



# Travel Emergency Guide

## HEALTH

### What?

Emergency Medical situation – ranging from the flu, to a broken limb, an infectious disease to a physical or sexual assault

### Who to contact

**Manulife:** (if you are a member of the [McGill Health Plan](#))

- In Canada/US : **1-800-265-9977**
- Toll free from [UITF Countries pg. 4:](#) (Dialing prefix) + **800-9221-9221**
- Call collect: **1-519-741-8450**

Emergency Assistance Plan #: **5320**  
[Manulife contract](#) #: **85210**

**Or** your Travel Emergency Health provider

## SAFETY

### What?

Civil unrest, natural or weather disaster, acts of terrorism, total loss of personal contact information, etc.

### Who to contact

[Canadian Embassy or Consulate](#) (or your embassy/consulate) at your current location

Request emergency assistance: **1-613-996-8885** (outside Canada)

## THEFT OR LOSS

### What?

- Lost or stolen Passport
- Travel documents, non-delivery of prepaid services

### Who to contact

- (1) Local Police
- (2) Contact nearest Canadian [embassy or consulate](#) (or your [embassy/consulate](#)) – it may be possible to arrange an emergency loan through the [Canadian embassy or Consulate](#) in the country where you are located  
**OR** your consulate or embassy
- (3) Vision Travel (or your Travel Agency)

TMC	Regular Office Hours (08:30 – 17:30) from N.A.	Outside regular hours from N. A.	At all times outside of N.A. Global**	Agency Code
Vision	1-800-263-1163	1-888-577-4616*	1-514-855-4254*	PV20

\*additional fees may apply

\*\* Collect calls accepted

## CONTACT MCGILL

You are encouraged to use the normal communication channels for your Faculty or Unit for any emergencies.

McGill Security Services is also reachable 24/7. Collect calls accepted. [+1-514-398-3000](#)