should treat all requests from Canadian citizens, no matter how apparently unreasonable, with courtesy and tact. It is a useful precept that every letter addressed to a Consulate deserves a reply. Whenever possible, all reasonable assistance should be provided to enquirers. When correspondence has become controversial, guidance should be sought from the diplomatic mission in the country or from the Department.

Whereabouts
of Missing
Persons

1.22 a. If an enquiry is received concerning the whereabouts of an individual whose whereabouts is known to the Consulate, the consular officer may inform the person being sought of the enquiry and invite him to communicate with the enquirer if he so wishes. The enquirer may then be informed of the action taken. Alternatively, the enquirer may be told that his message will be passed to the individual being sought who will be informed of the former's desire to get in touch with him. The enquirer should not be informed of the whereabouts of the individual without the latter's consent.

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b. Persons abroad enquiring about the whereabouts of relatives and friends in Canada should be advised in the first instance to direct their enquiry to their national Red Cross (or Red Crescent, or Red Lion and Sun) Society or to the International Tracing Service, administered by the International Committee of the Red Cross, in Geneva. These agencies, in turn, will communicate with the Canadian Red Cross Society. Alternatively, if the person being sought is a national of the country, the enquirer may be told to write to the mission in Ottawa of the country concerned because foreign missions often maintain registers of their nationals resident in Canada. Persons may also be advised to enquire of Canadian district postmasters or the local police, or to insert advertisements in local Canadian newspapers.

c. If use of these channels does not produce results, and provided the person whose whereabouts is sought is a close relative of the inquirer, the post may ask the inquirer to complete a Missing Person Inquiry Form (EXT. 371). The inquirer should be told that, if the whereabouts of the person sought is ascertained, that person will be given the name and address of the inquirer and asked to communicate with him; the inquirer will be informed when this has been done but he will not be given the address of the person being sought. The completed Missing Person Inquiry Form should then be sent to the Department.