



- 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 you 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
 - Booth at travel shows
 - Conferences/talks
 - Web site
 - Others?
- Overall, how credible do you find the Government of Canada as a source of information for international travel? Why do you say that?
- REFER BACK TO USE OF/EXPECTATIONS RE GOC SERVICES IN SECTIONS A AND B. IF NOT COVERED PROBE FURTHER. Are you aware of any specific products or services that the Government of Canada offers to people travelling abroad? What are you aware of? (LIST ON FLIPCHART)
- Is there anything missing from this list that you would expect the Government of Canada should be providing? (LIST ON FLIPCHART) Probe for:
 - Registration of Canadians Abroad. Have you heard of this service? What do you know about it? If necessary, explain that you can register your travel information with the Government of Canada (travel.gc.ca) so that the government can contact them in case of trouble in the destination country, like political unrest or a natural disaster, or in the case of a family emergency). Do you think this a good idea? Would you use it?
 - Travel advice and advisories. Do any of you use these? What's your general impression? How useful do you find them? Explain.
 - List of embassies and consulates. Do you usually make a note of this before you travel? Why/why not?

