

led them to do advance research on the local laws, language, customs and history of their destination. While people obtained some information through their travel agent, they tended to do more extensive research at the local library. Some people in this group took a year-round interest in travel by reading the travel section of the newspaper or subscribing to travel-related publications (e.g. *National Geographic* magazine, travel information circulars).

Due to their experience as travelers (i.e. their advance knowledge of potential problems) and their advance preparation for local laws and customs, relatively few of these travelers had encountered an incident which required the assistance of a Canadian embassy or local authority.

**Comfort travelers.** When asked to describe the steps they took to prepare for a trip as well as their information needs, people who were retired or nearing retirement focused on measures to ensure their personal comfort and well-being while outside Canada.

These travelers were most concerned about information on suitable health care facilities, the effectiveness of prescribed drugs against ailments in foreign countries (e.g. the effectiveness of an anti-biotic against bacteria in a certain country), health care coverage and insurance, immunization, food and water precautions, and weather and related clothing requirements. *"I want to know what to do in a medical emergency...where to go, whether you need a doctor's letter to support your insurance claim..."*

Many of these travelers mentioned that they obtained health-related information from a local travel clinic, or from their family doctor.

While people in this group tended to be experienced travelers (with some exceptions), they were more likely to encounter health-related incidents when traveling. The following are examples of the types of incidents which these travelers encountered:

- One participant caught an ailment on the weekend, and had trouble finding a doctor who could speak English.