

Emergency Response

In the event of an emergency overseas, you need to be aware of the resources available to you and the appropriate lines of action. Your 24-hour access to the UM in cases of emergency is either by phone (collect) 1-204-474-9312 or e-mail: *emergency_response@umanitoba.ca*

Your first course of action, in the event of an emergency should always be to seek immediate help from local authorities. This includes contacting the program coordinator of your host institution or agency. Note that “911” is not necessarily an emergency call number in other countries. Upon arrival in your destination country, determine if an emergency call number is available and what this is.

You may also contact the Department of Foreign Affairs Canada (FAC) for help and advice for your situation. The Operations Centre of Foreign Affairs Canada operates 24-hours a day, seven days a week. An experienced officer is always available to respond to emergency calls from anywhere in the world. You can access this service in various ways:

1. Canadian citizens outside Canada can call collect to (613) 996-8885
2. For calls originating in Canada and the U.S., call 1-800-267-6788 or (613) 944-6788
3. In a number of countries, you can call the Operations Centre toll free. See the FAC web site (#5 below) for a list of 60 countries and their toll free numbers in each.
4. Contact FAC directly via their online e-mail form at: <http://www.voyage.gc.ca/main/sos/emergencies-en.asp>
5. You can also reach the Operations Centre by E-mail at: *sos@international.gc.ca*
6. FAC Fax: (613) 943-1054

Remember to keep the UM informed of any changes to your contact information. Complete the “Information in Case of Emergencies” form (see p. 59) and give it to your UM Exchange Coordinator before you go. Leave a copy of your complete itinerary (addresses of all the places you will be, dates of your stay, contact number) with a friend or family member (i.e. emergency contact person) at home. Make sure the UM has the name and contact information of this person.