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## **HEAD OF MISSION GUIDES**

**Administration Program**

**Consular Program**

**OFFICE OF THE INSPECTOR GENERAL (MIX)**

**SEPTEMBER 1993**

External Affairs and  
International Trade Canada  
Affaires extérieures et  
Commerce extérieur Canada

The logo for the Government of Canada, featuring the word "Canada" in a stylized serif font with a small flag icon above the letter 'a'.

ADMINISTRATION PROGRAM

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## ADMINISTRATION PROGRAM

### HEAD OF MISSION GUIDE

#### 1 MANAGEMENT

- A. Is the Mission Administration Program organized appropriately to ensure the most effective service and judicious use of resources?
- B. Is it necessary for all Canada-based positions to be filled by a Canada-based employee rather than a Locally Engaged Staff [LES] employee? Has spousal employment been considered?
- C. Is the Mission Administrative Officer [MAO] reporting directly to me?
- D. Is the MAO responsible for all aspects of Administration at the Mission [i.e. finance, personnel, physical resources, records, security and communications]?
- E. Do I hold regular meetings with the MAO to keep abreast of all administrative activities and to ensure that reporting deadlines, as set out in the Mission Annual Diary are being met?
- F. Have administrative staff received sufficient training to effectively conduct their duties?
- G. Does the MAO meet with Administrative Officers from other foreign missions to discuss areas of common concern?
- H. When staff are absent in key administrative positions have other employees been delegated as back-up and have they been adequately trained?
- I. Does the MAO have regular meetings with the Administration supervisors and staff to set priorities and to discuss work assignments?
- J. In the Mission Planning Exercise were objectives discussed and set for the administrative area and communicated to all program managers?

- K. Are minutes maintained of Committee of Mission Management [CMM] and other sub-committee (e.g. housing, awards, etc.) meetings setting out decisions taken, the person responsible for taking action and with a target date for the completion of such action?
- L. Do I meet periodically with Canada-based staff, spouses and LES to discuss common concerns and to promote morale?
- M. Did I appoint a Designated Financial Officer [DFO] in writing or, if not, am I assuming the duties of the DFO?
- N. Have I read and discussed the latest audit and security reports with the MAO?
- O. Have local operating procedures been developed to assist in training staff and for consistency in the application of work methods?

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PERSONNEL

- A. Have all staff notified me in writing if they are undertaking any other employment outside the Mission, in order to determine whether any conflict of interest exists or if the employment impairs the employee's effective performance of his/her duties?
- B. Do all staff complete Monthly Attendance Registers and is there a system in place to ensure that leave forms are submitted for all leave taken?
- C. Is leave controlled at the Mission and do Supervisors/Managers ensure that employees have sufficient leave credits before requests for leave are approved?
- D. Is prior authorization required for overtime and is it determined that funds are available before the approval for overtime is given or it is determined that compensatory time-off is possible?

- E. Have I established an Occupational Safety and Health Committee? [Required at missions where there are 20 or more Canada-based staff.]
- F. If personal service contracts have been entered into were they in accordance with the principles and guidelines as set out in the manual for Service Contract Administration?
- G. If contract staff are hired on an indeterminate basis over an extended period of time, does an employer/employee relationship exist and if so, have efforts been made to obtain a position so that the situation can be regularized?

3 IMPORTATIONS AND PURCHASES UNDER DIPLOMATIC PRIVILEGE

- A. Do I monitor importations and purchases under diplomatic privilege, by Canada-based staff, to ensure that privileges are not abused [e.g. personal motor vehicles, liquor, cigarettes, durable goods etc.]?
- B. Are all Canada-based staff provided with Departmental and host country laws and regulations concerning the purchase and sale of personal motor vehicles and are staff complying with them?
- C. If local currency is non-convertible have Canada-based staff disposed of only one vehicle for that currency with the disposal of a second vehicle, if approved, being for hard currency, or was the second vehicle exported?
- D. Did I authorize all importations and purchases of personal motor vehicles under diplomatic or consular privileges and the sale of such vehicles?
- E. For importations, purchases and sales of my own personal motor vehicles, has ABDE authorization been obtained?
- F. Are personal motor vehicles used on a regular basis and not stored to enhance sale value?

- G. Have mission-specific policies been established for personal motor vehicle transactions?

