To address the growing concerns of our students, the Office of the Dean of Students and our campus collaborators have developed this document to answer general student inquiries surrounding the impact of COVID-19. Please note that this document will continue to evolve to include additional questions and answers as we continue to receive updated information.

If you have additional questions or require additional assistance with your concerns, please contact doshelp@ualberta.ca.
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Q: Can my student group still host events?
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Q: My student group’s mail comes to campus via Student Life Central in SUB. Will we be able to pick it up still?
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Q: Can I leave the city/province?

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Q: Are University buildings still open for me to access?
Q: Is the university ‘closed’?
Q: Are UAlberta events still taking place?

Q: I am an international high school applicant and my school is closed and I cannot get my transcripts/documents. What do I do?

Q: I am an international high school applicant and I have not been able to complete my IELTS or TOEFL exam due to test centre closures. What do I do?

Q: I am a high school applicant studying in Canada and my school is closed so I cannot get my transcripts/documents. What do I do?

Q: Are you offering in-person advising or appointments for prospective students?

Q: Can I still visit campus for a tour?
Academic Accommodations

Q: Will I still be able to receive my regular accommodations for my midterms and final exams?
A: The Academic Success Centre and the Office of the Dean of Students are contacting professors and students directly impacted by the move to remote delivery to provide updates as soon as possible. All questions can be directed to arrec@ualberta.ca. For additional information about changing responsibilities around accommodations in the remote delivery environment, please review the accommodation help document.

Academic Advising

For additional information about UAlberta’s response to COVID-19 in relation to impacts on academics, please visit www.ualberta.ca/covid-19/students/faq-for-academic-changes.html.

Q: Do I need a statutory declaration if I was sick and missed an exam or class assignment or am sick and unable to participate in a class assignment or exam delivered remotely?
A: No. Please notify your instructor by email of your absence. Statutory declarations are not currently required for missed exams or class assignments related to illness. Please stay home if you are not feeling well and complete the Alberta Health Services COVID-19 Self Assessment if you are showing symptoms.

Q: I have an issue with my professor. Who can I contact?
A: Receive advice and support to navigate your academic concerns, including issues related to your professor, faculty program, discipline, and more, through the Office of the Student Ombuds. To arrange for remote advising support, call 780-492-4689 (please include your ualberta.ca email address if leaving a voicemail) or email ombuds@ualberta.ca.

Q: What if I am in a program practicum or clinical placement?
A: If you have a clinical placement, practicum, or co-op, you will receive information from your faculty directly and should contact your faculty with any questions.

Q: What is the impact on my lab/seminar/studio time?
A: As per the direction of the Chief Medical Officer of Health, NO in-person classes of any size can occur. There is no longer any possibility of an exception to remote delivery. Contact your faculty for more information if you previously expected an exception.

Q: What if I am part of ongoing research?
A: Research activities continue. While in-person instruction is no longer permitted, students (graduates and undergraduates) and post-doctoral fellows can continue research activities with social distancing protocols in place.
Q: Can I still register for Fall 2020?
A: Registration for Fall/Winter 2020/21 began on Monday, March 16, 2020, and will carry on as planned.

Q: Are Spring 2020 classes cancelled?
A: Updates will be made available as decisions are finalized by UAlberta.

Q: Can I still register for Spring/Summer 2020 courses?
A: Yes. Registration for Spring/Summer 2020 is still active, although the delivery format for these courses is under consideration. Courses that have travel associated with them are likely to change based on the travel restrictions.

Q: Will Spring/Summer 2020 courses take place through remote delivery or in-person?
A: The delivery format is under consideration and more information will be posted as decisions are made.

Q: I am a student travelling abroad and am uncertain what to do. Who can I contact?
A: Students travelling abroad can contact uairm@ualberta.ca.

Q: Will the U of A still be holding convocation?
A: We have not made decisions around in-person convocation ceremonies at this point in time. The University of Alberta will continue to follow directives from Alberta’s Chief Medical Officer of Health.

Academic Assistance & Tutoring

We will continue to update this section with the latest information on available online academic support.

Q. Where can I get virtual academic help?
A: The Academic Success Centre and Accessibility Resources are offering all of their services remotely, by email or Google Meet. Students who previously accessed in-person advising can continue to connect with their advisor via email to set up remote appointments. For students interested in accessing advising for the first time, please contact success@ualberta.ca. The Centre for Writers has also transitioned to remote service delivery, which can be accessed here. Students are also encouraged to contact their faculty department directly to connect with possible program specific academic resources.

