March 16, 2020

Hello,

I am writing to you as international students currently on exchange or study abroad at Queen’s University. I want to assure you all that your safety and well-being is our primary concern. I understand that this is a testing time for us all, and this is particularly true for those that may be far from home. Today you will have received a letter from Principal Deane that all university classes have been suspended, and that all university programs will move to online delivery. In-person final examinations will not be held. We are not shutting down operations, rather we are changing the way we do things.

We want to assure you that Queen’s University will support you in the weeks ahead. I have highlighted some of these supports below.

- If you would like to make an appointment for immigration advice, cultural transition advice or with student wellbeing, contact isa@queensu.ca.
- If you have questions about the University Health Insurance Plan (UHIP), contact uhip@queensu.ca.
- For any other queries you may have as an international student at Queen’s contact quic@queensu.ca.
- Academic support services will continue to be available to support you in your academic work, including the Student Academic Success Service.
- Currently you can continue to access Student Wellness Services.

PLEASE NOTE: Given the rapidly changing circumstances some of the services such as Student Wellness Services and Student Academic Success Service may need to move to online or phone service delivery.

You may be thinking about returning to your home country. The global travel situation is changing rapidly and travel options are becoming increasingly limited. If you have not yet made travel arrangements to return home or need to alter your flight home, please check with your airline or a travel provider. If you are having difficulties booking, please contact your home university for support.

If you are considering lengthening your stay in Kingston beyond the end of term and will be looking for accommodation, spaces will be available in university residences by May 1st and potentially sooner. Please contact reshouse@queensu.ca for information.

Whatever you decide is best for you, we urge you to reach out to your home institution (if you haven’t already) to inform them of your current situation and intended plans.

Please do bring any other questions and concerns to the international offices in your Faculties/Schools.

I understand that you may be concerned about this rapidly-evolving situation, as well as your friends, families and colleagues at home – wherever home may be. I want to assure you that for as long as you are enrolled here at Queen’s, we are here to support you as our students. We will continue to do all that we can in a spirit of patience, kindness and compassion, for every member this community, as we confront this challenge together.

With best wishes,

Sandra M. den Otter
Associate Vice Principal Research and International