4 BUDGETARY CONTROL AND REPORTING

- A. Did all Program Managers and I have input to the Mission budget submission and was the final submission reviewed by the CMM before forwarding to Headquarters?
- B. When the budget reference levels were received, were they reviewed by the CMM and myself, to set priorities, especially for capital expenditures? Were decisions taken communicated to all Program Managers?
- C. Are the CMM and I informed at least on a quarterly basis, on the status of the Mission budget [i.e. budget, expenditures, encumbrances, commitments, forecasted expenditures and balances]?
- D. Are local budget and encumbrance control records reconciled with FINEX reports on a monthly basis?
- E. Can the Accountant provide me with the current status regarding the balances in encumbrances and the Mission budget as of this date?

5 CONTRACTS

- A. Have I established a Contract Review Board and is it active in reviewing proposed contracts?
- B. For non-competitive, service contracts entered into, was the total value of the contract under \$50,000?
- C. For non-competitive, goods and construction contracts entered into, was the total value of the contract under \$40,000?
- D. For competitive, service, goods and construction contracts entered into, where at least two bids were received, was the total value of the contract under \$400,000?

- E. Where contracts were entered into for a value outside of the delegated limits noted above, was Treasury Board approval obtained by our AMA prior to signing the contract?
- F. Do all contracts have a commencement and termination date?

#### 6 OFFICIAL HOSPITALITY

- A. Would employee official hospitality records and especially my own stand up to scrutiny under an access to information request [e.g. accountability, detail and purpose of functions]?
- B. Is there a mission policy in respect to per capita costs for entertaining in the home; claiming for household help, club fees, etc.? Is the mission policy in consonance with Departmental policy as set out in Chapter 9 of the Protocol Manual?
- C. Unless household help is dedicated solely to representational responsibilities, are employees bearing some of these costs personally?
- D. If some personal or family use is being made of clubs, are employees bearing, as a personal expense, an appropriate proportion of those fees?
- E. Are program manager hospitality files reviewed by me on a quarterly basis, and do the program managers review subordinate files, to ensure that employees are maintaining records in accordance with Departmental policies and guidelines?
- F. If advances are issued in hard currency are expenditures being made and claims being settled in that currency?

#### 7 EXPENDITURES

- A. Have I designated financial signing authority for commitments and expenditures to only those employees in positions, as listed in

the Departmental delegation authority document?

- B. Wherever possible is there a division of duties between those ordering goods/services, those certifying receipt [Section 34 of the Financial Administration Act{FAA}] and those certifying payment authority [Section 33 of the FAA]?
- C. Are employees with signing authority not approving payments from which they can benefit personally [e.g. reimbursement of commuting costs]?
- D. Does the MAO review the monthly accounts with me before they are submitted to MFF?
- E. If advances have been issued to Honorary Consuls are they accounting for their revenues and expenditures on a regular monthly basis?
- F. After cheques have been written and signed are they controlled and distributed by an individual not working in the Accounting Section?
- G. If credit cards are issued by suppliers are they only being utilized for official purchases?

8 ADVANCES

- A. Are all advances (e.g. travel, official hospitality, medical, etc.), effectively controlled with balances reconciled to the monthly FINEX reports and advances cleared within the time periods allowed?
- B. Is action being taken to effect settlement of those advances which have not been cleared within the stipulated time periods and am I advised of such cases? If not, is there a system in place to stop any new advances?

9 NON-PUBLIC FUNDS [e.g.COMMISSARIES, SOCIAL CLUBS ETC]

- A. Am I aware of all non-public fund operations being conducted on Mission premises?

- B. Are operations effectively controlled, with an operating committee appointed; operating guidelines established; and gatherings supervised by a Canada-based staff member?
- C. Are periodic financial statements prepared, reviewed by an employee who is not a member of the committee and presented to me for my information?
- D. If a bank account is operated is it in a name which does not suggest Mission or official status?

10 BANK TRANSACTIONS

- A. Have I approved in writing the staff who are authorized to draw on the Letter of Credit and to sign cheques?
- B. Do I question and initial any significant adjustments" to the monthly bank reconciliation on the mission financial return?
- C. Are Canada-based staff aware that they are liable for any losses in respect to personal banking transactions conducted for them by staff members?
- D. Has the mission investigated the possibility of obtaining interest on Bank account balances?

