

- *"They are there for legitimate emergencies, or for business reasons."*
- *"I think of the embassy as a place to get assistance in an emergency."*
- *"I've always thought of them as a 'last resort' place."*

When asked whether they were aware of the various consular services that are available, most were familiar with the basic services provided to people traveling abroad. However, very few participants (both travelers and travel agents) were aware of the 1-800 service to obtain current news and risk assessments for dangerous and remote areas (prior to leaving Canada).

In two key areas, there was some misunderstanding among travelers about the nature of the services available through Canadian embassies and consulates:

- **Legal advice and assistance.** Several people were under the impression that Canadian consular staff would be available to provide legal advice (as opposed to being available to direct people to local sources, or ensure due process was followed).
- **Translation services.** A number of travelers felt that consular staff should be available to act as translators between them and local authorities if they get into trouble.
- **Emergency funds.** In the event of an emergency, a couple of people felt that the embassy should provide emergency funds to tide people over until they receive a transfer of funds from home. *"If I don't have any money to eat and it takes time to get funds then I would want them to provide me with some."*