

Emergency Consular Services

Canadian government offices offer 24-hour assistance. Outside office hours, a telephone call you make to a Canadian government office in the United States will automatically be transferred to a consular officer in Ottawa or you will be asked to leave a message for a return call. In either case, there will be a

prompt response. If you leave a recorded message, make sure that it is clear and that you provide a complete telephone number or contact address. In addition, in an emergency, you can speak to an officer in Ottawa by calling **1 888 949-9993**, 24 hours a day, seven days a week.

Although Canadian offices provide a wide variety of services to travelling Canadians, demand is such that we restrict some services, especially those for which there are adequate alternatives available locally. Such services include making travel arrangements, transferring funds or paying local bills, storing or safekeeping personal effects or searching for lost items, doing translations, assisting with job hunts, obtaining visas for other countries and acquiring local permits or licences.

Check the "Canadian Government Offices in the United States" section for information on how to contact the appropriate Canadian office.

Passport Services

Canadian government offices in the United States provide only emergency passport services (for example, assistance for travel to a third country in the event of a death in the immediate family). Full passport services are available through the Central Passport Office in Gatineau, Quebec, for mail-in applications. Processing applications mailed from Canada or the United States usually takes 20 working days if all information and documentation have been provided.

Crime

Some parts of the United States suffer from crime problems, including violent crime and theft. For more information on this