Financial Assistance

Q. My workplace has closed. Can I get financial assistance for the lost income?
A: You may apply for Employment Insurance if you meet the requirements. You can apply online through Service Canada. The Government of Canada is currently expanding the EI program to better serve the needs of the country. You may apply for medical EI if your reduction in work is due to illness. If you do not qualify for EI, you may apply to Alberta Supports for temporary financial assistance.
Food Insecurity & Emergency Access

Q: Where can I go to access a food bank?
A: The U of A Campus Food Bank is open Wednesdays and Thursdays from noon to 6 pm. Drop in during operating hours to access services. To access the Edmonton Food Bank (EFB), call 780-425-4190 to arrange food services. Phone lines are open Monday to Friday from 8:30 am to 4:00 pm. Please note that EFB’s online form is currently disabled.

Q: How many times can I access the Edmonton Food Bank or Campus Food Bank?
A: as needed!

Q: Am I eligible for food insecurity programs?
A: Anyone can access the Edmonton Food Bank and the U of A Campus Food Bank. Neither of these services requires proof of income, however the Campus Food Bank cannot confirm that this is true of the Edmonton Food Bank. The Campus Food Bank recommends that students access their service first as the Edmonton Food Bank is very busy at this time.

Housing

Q. I live with roommates. How can I self-isolate with other people in the house?
A: If possible, try to ensure you:
   • each have your own designated bedroom and bathroom.
   • maintain social distance (approximately 6 feet) from your roommates.
   • refrain from welcoming visitors into your shared accommodation.
   • prepare meals on a different surface, or at different times, from your roommates, making sure to wash all surfaces thoroughly afterward.
   • avoid sharing items such as dishes, cups, towels, etc.
   • wash hands frequently with soap and warm water for a minimum of 20 seconds.
   • sanitize high contact surfaces often, including handrails, door knobs, sink taps, etc.
   • practice good hygiene, including covering your coughs and sneezes with your arm.
   • monitor your symptoms and use the online self-assessment tool.

For additional information on the steps you and your roommates can take, review the Government of Alberta website for the most up to date protocols on self-isolation, and AHS to learn how you can protect yourself and other Albertans from spreading COVID-19.

Q: I can no longer afford rent, what can I do?
A: If you live off-campus, you may apply to Alberta Supports for emergency financial support.

Q. Where do I find information about residences?
A: Residence Services continues to follow the preventative measures outlined by Alberta Health Services, the Government of Alberta, the Government of Canada, and the University of Alberta. For updated information and answers related to residence and living on-campus, visit the Information for Students Living in Residence page. International students can direct questions to the International Student Services.
Internships, Co-ops & Work Experience Placements

For additional information, please refer to the Events and Cancellations section for updates on hosting events and group meetings.

Q. The university has cancelled classes but I still have to go to my internship/co-op/work experience, is this allowed?
A: UAlberta is working closely with AHS to provide you with the information you need to continue in your work experience and internship placement. At this time, work experience and internship placements occurring in the Edmonton area are still active.

To ensure the health and safety of yourself and of others, please make sure you are:

- aware of any updated protocols (including those related to workplace safety) related to COVID-19 implemented in your workplace
- conducting only the work that is assigned to you
- relaying your questions and concerns (e.g., possible exposure to COVID-19) to your supervisor and work experience coordinator
- following AHS guidelines regarding potential exposure to COVID-19
- abiding by your faculty’s placement absence guidelines if part of a for-credit placement.
- self-isolating for 14 days from the onset of any COVID-19 related symptoms (e.g., fever, cough) you may experience regardless of travel or exposure to COVID-19.

International Students

International Student Services is working diligently to address international student concerns. International students should contact International Student Services directly with any questions, via their website: www.ualberta.ca/international/contact-us/online.

Mental Health

Q: Are mental health services on campus still open?
A: Mental health services on campus are operating and supporting clients through phone or live chat methods. You are welcome to contact U of A resources including Counselling and Clinical Services, Access Open Minds, Access Outreach, First Peoples’ House, the Sexual Assault Centre, and the Peer Support Centre. For more information, contact the service provider directly for additional support.

Q: Can I talk to someone without having to go to campus?
A: Yes. Most services are offering distance support. Please contact the service provider for more information. Visit our Current Students page for more details on supports available to students.

