



- Are there some groups that you feel might be more vulnerable when travelling abroad and/or find themselves in situations where they would need some assistance from the Canadian Government? Which groups? LIST ON FLIP CHART. Probe for:
  - LGBTQ
  - Elderly
  - Children
  - People who suffer from mental illness
  - Is there any special advice or recommendations that you make when planning trips that involve these groups? Explain.
  - From this list, which group do you think is most vulnerable when travelling abroad?
- What other advice can you offer to the Government of Canada in terms of what they could be doing to help travel professionals like yourself and travellers make more informed decisions on international travel?

**C. Principles underpinning support to travellers abroad and service standards (25 minutes)**

- In this part of the discussion, I want to focus on some specific scenarios and get your feedback regarding your expectations as to how Consular Services could assist travellers, based on your knowledge and experience. Before we do that, however, let's think more broadly about the principles or values that should underpin the services, support and information that are provided to Canadians travelling abroad. What should be our basic guiding principles or values? Probe for:
  - Timeliness
  - Accurate and up to date information
  - 24/7 access
  - Availability anywhere in the world
  - Informing Canadians
  - Focus on vulnerable groups
  - Fairness in approach
  - Non-judgmental approach
  - Non-discriminatory
  - Others?
- There may in some cases be limits on the assistance that consular officials can provide. In your view, what are some reasonable limits? Describe for me some circumstances or situations where you feel these types of limitations may apply and/or where you think an individual may have to pay for certain services? PROBE FOR:
  - When travelling in known conflict zones – where?
  - When taking excessive risks – describe.
  - What should a Canadian citizen expect under these circumstances? What is reasonable?
- Are there any situations where you feel the GoC could or should refuse services to a travelling Canadian? What types of situations? Probe for:
  - Irresponsible behavior, crime (arrest/detention), crimes against children etc.
- NOTE: ALL SCENARIOS HAVE BEEN DELETED.

**D. Information from the Government of Canada (10 minutes)**

- Thinking about information from the Government of Canada, what would be the best way for the Government of Canada to communicate with travel professionals concerning issues surrounding international travel? CAREFULLY PROBE FOR:
  - Magazine ads or articles
  - Social media
  - Television or radio ads
  - News media (news item or documentary)
  - Brochures

