

YOUR SAFE-TRAVEL PARTNER

In a rapidly changing world, Canadians who venture beyond our borders have never faced more challenges. Careful planning and awareness of safety and security are essential to you, since you are responsible for your own and your loved ones' well-being abroad.

But, rest assured, you are not alone. You can meet these challenges with assistance from Consular Services, your safe travel partner. We are committed not only to dealing with the difficulties Canadians experience while abroad but also to preventing problems before they can occur. We are constantly endeavouring to improve our services and adapt them to the changing needs of our citizens who travel and live around the world.

If you do need assistance, it is important to know how we can help you and how you can get in touch with us. That is why this booklet outlines the services we do and do not provide and includes a directory of Canadian government offices worldwide. It is also filled with valuable advice to plan a safe and successful journey. Consider it your passport to responsible travel.

WHAT ARE CANADIAN CONSULAR SERVICES?

With approximately 260 offices in 150 countries worldwide, Foreign Affairs and International Trade Canada is ready to assist Canadians travelling, working, studying, or living abroad.

Before you leave Canada, it is important to know which services we do and do not provide and to realize that not all Canadian government offices abroad provide the same services. Examples of these services are listed on page 3. However, the list is not exhaustive. The \$ symbol indicates which services are provided for a fee.

CONSULAR OFFICIALS PROVIDE THE FOLLOWING SERVICES:

IN EMERGENCIES

- Assist in arranging an evacuation in the event of war, civil unrest, or a natural disaster, as a last resort (\$).
- Arrange help in a medical emergency by providing you with a list of local doctors and hospitals.
- Arrange for a medical evacuation if a necessary treatment is not available locally (\$).
- Comfort and assist victims of robbery, sexual assault, or other violence.
- Provide assistance in cases of missing persons or the abduction of a child to another country (see our publication *International Child Abductions: A Manual for Parents*).

WHEN LEGAL ISSUES ARISE

- Provide you with a list of local lawyers.
- Provide you with sources of information about local laws and regulations.
- Seek to ensure that you are treated fairly under a country's laws if you are arrested or detained (see our publication *A Guide for Canadians Imprisoned Abroad*).
- Notarize documents (\$).

WHEN OTHER ISSUES ARISE

- Replace a lost, stolen, damaged, or expired passport (\$).
- Issue a Statement in Lieu of Certification of Non-impediment to Marriage Abroad (\$).
- Provide an emergency loan, subject to strict rules and only as a last resort (\$).
- Transfer funds (\$).
- Contact relatives or friends and ask them to send you money or airline tickets.
- Contact next of kin, with your authorization, if you have had an accident or are detained by police.
- Accept citizenship applications.
- Provide advice about burying a Canadian abroad or assist in repatriating the remains to Canada.
- Contact next of kin in case of death.
- Request that local authorities investigate suspicious circumstances in the event of an alleged or apparent crime or death.

CONSULAR OFFICIALS DO NOT PROVIDE THE FOLLOWING SERVICES:

WHEN LEGAL ISSUES ARISE

- Intervene in private legal matters.
- Provide legal advice.
- Obtain a criminal record check on your behalf.
- Post bail or pay fines or legal fees.
- Get you out of prison.
- Take possession of an abducted child.

