



American Citizen Services

U.S. Embassy • Quito, Ecuador

ISSUE 4

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ECUADOR BY THE NUMBERS:

Largest provinces by population:

- Guayas: 3,573,000
 - Pichincha: 2,570,000
 - Manabi: 1,345,000
 - Los Rios: 765,000
- Elevation of Cities:
- Quito: 9,200 feet
 - Guayaquil: 13 feet
 - Cuenca: 8,300 feet
 - Tulcan: 10,000 feet
 - Loja: 6,800 feet

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USNS Comfort Provides Free Medical Care to Patients in Ecuador

As part of "Continuing Promise 2011," a five-month humanitarian assistance mission to the Caribbean, Central and South America, the USNS Comfort arrived in Manta, Ecuador on May 14 to provide medical assistance to patients of limited resources. The USNS Comfort is a converted oil tanker which is 894 feet long and carries more than 600 personnel. On-board facilities include an operating room, a blood bank, an ICU, and a CAT scan machine.

Medical staff from the USNS Comfort provided a variety of operations on board the USNS Comfort and also provided medical assistance at temporary clinics established in three towns in the province of Manabi. The Comfort's medical crew, along with Ecuadorian professionals, performed 130 surgeries during the mission, and treated nearly 10,000 patients. Additionally, the Comfort provided thou-

sands of reading glasses and doses of medications, free of charge, as a contribution from

to local charities. Members of the Comfort's crew also participated in "community relations"

projects, such as helping repair and renovate a local special needs school.

On May 25, at "Gregorio Maranon" Elementary School in La Travesia, Manta, the Ecuador leg of the USNS Comfort's "Continuing Promise 2011" mission

concluded officially with the attendance of Ecuador's Minister of Health, the U.S. Consul

General in Guayaquil, the Commodore of the vessel and other invitees. The ceremony showcased an engineering project in which the detachment of a U.S. Navy Construction Battalion ("Seabees") onboard the Comfort worked at the school to build a new classroom, a new roof, repair the bath-

rooms, install a new water pump and piping, and train the maintenance people on chlorination techniques in an effort to safeguard the health of the students.



An Ecuadorian child receives much-needed medical treatment aboard the USNS Comfort



The USNS Comfort docked in Manta.

the people of the U.S. to the Ecuadorian people.

The USNS Comfort also facilitated the transport of donations from the Church of Jesus Christ of Latter-day Saints and other organizations in the U.S.

Fraudulent Emails in Ecuador on Diversity Visa Program

The Department of State, Office of Visa Services, advises the public of a notable increase in fraudulent emails and letters sent to Diversity Immigrant Visa (DV) program (Visa Lottery) applicants. The scammers behind these fraudulent emails and letters are posing as the U.S. gov-

ernment in an attempt to extract payment from DV

program through other countries should remember that applicants will not receive a notification letter from the U.S.



applicants. Ecuador is not a DV country and therefore any solicitations for information in the country are suspect.

Anyone applying for this government but must check their status online. For more information on Diversity Visas, visit:

www.dvlottery.state.gov.

For more information on services offered, hours of service, and much more information on security and traveling in Ecuador, visit us on the web at: <http://ecuador.usembassy.gov/service.html>

Online Crime Report Now Available for U.S. Citizens

The U.S. Embassy in Quito has initiated an online crime reporting system. Crime victims may now use this system to report the details of crime incidents. Embassy Consular staff will monitor this system on a daily basis. Please use the

following link to access the system:

<https://spreadsheets.google.com/viewform?hl=en&formkey=dGFsWTZqSUtwbVhPQjRZb2tGUk1sSnc6MQ#gid=0>

The Embassy continues to accept paper incident reports for American citizens who may not have access to the Internet or otherwise prefer to use this version. Please contact the Consular Section if you have questions or concerns.

New Law in Ecuador Regarding Organ Donation

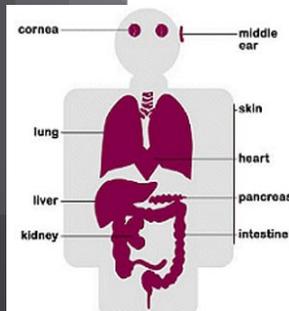
The Ecuadorian government has recently passed a law concerning organ donation. The new law, “Ley Organica de Donación y Trasplantes de Organos y Tejidos”, was passed by the National Assembly in January and went into effect on March 4, 2011. The law provides the option for all Ecuadorian citizens or legal residents to opt into the national organ donation program upon turning 18 years old.

The competent authority to record whether a person chooses to be or not to be a donor is the Civil Registry. During application for the new Ecuadorian “cedula” identity document, this question will be asked and recorded by the Civil Registry. Ecuadorians and residents may also register to be donors on-line with the Organismo Nacional de Trasplantes de Organos y Tejidos (ONTOT).

If an individual wishes to be included in the organ donation program, participation in the program will be included on his or her

cedula. Parents may decide if their children will be organ donors. If an individual chooses not to be included in the program, he or she may simply reply in the negative to the question on the cedula application. According to the law, the choice not to be included in the program will not result in any “discrimination.”

The law is meant to prevent the illegal trafficking in organs. U.S. citizens traveling in Ecuador who are not residents in Ecuador will not be affected by this law.



Consul General’s Corner - From CG Jennifer Savage

Customer Service is very important to me, and I want to ask you all to serve as my allies.

While we can’t always issue a visa to everyone you vouch for, and we can’t refund the costs incurred when a visa application has been refused we can refuse visa applicants politely and with a clear explanation of the reason for the refusal (although the “legalese” we have to work with is often hard to make clear).

We can’t always make a passport

renewal appointment available to you the next day (we have to juggle significant demand, limited resources, and other American citizen emergencies). However, we can maintain an easy to use appointment system, provide helpful information and forms to prepare you for the appointment, and offer efficient service when you are here.

Although we are indeed restrained by government bureaucracy, legal red tape, limited resources, seasonal de-

mand, and unplanned crises, we can always be polite, knowledgeable, communicative and efficient. I’d like to invite you to contact me at:

ConsularQuito@state.gov, to share with me your experiences – positive or negative – and your insights and advice on how we can do things better. I’ve got a great team who works hard and always wants to make you our highest priority. We welcome your suggestions!

Annual Warden Conference Held June 3 at U.S. Embassy

Over 50 people gathered at the U.S. Embassy on Friday, June 3 to meet with each other and Embassy personnel during the American Citizen Services Section’s annual Warden Conference.

The annual conference is an opportunity for volunteer wardens from within the Quito Consular District (14 provinces in Northern Ecuador) to meet each other and learn more about services provided by the Embassy.

At this year’s conference, Amy Archibald, head of the Political Section of the Embassy, spoke about the current relationship between the U.S. and Ecuadorian governments, as well as predictions on the future of that

relationship. Regional Security Officer Fernando Matus spoke about the cur-

rent state of law enforcement in the country and changes that



Attendees of the Warden Conference listen to Regional Security Advisor Fernando Matus at the U.S. Embassy on Friday, June 3.

have been put into place after the police strike of September 30, 2010.

For more information on becoming a warden for the Embassy, please visit our website: <http://ecuador.usembassy.gov/security-and-safety/becoming-a-warden-for-the-u.s.-embassy>

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Bureau of Consular Affairs: “Secure Borders, Open Doors” - Contact Us:

Telephone number: **(011 593-2) 398-5000.**

Public call-in hours are Monday through Thursday 9:00 to 11:00 a.m. and Friday 10:00 to 11:00 a.m.

For after-hours emergencies, call **(011 593-2) 398-5200.**

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