

---

## U.S. Embassy, Ulaanbaatar, Mongolia

### CITIZEN LIAISON VOLUNTEER RESPONSIBILITIES

1. Recommend an alternate **CITIZEN LIAISON VOLUNTEER (CLV)** from the list of U.S. citizens in your CLV zone. The alternate CLV will also sign a Memorandum of Agreement with the Consular Officer after being approved by the Consular Section Chief.
2. With the alternate CLV, agree how you will operate the CLV notification system within your CLV zone. Notify each other if one of you will be absent or out of the country. If both of you will be away at the same time, please designate a second alternate and immediately notify the CLV coordinator in the Embassy's consular section by email [UlaanbaatarACS@state.gov](mailto:UlaanbaatarACS@state.gov) or by phone: Ganbold 70076118. The alternate CLV and second alternate must sign a Memorandum of Agreement with the U.S. Embassy. In your message, please provide the alternate CLV's name, address, and contact numbers, and length of time that s/he will cover during your absence. This way, the CLV zone will be covered at all times.
3. Regularly update the list of names, street addresses, phone/fax numbers, and email addresses of U.S. citizens in your CLV zone. Report all changes to the Embassy' CLV system coordinator at the above email address, fax number, or our postal address: Consular Section, U.S. Embassy in Mongolia, P.O.Box 341, Ulaanbaatar-14192, and Mongolia.
4. In the event of a crisis, our foremost concern is your safety. Do not put yourself at personal risk to deliver messages, information or services to us or others. When you are in a safe location, you should contact the Consular Section so that we can confirm your well-being and whereabouts. Be aware of your surroundings and report information that can help consular officers assess the situation. This will help the Embassy and the Department of State understand where there are needs to be met and how best to respond.
5. The Consular Section transmits Messages to U.S. citizens electronically, but there may be instances during crises where local infrastructure fails or inhibits the delivery of timely messages by the Consular Section. If necessary, Messages for the local U.S. community may be relayed from the embassy or consulate to you for dissemination by any means available to you.
6. Distribute Emergency Messages, Security Messages, or Messages for the local U.S. community as relayed from the embassy or consulate to the members of your CLV zone. The embassy will relay Messages to you via email, fax, or telephone. Arrange the fastest mode of dissemination of information possible in your CLV zone.

**IN THE EVENT OF AN EMERGENCY, we request that CLVs do the following:**

1. Remain at home or office for emails, telephone calls, or faxes. If possible, the embassy will email information directly to your email address. You can then distribute this message by the means you have previously set up. In addition, identical information will promptly appear on the Embassy's or Consulate's Web page at <http://mongolia.usembassy.gov/> CLVs who do not have Internet access can call 976-70076118.
2. Distribute Messages from the embassy regarding the status of the emergency and suggested actions to be taken. Messages must be transmitted verbatim without interpreting, paraphrasing, or expanding the message.
3. Coordinate with embassy personnel in choosing assembly areas and movement routes, should it be necessary to move people to a central location to facilitate communication, documentation, and/or evacuation.
4. Report back to the embassy or consulate the results of efforts to contact the members of your CLV zone, information as provided by the local U.S. community, and any situational information about your zone.