

COVID-19 | *Stranded Constituent Protocol*

If a constituent contacts the office and needs assistance returning to the US:

1. Make sure that they have utilized State Department's Consular Affairs 24/7 emergency hotline . The number is **1-888-407-4747** for those in US or Canada, or for those dialing from overseas, **1-202-501-4444**.
2. Urge them to immediately register in State Department's free **Smart Traveler Enrollment Program (STEP)** so that they get the most up to date information directly from post in real time. <https://step.state.gov/>

If the constituent has already utilized the hotline to no avail and registered on STEP:

1. Use the **mission POC list** (accessible via Congressional network or VPN) and email the specifics of the constituent's situation, contact info, etc. to the mission POC (Note: the mission POC list is an important resource for Member offices ONLY).
2. Be sure to copy State Department's Coronavirus Repatriation task force as it is now the clearing house for issues and arranging assistance at **CoronavirusCongressionalUSC@state.gov**