

Up-to-date contingency plans have been developed in Canadian missions abroad to permit prompt assistance to Canadians in cases of natural catastrophes or civil unrest. The speedy and efficient evacuation of approximately 550 Canadians from China following the Tiananmen Square incident was a striking example of the effectiveness of contingency planning.

Consular staff are guided in all policy decisions by the *Manual of Consular Instructions*, which is revised on a regular basis. Policy guidance is also provided to missions by circular telegrams and letters.

To ensure the delivery of good consular services to Canadians abroad, a number of consular training courses are offered to Canadian personnel posted abroad and to locally engaged employees. These courses are given in Ottawa and abroad.

To increase public awareness, the Department distributed one million copies of a publication entitled *Bon Voyage, but..* which informs travellers about potential dangers and also delineates which services are available abroad and which are not.

**CHART 7.1
CONSULAR
ACTIVITIES
(CALENDAR YEAR
1989)**

Total number of cases or services rendered (approximately)	
a) Cases:	
Repatriation	318
Hospitalization or medical treatment	1 925
Deaths	1 180
Detainees	884
Child Custody	633
b) Services:	
Passports	258 503
Citizenship	51 188
Legal and notarial	36 169
Requests for financial assistance or transfers	2 484
Well-being or whereabouts	7 791
Registration of Canadians	18 396
Advice and assistance	231 453