

## **5.0 Awareness and Role of Consular Services**

Travelers were asked whether they had used any consular services during past trips, and were questioned on their awareness of the role of Canadian consulates and embassies.

About one-third of the participants had contacted a Canadian embassy or consulate while traveling in the past. The following are some of the more common reasons they cited for contacting a Canadian consular mission:

- lost passports;
- local uprisings;
- medical emergencies; and
- to obtain news from home (e.g. election results).

In the majority of situations, people were very satisfied with the level of service provided by the embassy or consulate. A couple of people, however, complained about the difficulty in reaching someone at the embassy after regular business hours or on weekends and holidays. They mentioned (partly in jest) that these were the times when the emergencies were more likely to occur.

Most people viewed Canadian embassies and consulates as "a place to go in an emergency." The following comments reflect this:

- *"When you get into trouble or have an emergency...you lose your passport, need to get in touch with someone, a war breaks out, you're put in jail for some unknown reason..."*
- *"They are there for legitimate emergencies, or for business reasons."*