11 REVENUES

- A. Are funds deposited locally when the equivalent of \$500 is collected or at least weekly if \$500 is not reached?
- B. Are all shelter shares payable locally collected within the first five working days of the beginning of the month? If paid at HQ, do we verify that shelter shares are actually paid?
- C. Are immigration cost recovery and consular revenues accounted for in accordance with Departmental policy and are the funds adequately protected?

- D. Is the mission recovering the costs of personal telephone calls and personal Fax charges from employees?
- E. Are submissions being made on a regular basis for the refund of taxes paid on local purchases [e.g. Value added tax, gasoline tax etc]?
- F. Have I reported immediately to the Department any loss or misappropriation of funds, as required under Sections 14.5 and 23.14 of the Financial Management Manual, even if recovery of such losses was subsequently effected?
- G. Is the bulk supply of unused official receipt books and cheque books effectively controlled and are they held in a secure cabinet?

12 OFFICIAL LANGUAGES

- A. Have I designated an Official Languages Co-ordinator and does this employee utilize the Official Languages Information Kit?
- B. Can the mission provide all of its services to the public [e.g. reception, after hours telephone, consular etc] in both official languages? If not, have arrangements been made to provide bilingual service by other means?
- C. Are employees, both Canada-based and LES, who are liable to have contact with the public, sufficiently bilingual?
- D. Does the mission reflect the bilingual nature of the country by having its signage, posters, hand-outs, publicity, display material, rubber stamps etc. in both official languages?
- E. Can Canada-based staff exercise their language of work rights? Are work instruments, internal communications and meetings bilingual?

13 LOCALLY ENGAGED STAFF [LES]

- A. Are regular meetings held with LES or their representatives and do I participate on occasion?
- B. Are terms and conditions of appointment, local laws, benefits, pension plans, health plans, etc, incorporated into a Locally Engaged Handbook which is distributed to all LES?
- C. Has an LES compensation and benefits review been conducted during the past year by a Canada-based staff member using the required number of markers and appropriate job matching?
- D. Are vacant positions being staffed by competition, with the merit principle being respected and with the required documentation being maintained on a staffing file? Is a check made to determine if the applicant has relatives already working at the Mission?
- E. Are LES being hired given medical examinations, if necessary, prior to beginning employment and annually thereafter?
- F. Do all LES prior to being employed take and subscribe to an Oath of Allegiance or Affirmation of Allegiance and an Oath of Office and Secrecy?
- G. Are appraisal reports prepared annually for all LES?
- H. Is the Accountant taking annual leave of at least a two to three weeks continuous period? Employees in positions of trust who do not take annual vacations, could be manipulating accounting records.
- I. If payment of LES salaries is in cash, is there a rotation of paymasters with a Canada-based employee performing the function on occasion and do the LES check the cash they receive in front of the paymaster?

- J. Are Locally Engaged Employees Employment and Pay Certificates [EXT-208] prepared for all pay actions and approved only by a Canada-based staff member?
- K. If there is a requirement to contribute to a local social benefit plan, does the mission pay directly to the plan holder? If not and the payments are to the LES for transfer to the plan holder is there an effective system to ensure that the funds actually reach the plan holder?
- L. Have control records been established for medical advances and advances on retirement/severance pay? Are medical advances being utilized for medical and not some other purpose?

14 PHYSICAL RESOURCES MANAGEMENT

- A. Have I established a Housing Sub-committee of the CMM to recommend staff quarter allocations? Are spouses and support staff represented on this sub-committee?
- B. Is the use of hotels minimized on first arrival by using staff quarters, short term leases and by ensuring that staff quarters are ready for occupancy as soon as possible?
- C. For properties where the mission is responsible for maintenance has a maintenance plan been developed and is there some assurance that maintenance costs are in line with market rates?
- D. Where damages which were the responsibility of the occupant have occurred at an Official Residence or staff quarter, has action been taken to recover the costs to repair the damages, from the occupant?
- E. Did Canada-based staff have input in respect of the annual budgeting process for staff quarter furniture, furnishings and equipment replacement and were funding priorities communicated to them?

