

613-944-1310. You can consult travel information by country online, including health advice offered by the Public Health Agency of Canada.

Not only did Richard lose his wallet, valuables and passport when a burglar broke into his vacation villa, he was also stabbed in the chest while attempting to fight off the intruder. Fortunately, he was able to get medical attention and report the incident to the police, with assistance from the Consulate of Canada. He needed specialized medical treatment and had to return to Canada at once. Consular officials helped arrange for Richard's medical evacuation and the transfer of funds from his family, since he had no health or travel insurance. Several days later, he was recovering from emergency surgery in a Canadian hospital.

Emergency services

Canadian government offices abroad offer 24-hour assistance, seven days a week. Outside office hours, your telephone call

will automatically be transferred to a consular officer in Ottawa or you'll 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 it clear and leave a complete telephone number or contact address. From some countries, you can use a toll-free number to speak to a consular officer in Ottawa. Also, you can make a collect call (where available) to Foreign Affairs and International Trade Canada in Ottawa at **613-996-8885**. Or contact the Emergency Operations Centre by e-mail at **sos@international.gc.ca** or by fax at **613-943-1054**.
- In locations where Canada does not have a local office, some Australian or British government offices can provide you with emergency services and contact the nearest Canadian government office on your behalf. Before you leave Canada, check the "List of Canadian Government Offices Abroad" at **www.travel.gc.ca/alt/canoffices.asp**.