



ASSISTANCE FROM THE DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE

When a Canadian child is abducted to another country, the Consular Affairs Bureau works closely with Canadian government offices abroad, the local police, the RCMP, the Hague Convention central authorities and others. Our assistance will be provided only at your explicit request, made personally or by a person authorized in writing to act on your behalf. All planned actions will be discussed with you in advance.

You can contact the Consular Affairs Bureau 24 hours a day, seven days a week, at 1-800-387-3124 or 1-800-267-6788 (in Canada) or (613) 996-8885. These emergency numbers will put you in contact with a case officer, who will remain in charge of your case. When you call, you should have available the information detailed in Section VII.

Your case officer in Canada will supply the information to a consular official in the relevant Canadian government office abroad, who, working with the local authorities or other people, will assist in the efforts to find your child. The first step is to attempt to confirm the entry of your child into the country by using immigration and other records. Unfortunately, not every country maintains such records in an easily retrievable form. Some countries may not be prepared to release the information, especially if the child or the abducting parent is a citizen.

What the Department of Foreign Affairs and International Trade Can Do

- in cases where the Hague Convention applies (see Section III), assist you in making direct contact with the relevant Canadian provincial/territorial central authority, and assist the central authorities both in Canada and abroad;