## Travel Emergency Guide

### HEALTH

**What?**
Emergency Medical situation due to a sudden, unforeseen injury or new medical condition, a specific medical problem or chronic condition that was diagnosed but medically stable prior to departure.

**Who to contact**
GEM *(Manulife’s emergency travel assistance provider - if you are a member of the McGill Health Plan)*
- In Canada/US: **1-800-265-9977**
- Toll free from UITF Countries: (Dialing prefix) **800-9221-9221**
- Call collect: **1-519-741-8450**

Plan ID **5320** *(5690 for temporary residents)*
Policy #: **85210**

### 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

### SAFETY

**What?**
Civil unrest, insurrection or acts of terrorism

**Who to contact**
Canadian Embassy or Consulate *(or your embassy/consulate)* at your current location. To Request emergency assistance: **1-613-996-8885**

Faculty and staff traveling on University Business – contact AIG:
- 1-877-204-2017 (USA & Canada) **Policy #: SRG 9103135 0 715 295 9967 (collect)**

### TRAVEL

For emergencies regarding your flights contact Direct Travel *(or your Travel Agency)*

<table>
<thead>
<tr>
<th>TMC</th>
<th>Regular Office Hours (08:30 – 17:30) from N.A.</th>
<th>Outside regular hours from N. A.</th>
<th>At all times outside of N.A. Global**</th>
<th>Agency Code</th>
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</thead>
<tbody>
<tr>
<td>Direct Travel</td>
<td><strong>1-800-263-1163</strong></td>
<td><strong>1-888-577-4616</strong>*</td>
<td><strong>1-514-855-4254</strong>*</td>
<td>PV20</td>
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*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**