15 STAFF QUARTER LEASES

- A. Are staff quarter leases negotiated on the basis of local market rates to ensure that the mission is not paying over market prices?
- B. For new leases, have the staff quarter profile and the staff quarter space guidelines been respected? If in excess of the guidelines have appropriate approvals been obtained?
- C. Does the mission lawyer review leasing documents prior to my signing the documents?
- D. Did I sign the Approval to Lease form and all staff leases and lease renewals? If any leases exceeded an annual rate of \$200,000, was prior approval from MRD obtained?
- E. If the lessor demands an unconventional leasing arrangement involving double leases, offshore payments or the like, has the Secretary of State's approval been obtained by MRD?
- F. If the term of the lease is in excess of five years or payments in advance of more than one year are required has MRD approval for the lease been obtained?
- G. For staff quarter private leases have rental ceilings been respected?

16 STAFF QUARTERS

- A. Does the mission ensure that public funds are not used to make improvements which are the landlord's responsibility?
- B. Is each staff quarter inspected at least once a year by the MAO, and is a report compiled regarding condition of the property and government assets, fire/safety etc.?
- C. If grounds or pool maintenance is partially paid by the mission, is the basis for shared cost with the employee clear and in writing?

- D. Did I and all staff quarter occupants sign an Occupancy Agreement within two weeks of occupancy and have I signed each agreement representing the employer?
- E. Have I approved all Accommodation Deficiency Adjustments?
- F. Is action being taken to recover outstanding security deposits on properties where the lease has expired?

17 ASSET CONTROL

- A. Have distribution accounts [inventories] been completed for all properties [e.g. Official Residence, staff quarters, Chancery, storage areas etc]?
- B. Did I sign the Official Residence distribution account within three months of my arrival?
- C. Is the fine arts inventory up-to-date and are all works of art displayed in only the public areas of the Official Residence or Chancery?
- D. Is surplus materiel, including official vehicles disposed of in a timely manner, proceeds properly accounted for and are all sales and disposals of surplus or unserviceable assets approved by myself?
- E. Are sealed bids requested for sales of assets, and is a minimum price set for each item if bids are to be submitted by LES?
- F. Are equipment maintenance contracts approved by the Contract Review Board and are warranties respected?

18 OFFICIAL VEHICLES

- A. Are driver's logs maintained for all official vehicles?
- B. Is the gasoline consumption for each vehicle considered reasonable compared with normal usage figures for the type of vehicle?

19 PASSPORT AND VISA OPERATIONS

- A. Is the bulk supply of passports and immigration visas held in a secure area and under the control of a Canada-based staff member?
- B. Do I personally check the passport blanks on hand with the inventory report at the end of each quarter?
- C. Do I monitor the quarterly Foreign Operation Error Reports on passport processing and review areas of concern with the Program Manager?

20 OFFICE AUTOMATION

- A. Are all purchases of personal computers [PC] either authorized by MSS, or made in conformity with the PC Standards published by MSS?
- B. Has MSS been sent an up-to-date and complete inventory of PCs and software in use at the Mission?
- C. Have surplus PCs been utilized or disposed of, in accordance with Departmental policy?
- D. If the mission has developed any applications in house, are they fully documented and has MSS been advised? Do they and the documentation respect Official Languages policy?
- E. Does every PC have an original copy of all software used on it?
- F. Are critical files regularly "backed up"?
- G. Have employees been given adequate training in the use of computer software?
- H. Have all users been informed within the past twelve months of the danger of viruses and the means of avoiding them?
- I. Have all virus incidents been reported to ISS?

- J. Is maintenance carried out in accordance with policy on "Trusted Sources"?
- K. For WIN Export missions is there a backup LAN administrator on the event the administrator is taken ill or is on vacation? Is the backup trained in LAN administration tasks?

21 SECURITY

- A. Have I designated a Mission Security Officer [MSO], and has ISS been informed?
- B. Has the MSO initiated or completed the required follow up action on the RSO's most recent Security Inspection Report recommendations?
- C. Has an up to date Personal Safety Contingency Plan been prepared, a copy forwarded to ISS and a copy stored in a sealed envelope at either the USA or UK mission?
- D. Has a Mission Threat Assessment been submitted to ISS within the past year?
- E. Are Mission Standing Security Orders available and up to date?
- F. Has a security awareness briefing program, including EDP security, been established at the Mission for staff and spouses?
- G. Are fire and safety drills being conducted at least once a year?
- H. Are the applicable sections of the Manual of Security Instructions read by all CB staff at least once annually?
- I. Has the Enhanced Reliability Certification program, for LES, been implemented?
- J. Are security combination settings on locks being changed every six months?
- K. Are security infractions being regularly reported to ISS?
- L. Are contact reports prepared, after meetings held with persons from "scheduled" countries?

