March 14, 2020

Hello,

We are writing to you as a member of the Queen’s community currently abroad to provide you with an update.

The Government of Canada issued a Global Travel Advisory yesterday:

If you are outside of Canada:
- Find out what commercial options are still available to return to Canada. Consider returning to Canada earlier than planned if these options are becoming more limited.
- Ensure that you have sufficient finances and necessities, including medication, in case your travels are disrupted.

This advisory overrides all other risk levels, with the exception of areas for which we advise to avoid all travel (including regional advisories). The avoid all travel advisories remain valid.

In light of this new advisory, we strongly recommend that you consider returning to Canada or if you are not a Canadian to your home country. We recognize that circumstances are changing rapidly, that travel home may become more difficult and daily life at your host university may become disrupted.

You are encouraged to consider returning to Canada or your home country regardless of whether or not your host university has switched to remote learning, offered alternative ways for you to complete your term or authorized you to leave. As we have underscored in our previous messages, Queen’s will support all returning students so that the academic term can be completed, either by working in partnership with your host university or providing an off-campus individualized solution at Queen’s. There will not be additional tuition fees to complete your term. The international offices in Faculties/Schools will be working individually with returning students to make these academic arrangements. Given the current situation in the United Kingdom, the Bader International Studies Center (BISC) remains in operation and programs will continue.

If you are returning to your home in Canada, it is vital to follow the advice for returning travellers provided by the Public Health Agency of Canada and your local public health authority to minimize the risk of transmission. As advised by local health authorities, limit your contact with others for 14 days, starting the day you began your journey to Canada. This means self-isolate and stay at home for 14 days. You do not need to return to Kingston. Contact the public health authority in your province or territory within 24 hours of arriving in Canada for advice. You can reduce the risk of spreading infection by following prevention measures when returning to Canada. Queen’s Coronavirus Information website provides constantly-updated information, including information on how to protect yourself and others. We strongly encourage you to regularly monitor the news and public health agency information for the country, province, city etc. to which you will be returning.

Travel Planning
We understand that you may have questions and concerns about the travel logistics. Please follow the steps below:

If you had already purchased a return ticket please work with your existing travel provider to change your existing tickets.

If you have not purchased a return ticket yet, please reach out to travel agents you would normally use or book arrangements through a travel provider.

If you do not have a return ticket and are having difficulties in trying to secure tickets to return home, please complete this form so that we will have the information needed so that we can engage the assistance of International SOS on your behalf. Do not contact International SOS directly to secure tickets to return home.

Once your revised travel plans have been finalized, please provide this information to us by completing the Exchange Student Updated Travel Form. Please keep all receipts.

If you require immediate emergency support not related to travel please contact International SOS, that provides Queen’s students who are travelling abroad on university-sanctioned study, work or travel with access to a global network of assistance centres and services that can help with your travel, medical and security needs.

Call 1-215-942-8478 (24/7) and provide the following information:

• Your name
• An indication that you are part of the Queen’s Community
• The Queen’s Membership number (27ACAS718737)
• A telephone number where you can be reached
• The nature of the emergency or inquiry

Also, if you have not already done so, please register with your Embassy. Canadian citizens: visit ROCA (Registration of Canadians Abroad) to register. If you are traveling on a non-Canadian passport, register with your country of citizenship. To find your embassy, visit https://embassy-finder.com/. In addition, we suggest that you contact your family and friends regularly to let them know that you are safe.

Feel free to contact your international office at your Faculty/School if you have unanswered questions or concerns.

With best wishes,

s. den Otter

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