

Update to International Students Re: COVID-19

Sent March 18, 2020

Dear students,

Your health and wellbeing is very important to us. The COVID-19 pandemic continues to evolve. We recognize that this is a time of stress and uncertainty for you, and we understand and appreciate that you may want to return home.

Like Canada, many countries worldwide have put measures in place to control the spread of COVID -19. Some of these measures include the closing of borders and mandatory quarantine for anyone arriving from another country. Some airlines have cancelled or suspended flights to and from certain countries. If you are exploring the possibility of traveling home, we encourage you to review the global travel advisories and your home country's regulations for citizens returning from abroad to ensure you have the most accurate information for making your decision.

We wanted to let you know what supports are available to you during this difficult time:

- The Centre for Student Success will be operating virtually and you will still have access to academic advisors, counsellors and accessible learning supports.
 - You may access the supports offered by the Centre for Student Success by emailing askanadvisor@sheridancollege.ca.
- The International Centre will be operating virtually to allow you to get answers to your questions.
 - You will receive an email with instructions for how to access the international centre virtually.
- International student advisors will be available by virtual appointment and email to answer immigration questions.
 - Appointments may be booked through the [Sheridan International App](#)
- For those in residence, our Residences remain open and are following a rigorous Communicable Disease Outbreak Response Plan to keep students and staff safe.
- On-campus Health Centres remain open on all campuses at this time.
- Your health insurance provider, guard.me International Insurance has confirmed that if a student is diagnosed with an illness while they are in Canada, including COVID-19, they are eligible for medically necessary treatment as per the normal terms and conditions of their policy.
 - Your health insurance policy also covers the use of the [mobileDOCTOR](#) feature which allows you to text, video, or audio chat with a doctor without leaving your place of residence in Canada.
- **Keep.me SAFE** by guard.me provides private and confidential mental wellness support for International students 24/7. This service provides access to multilingual and multicultural experts, so that students may discuss their challenges and concerns with someone who speaks their language and understands their culture. You may gain access to support by one of the following methods:

- Download My SSP App from Apple or Android store
- Calling 1-844-451-9700, or
- Visiting www.keepmesafe.org

We care about your wellbeing and we are trying to ensure that all your questions get answered. Please continue to check the [frequently asked questions](#) section on Sheridan's [COVID-19 Updates](#) site. We have added several new questions and answers and will continue to update the site as we receive new questions.