

March 17, 2020

IF YOU HAVE ALREADY RETURNED TO CANADA OR YOUR HOME COUNTRY AND INFORMED QUEEN'S OF YOUR RETURN, THIS MESSAGE IS NOT FOR YOU.

We are writing to you as a member of the Queen's community who are currently still abroad on university-sponsored study or travel.

Given the rapidly-changing circumstances across the globe relating to Covid-19, Queen's University is **recalling** students who are abroad to return to Canada or in the case of non-Canadians to return to your own home country. Queen's will provide financial support for the cost of changing your travel plans and support you in arranging your travel. If there are circumstances that keep you in your present location, please convey these circumstances to us immediately using this revised [form](#), and no later than Thursday March 19th by 9 am EST. Queen's continues to affirm that you will not be disadvantaged in your academic program by returning to your home. We will work with you and/or your host university to determine a feasible academic plan if you choose to return.

We recognize that you may have difficulty making travel arrangements. We can assist you.

Information on changing travel plans

Please follow these steps:

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

If you do not have a return ticket or if your original airline is unable to assist, please reach out to travel providers you would normally use to purchase a new ticket.

If you are having difficulties in securing tickets to return home, please complete and submit [this form](#) immediately. We will engage the assistance of International SOS and/or the university's travel agent on your behalf. Do not contact International SOS directly to secure tickets to return home. **To avoid duplication of tickets by iSOS or the university travel agent, please let us know as soon as you have secured a ticket.**

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.

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.

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/>. 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

In addition, we suggest that you contact your family and friends regularly to let them know that you are safe. Please contact your international office at your Faculty/School if you have unanswered questions or concerns. We are here to support you at this time.

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