March 16, 2020

Hello,

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

The Government of Canada today announced several measures relating to COVID-19. These measures include: denying entry of non-citizens/residents of Canada, and denying aircraft boarding to anyone showing symptoms (including Canadian citizens). Beginning on Wednesday, March 18, international travel will be limited to four airports (Toronto/Vancouver/Montreal/Calgary). Domestic flights, and flights from the US, Mexico and the Caribbean are not impacted.

This announcement follows the Global Travel Advisory issued by the Government of Canada on the weekend:

If you are still considering travelling or are already outside of Canada:

- Check your destination’s Safety and security, Entry/exit requirements and Health sections.
- Get the Government of Canada’s latest updates on COVID-19.
- Check the Pandemic COVID-19 travel health notice.
- 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.
- Check with your travel insurance provider to know more about their policies related to COVID-19. Find out if you are covered for medical treatment if you become infected with COVID-19 as well as for extended stays outside of Canada.

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 these recent announcements, we strongly urge you again to consider your circumstances and determine whether to return home to Canada or if you are a not a Canadian citizen to return to your home country. The global situation is changing extremely rapidly.

If you have not yet provided an update to Environmental Health and Safety OCASP at Queen’s University on changes to your plans or if your plans have changed, please complete this form to inform us of your most recent plans, whether or not you are planning to return.

New Information on Financial Support for travel changes
Queen’s University will be providing financial support for students returning to Canada or to your home country from university-sponsored activities, including: exchange, study abroad, faculty-led programs, internships, research placements, community-engaged learning, and practicums.

If you are planning to return home and if you have not already made changes to your travel plans, please check first with your airline, travel agent, travel insurance provider or credit card company to see if
changes can be made without incurring additional fees. If not, book another ticket or cancel your flight and book with another airline if needed.

Eligible expenses for financial support:

- Fees for changes to a return ticket to enable an earlier departure. Any credit that you are given by the airline for cancelling/changing the original ticket must be deducted from the reimbursement request.

- Reimbursement for the purchase of a single economy-class ticket home. Any credit that you are given by the airline for cancelling the original ticket must be deducted from the reimbursement request.

- Some support for accommodation fees that are unable to be waived, including temporary accommodation while you wait for your flight (up to two weeks maximum).

*Retain all receipts and documentation for travel and accommodation expenses. They will be required to process the reimbursement.* An electronic process for uploading these documents and receipts, along with your request for financial support will be available shortly. We will be communicating further once this process is in place.

Information on changing travel plans

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 travel provider/airline 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 and submit [this form](#). We will engage the assistance of International SOS on your behalf. **Do not contact International SOS directly to secure tickets to return home.**

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
Public Health Notice

To reiterate our earlier messages, 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 our local public health authority, 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 Covid-19 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.

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,

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