

# WHEN TO CALL THE HOTLINE?

The Crisis24 hotline is available 24/7 to assist with any security or medical concerns, big or small.

These scenarios are examples of how we assist clients. They are, however, not exhaustive.

IF IN DOUBT, PLEASE DON'T HESITATE TO CALL!

## SECURITY & TRAVEL

- **My passport got stolen.** What should I do?
- **I think there is somebody following me and I feel unsafe.** What do I do?
- **Someone has been calling me and harassing me.** I am feeling increasingly worried.
- **There is unrest and protesting all around my neighborhood.** I feel very scared. Is it safe to stay here?
- **A major earthquake has occurred, and all utilities and roads are damaged.** How do I get out?
- **I am being threatened by a local gang to pay protection money.** What should I do?

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## MEDICAL & HEALTH

- **I am feeling weak and nauseous.** Should I go to the hospital, or is there a way to get medical advice remotely?
- **I am having a serious allergic reaction.** How can I reach medical assistance quickly, and what should I do in the meantime?
- **My colleague has just fallen down the stairs and broken his leg.** How do I call an ambulance and what is a good hospital?
- **I am feeling dizzy and light-headed.** How can I get help?
- **I am trying to get assistance at a local clinic, but nobody speaks my language.** Can you assist me?
- **My colleague has been in a car accident and was taken to a hospital with severe injuries.** The hospital seems very small and under-equipped. What should I do?
- **I am traveling to a remote area for work in Namibia, and I am concerned about access to medical care.** How can I prepare for potential health emergencies?
- **I am feeling overwhelmed and stressed due to work and personal issues.** Where can I find emotional support or talk to someone who can help?
- **My colleague needs urgent medical attention, and we need to evacuate them to the nearest specialized medical center.** How can we arrange for medical evacuation, and how can we ensure they receive care at a facility with the highest medical excellence?