



After an embassy official was notified, a team in Ottawa and abroad began co-ordinating the evacuation. First, the embassy official visited Paul in the hospital. Then she called various airlines to reserve seats and confirm flights. There were three flights to arrange: from Kathmandu to Singapore, from Singapore to New York, and from New York to Toronto. The request was for four seats: three seats for the injured man, who had to lie down, and one seat for his escort. There also had to be arrangements for an ambulance to meet the man for each airport transfer from one plane to the next, and then in Toronto, for the final transfer to the hospital. An embassy official met Paul at each airport to ensure that the transfers went as smoothly as possible.

Meanwhile, at Paul's request, an official in Ottawa contacted Paul's family in Toronto to inform them about the accident. The official remained in contact with the family until Paul was safe in the hospital in Toronto.

Paul had no medical insurance and, as a result, he and his family incurred over US\$11 000 in expenses. It is very important for travellers to buy the maximum medical insurance they can afford. The Department does not pick up expenses, but will assist in the transfer of funds when necessary. Without the consular assistance of the Department, Paul could have lost his future livelihood.

Case 2: Stolen Documents

When a Canadian returned to his hotel room in Mexico, he found the room had been turned upside down. Everything was gone, from clothing to money and all personal documents, including his passport and credit cards. Consular officials helped to replace the lost documents and to transfer funds from Canada so that he could pay for his hotel room, buy food and clothes, cancel credit cards and contact family in Canada.