22 TELECOMMUNICATIONS

- A. Has the Telecommunications Supervisor or Communicator been appointed as the Mission Custodian with an alternate? Did I sign the appointment certificate, ensuring that the appointee meets the stated requirements?
- B. Is access to the Comcentre restricted to the Communicators, Mission Security Officer, the Technician, me and other authorized personnel?
- C. Has a schedule been developed to ensure that I and the Supervisor of the Telecommunications activity periodically visit the Comcentre and that we are briefed on telecommunication activity?
- D. Is a register maintained, listing visitors to the Comcentre and does the MAO monitor the record to determine that only authorized personnel have accessed the Comcentre?
- E. Have any suspected compromises to the communication system been reported to MSD [e.g. Comcentre not secure, Communicator misadventures, classified documents transmitted on unclassified Fax etc.] and was a damage assessment report prepared?
- F. Have I read the latest Regional Communications Officer report and has an action plan been developed to address recommendations made?
- G. Has a list of employees who are authorized to sign telexes been prepared and approved by me?
- H. Is the daily classified traffic for review by Canada-based staff held within the secure area of the Chancery?
- I. Are classified messages prepared only on TEMPEST computers or typewriters?
- J. Are the telephone systems maintained solely by Departmental Technical staff?

23 RECORDS MANAGEMENT

- A. Did I designate an officer responsible for the records information function and is this employee familiar with policies in respect to the management of Government holdings [including Access to Information policy, National Archives Act, Privacy Act etc.]?
- B. Is all original documentation received being placed on official files and not on personal files?
- C. Is a staff member trained to operate the secure registry in the absence of the Registry Clerk?
- D. Is there a continuing records disposal program and do all officers participate in the program?
- E. Was an annual report on records disposal completed and forwarded to MIR last May 1st?
- F. Are diplomatic bags opened and closed by two Canada-based staff members, one of whom is an officer, to ensure that bag service is not being abused?

24 CURRENCY CONVERSION REPORTING [IF APPLICABLE]

[If your Mission is required to submit monthly exchange rate reports to STATSCAN, this checklist should be followed.]

- A. When Canada-based staff arrive at the mission do they read and sign that they understood the policy in respect to currency transactions, as set out in Chapter 6, Manual of Procedures?
- B. Do I review and sign the monthly exchange rate reports completed by Canada-based staff to ensure that all staff have submitted the reports and that staff are converting foreign currency at banks, other licensed establishments or by sale to other Canada-based staff members?

- C. Are all such transactions at the official rate of exchange and is this the rate reported to STATSCAN on the monthly report?
- D. If Canada-based staff are consistently filing "nil" reports am I provided with adequate explanation regarding their obtaining of local currency?
- E. Did I complete and forward the Annual Currency Conversion Report to ABDE last November?

25 TRANSFERS OF PERSONAL FUNDS [IF APPLICABLE]

- A. Did only Canada-based employees, DND secondees or CIDA Co-operants transfer surplus personal local funds to Canada via mission accounts?
- B. Were the limits of the amount of a posting loan under FSD 10 for Canada-based staff and DND secondees and the limit of \$10,000 for CIDA co-operants respected and was only one deposit accepted during a posting?
- C. Did I ensure that the funds represent only proceeds acquired legally from authorized sources and transactions, do not constitute an abuse of privilege and are not contrary to the Code of Conduct and Conflict of Interest Guidelines?
- D. Did I approve the transfers after the employee had certified that the amount deposited represented only proceeds from the sale of a personal automobile or other durable goods?
- E. If surplus personal funds cannot be processed in the current accounting period did I approve the practice of holding such funds in trust? If so, are the funds adequately controlled, secured and accounted for?

26 UNOFFICIAL ACCOUNTS [IF APPLICABLE]

- A. Have special procedures, which are in consonance with Departmental policy, been established in writing to administer the account, with a copy to all participants?
- B. Are financial records maintained to control such funds and are the funds adequately safeguarded and not being controlled by any of the accounting staff at the mission?
- C. Are sales of the funds only to Canada-based staff at the exchange rate reported to STATSCAN on a monthly basis?
- D. Have I conducted regular and unannounced cash verifications of the fund?
- E. Is there a signed undertaking from each participant that they understand the procedures of the fund, agree to participate and assume all risks including losses due to exchange fluctuations, theft, fire etc?

