



Consular Assistance

Canada's missions abroad are ready to help you in case of emergency. In some instances, there may be a fee for services.

What can we do for you?

- ❖ We can contact, at your request, your relatives or friends and ask them to send you emergency funds.
- ❖ We can help you during emergencies, such as natural disasters and civil and military uprisings.
- ❖ We can direct you to sources of information about local laws, regulations, cultural customs and how to obtain visas.
- ❖ We can assist with medical emergencies.
- ❖ If you are arrested, we can try to ensure equitable treatment under local laws. We can inform relatives and friends about your arrest and try to ensure that legal rights and processes are extended to you consistent with the standards of the host country. However, we cannot set aside local laws if you are charged with an offence, or intervene in the judicial process of a foreign country. We cannot post bail, pay for a lawyer, or pay your fines.
- ❖ If you wish, we can notify your next of kin regarding accidents or deaths and let them know whether, and how, they can help.

Check the listings in this book for information about the Canadian missions in the countries you plan to visit.

Emergency Consular Services

Canadian missions offer 24-hour assistance. During non-office hours, an answering machine will take your message. The machines are monitored regularly by an on-duty officer. It is essential that you leave a clear and detailed message, including a telephone number, if possible, where you can be reached. Duty officers worldwide are remarkably successful at providing



emergency assistance to Canadians in all types of difficulty. Certain missions will relay your call directly to the Department of Foreign Affairs and International Trade's Consular Operations and Emergency Services Division in Ottawa.

You can also call the Department in Ottawa yourself at **(613) 996-8885**. Use the *Canada Direct* service, if it is available.

In some areas where Canada doesn't have a fully established mission, you may obtain emergency consular assistance from an honorary consul for Canada, or, at certain other locations, from the Australian mission. Though not equipped to provide you with the same range of services as fully established Canadian missions, they can assist you in an emergency.

Consular Assistance Around the Globe

A list identifying where you may seek consular assistance abroad is provided at the back of this book.

Please remember that addresses and/or telephone numbers could change for various reasons such as a move to a different complex or building, changes to local telephone system, etc. Should you fail to reach a mission through the number listed in this booklet, call the local operator for the latest information.

PART THREE: WHILE TRAVELLING

Respect Foreign Laws and Customs

When you're travelling in a foreign country, familiarize yourself with the way of life there. Respect that country's laws, religions, culture, class structure and economic conditions. Though you may not personally agree with some of their beliefs, remember that you are a visitor.

In many countries, appropriate attire — for both sexes — is very important. In some countries, for example, there are laws governing what men and women can and cannot wear in public. Penalties for disobeying local laws can be quite severe.