

### 1.5 Emerging Issues

The Evaluation Working Group met several times during the course of the Evaluation. In its deliberations the Group focussed not only on the current status of the Consular Program but also on the challenges in the future. They stressed that the provision of services to Canadians travelling and/or living abroad and in particular assistance to Canadians in distress will continue to be a mandatory obligation of EAITC under the Vienna Convention on Consular Services. Therefore appropriate departmental priority must be assigned to this activity in future.

The Evaluation Working Group identified several both immediate and long term issues which were subsequently included in the Evaluation. These issues flow from a range of emerging changes including an increased number of Canadians travelling, increased risk to them, and resource constraints and organizational problems in adjusting to the new conditions. The immediate issues are addressed in terms of improvements to the program while the long term ones are discussed in developing a strategic response.

### 1.6 Methodology and Post Survey

The Evaluation included the following activities:

- . file review
- . in-house data/surveys
- . analysis of data base
- . survey of selected missions and their honorary consuls
- . familiarization visit to missions in Mexico City, three of its honorary consuls and San Jose.

A survey of 16 consular posts and their honorary consuls was carried out to generate information on the following areas: the services offered, resourcing practices, training, staffing, and information systems. The posts selected were considered to be representative of Canada's missions abroad. Their selection was made in cooperation with JIC.