27 PUBLIC SERVICE HEALTH [IF APPLICABLE]

- A. Have guidelines been prepared and distributed for the provision of medical services and the use of the clinic?
- B. Have contacts been established between HWC medical officers and local medical establishments?
- C. Is a register maintained noting the number of visits, services provided, and a description and note of the quantity of drugs dispensed?

28 RECREATIONAL FACILITIES [IF APPLICABLE]

- A. Have I established a recreation committee to manage the facility?
- B. Have guidelines and rules for the operation of the facility been established and distributed to all users of the facility?

- C. Is adequate warning of dangers posted [e.g. an unsupervised swimming pool] and is notice given that the premises are to be utilized at the sole risk of the user?
- D. If recreational vehicles, club memberships, cottages etc are provided under the Mission Hardship Program are user shares being recovered from Canada-based staff?

29 CIDA TRANSACTIONS [IF APPLICABLE]

- A. Has the Accountant established a control file for each CIDA financial encumbrance and is a running balance maintained for each encumbrance?
- B. Is the Accountant only completing the lower portion of accounting form EXT-1281, after the form has been signed by the aid officer approving the payment?
- C. Do I approve all Canada Fund projects on the recommendation of a Canada Fund committee or of the Head of Aid?

30 CASH ACCOUNTS [IF APPLICABLE]

- A. Is the cash independently verified and reconciled with accounting records on a monthly basis or when there is a change in custodian?
- B. Are the funds secured in a lockable cash box kept in a safe or other secure cabinet, overnight or at any time the custodian is absent from the office?
- C. If an emergency cash parcel is held, is it only utilized for emergency purposes and is the amount of cash physically checked periodically and when there is a change in custodian?

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## CONSULAR PROGRAM

### HEAD OF MISSION GUIDE

1. In an emergency situation involving Canadian citizens, is the case given top priority and if necessary, are resources from other programs utilized to assist in the situation?
2. As required, and particularly for serious or sensitive cases, do I become involved to ensure appropriate action is being taken? Do I ask to be kept informed on important cases i.e. murder, detention and imprisonment, serious accident involving Canadians?
3. Is there a Duty Officer system in place for after working hours and week-ends, and are there appropriate instructions for the Duty Officer? Are the after hours emergency Consular services adequate?
4. If a Canadian citizen has been detained has he/she been visited and counselled by a Consular Officer?
5. Is a list maintained of lawyers, doctors, hospitals, dentists etc, for the information of Canadian citizens who require immediate attention?
6. Is the Consular Contingency Plan up to date, and has a copy been forwarded to JPO?
7. Would the Program be enhanced by the appointment of Honorary Consuls?
8. When dealing with distressed Canadian cases, is the service provided by Honorary Consul's of a high standard?
9. If there is an Emergency Cash Parcel at the Mission: is it held in secure area, verified on a quarterly basis, and only used for true emergencies?
10. At missions where there is a requirement, is there a systematic effort to register Resident Canadians for quick reference in case of emergency?
11. Has there been a recent review of the resources dedicated to the Consular Program in order to determine whether they are adequate?
12. Is the after hours mission communications system (telephones, answering/recording machine) adequate and is it regularly checked during quiet hours to ensure that it is operating properly?

13. Are Consular Services generally considered of high quality and available in both official languages?
  14. Are procedures in place for you to review all complaints concerning the Consular Program?
  15. Have you determined the attitude of staff members involved in the delivery of the Consular Program in order to establish whether or not there is a willingness to provide professional, helpful and positive service to Canadians?
  16. Have staff members involved in the Consular Program been provided with direction and guidance on what is expected from them in the delivery of Consular services?
  17. Have staff members received recent training and if not have headquarters been informed of your requirements?
  18. Are procedures in place to deal with requests from Canadians for meetings with senior members of the mission?
  19. Have procedures been reviewed for the handling of consular and passport fees?
  20. Have security procedures been reviewed for the handling and storage of blank passports and the associated material? What about cash flow?
  21. Do you review the monthly reports from the Passport Office on the technical quality of passport issuance?
  22. Do you review the monthly Consular Management Information System reports and the monthly passport reports?
-

