Emergencies

It is a good idea to be aware of the different kinds of emergency situations that could occur while you are abroad. These could include environmental (e.g., earthquakes), personal (e.g., petty theft), or health (e.g., illness) safety issues. Understanding the different situations will help you properly prepare an emergency plan.

Some things to remember:

- Think about possible emergency situations that could occur in your host country and plan accordingly
- Print and complete your Emergency Wallet Card
- Keep the Emergency Wallet Card on you at all times while you are abroad
- Find out and make note of the emergency phone number to call in your host country (it may not be 9-1-1).

In Case of Emergency

Emergency Contingency Plan *(image)*

1. *Contact local authorities or your host organization (if applicable) for immediate assistance.* Depending on your situation, this may be the local police or the Canadian consulate.
2. *Contact UBC Campus Security at +1-604-822-2222*, available 24 hours a day, 7 days a week. Identify yourself as a student conducting university activity abroad and leave your name and student ID. Campus security will contact the appropriate personnel to provide assistance. Collect calls are accepted.

UBC is committed to providing well-supported programs that contribute to safe international learning experiences. However, critical incidents may occur while students are abroad that require an effective and timely response to mitigate the impact. Each situation requires a context specific response in terms of required resources and appropriate procedures. The university looks to support students in any reasonable way that it can.

Assistance – Consular and Assault

Emergency Consular Assistance

There are a few ways to access emergency consular assistance while you are abroad:

For emergency help during business hours, call your [nearest embassy or consulate directly](http://travel.gc.ca/assistance/embassies-consulates) <http://travel.gc.ca/assistance/embassies-consulates>.

If you call outside of office hours, your telephone call will automatically be transferred to a consular officer in Ottawa, or you will be asked to leave a message for a return call. Under normal circumstances, an operations officer will get back to you within 15 minutes. However, this delay may be longer during large-scale emergencies.

You can also:

- Contact Global Affairs Emergency Watch and Response Centre in Ottawa 24 hours a day, 7 days a week. Send an email, sos@international.gc.ca, or make a collect call, 1.613.996.8885
- From within Canada, call 1.800.267.6788, or 613.944.6788

Again, you may be asked to leave a message. Please follow the instructions carefully and, under normal circumstances, an operations officer will get back to you within 15 minutes.

In cases of Sexual Assault

What is sexual assault <http://students.ubc.ca/livewell/topics/sexual-assault>? Sexual assault is a crime and has various impacts on individuals' lives. Due to the stigma's surrounding sexual violence many people find it hard to discuss their experience or access support. It is important to remember that ANYONE can be a survivor of sexual assault and that anyone can be a perpetrator of sexual assault. It can happen anywhere, whether it's at home or in a foreign location.

If you are a survivor of sexual assault, please remember to contact:

1. Go Global
2. Your host institution/program coordinator
3. and the Sexual Assault Support Centre (SASC) <http://www.gotconsent.ca/> as soon as possible.

Preparation

Emergency Preparation *(Slide Presentation)*

1. Register online with the Safety Abroad Registry <https://registry.safetyabroad.ubc.ca/ >
2. Print the Emergency Wallet Card (from the Wallet Card tab)
3. Consult the Global Affairs (formerly known as DFATD) website <http://travel.gc.ca> to learn about up-to-date events in your destination country
4. Familiarize yourself with the numbers for the local police, embassies, host organization contact (if applicable)
5. Register with the Registration for Canadians Abroad <http://travel.gc.ca/travelling/registration> if you are Canadian (or the equivalent of your home country)

Emergency Wallet Card

An Emergency Wallet Card is available for students which includes the UBC Campus Security emergency contact number.

- Before leaving, print and fill in the required information on the card (click on the card below to print).
- Include your travel medical insurance policy number and the provider's worldwide telephone number and your country's Canadian consulate/embassy telephone number on the back of the card.
- **Keep the card with you at all times**.

Quicklinks

Global Affairs Country Travel Reports and Advisories <http://travel.gc.ca/travelling/advisories>
This website provides reports and advisories from Global Affairs Canada (formerly known as DFATD) as well as other important travel tips.

Canadian Offices Abroad
<http://travel.gc.ca/assistance/embassies-consulates>

Foreign Embassies in Canada
<http://w03.international.gc.ca/Protocol-Protocole/Consular-Consulats.aspx?lang=eng.>

Registration for Canadians Abroad <http://travel.gc.ca/travelling/registration>

What do you think?

If my passport and wallet were to be stolen while abroad, the first thing I would do is:

- Call UBC Campus Security
  Try again. In case of an emergency, you should contact local authorities or your host organization first for immediate assistance.

- Contact the nearest consulate or embassy
  Correct! Contact local authorities or your host organization first for immediate assistance, then inform UBC Campus Security.

- Not worry about it until I had to leave
  Try again. In case of an emergency, you should contact local authorities or your host organization for immediate assistance. Waiting maybe result in delays in your plans.

The emergency number at my host country is always going to be 9-1-1.

- True

  Try again. Find out and make note of the emergency phone number to call in your host country (it may not be 9-1-1).

- False

  Correct! Plan ahead and make note of the emergency phone number to call in your host country (it may not be 9-1-1).