



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)

| 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 |
|---------------|--|----------------------------------|---------------------------------------|-------------|
| Direct Travel | 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](#)