Q: Are there any official virtual spaces for student-to-student peer support?
A: The Peer Support Centre is currently offering support to students via phone only, by appointment. Students can book an appointment between 9:00 am to 8:00 pm from Monday to Friday. Unitea has also moved to an online one-to-one tea time structure through Google Meet. Please note that remote collective times will begin in April 2020.
Q: What are some distress lines I can call if I need to?
A: The following resources offer helplines to those in need:
• **Canadian Mental Health Association 24-hour distress line:** 780-482-HELP(4357)
• **Access 24/7:** 780-424-2424
• **Alberta Mental Health Help Line:** 1-877-303-2642
• **Kids Help Phone** (taking calls from all ages): 1-800-668-6868
• **211 Alberta** (information and referral services): 2-1-1
• **Hope for Wellness HelpLine** for FNMI students at 1-855-242-3310 (toll-free) or online

**Personal Safety**

Q: Who can I contact to receive support for personal safety concerns?
A: When on campus, you can contact the **University of Alberta Protective Services** (UAPS) at **780-492-5050**. For off-campus support, contact the Edmonton Police Service’s non-emergency line at **780-423-4567** or #377. In an emergency (whether on- or off-campus), contact **9-1-1**.

**Physical Health**

*Important Notice: Please note that at this time, UHC will no longer be offering COVID-19 swab testing at the health centre. If you require a swab test for COVID-19, please visit a designated AHS assessment centre in your community.*

Q: My family doctor is at the UHC, are they remaining open?
A: UHC is still open to help you through virtual care services (ie. phone call from a physician) and reduced in-person staffing for scheduled appointments. Drop-in service and online booking for in-person appointments have been discontinued, as per the College of Physicians and Surgeons’ Public Health recommendations for medical clinics. In-person visits are limited to those medical concerns a physician determines cannot be managed on the phone and will be managed through scheduled appointments.

Q: Where do I go for off-campus health advice?
A: If you require off-campus health support, including resources on COVID-19 and finding a family doctor, please visit **AHS**.

Q: I am showing symptoms of COVID-19, what should I do?
A: Visit the **Alberta Health Services online assessment** for further health direction.

Q: Should I be stocking up on prescription medications?
A: No. Individuals are strongly encouraged to continue with their regular pick-up schedules, as this helps pharmacies manage supply and operations.

Q: Will there be medication shortages?
A: Pharmacies are working diligently to maintain medication stocks as needed. Please continue with your regular schedule.
Q: What happens if I am self-isolated and run out of my prescription medications?  
A: Many pharmacies offer prescription delivery services on a regular basis. Contact your local pharmacy and see if this is an option for you.

Sexual violence

Q: Where can I get support for concerns about sexual violence?  
A: Please note the following supports are not exhaustive and we will continue to update this section with available resources.

Receive phone, text, and chat support through the Provincial One Line for Sexual Violence at 1-866-403-8000, or by accessing the chat bubble on the Sexual Assault Centre of Edmonton (SACE) website. This resource is available between 9:00 am to 9:00 pm, 7 days a week and is monitored by well-trained staff and volunteers from SACE and the University of Alberta Sexual Assault Centre (UASAC). Crisis intervention and psychological support appointments are also available at the UASAC by calling 780-497-9771 or emailing sexualassaultcentre@ualberta.ca.

Student Groups

Q: Can my student group still have meetings?  
A: Please continue to run your student group’s regular meetings, and if possible, transition them to online platforms such as Google Hangouts, Skype, or Zoom. Follow the provincial guidelines on gatherings.

Q: Can my student group still host events?  
A: Currently, all in-person student group event approvals have been revoked. Student groups can still submit events for approval if they will be taking place virtually.

Q: My student group is meant to host its elections soon. How can we do this?  
A: BearsDen supports an online election tool, which you can set for all your members. Remember to follow the provincial guidelines on gatherings of people.

Q: My student group’s mail comes to campus via Student Life Central in SUB. Will we be able to pick it up still?  
A: If at all possible, we request that you make arrangements for your student group mail to be sent to the home address of one of your executive members. If this is not possible for your student group, InfoLink will continue to receive and hold student group mail at Student Life Central.

Q: Does my student group need to complete GLO Skills?  
A: Student groups who originally had a deadline to complete training and registration on or before April 30 2020, will have their GLO Skills requirement waived. This means your group does not have to complete GLO Skills, however groups are still expected to complete GLO Finances and GLO Essentials through eClass. Groups/members are welcome to attend GLO Skills later in the year when sessions resume.
Technology

For technical support, check out resources created by IST to help you navigate remote learning.

Travel

Q: Is it safe to leave the country?
A: The Government of Canada has recommended to delay all international travel until further notice.

Q: Can I leave the city/province?
A: Travel outside Alberta is not recommended at this time, but has not been formally restricted. Exercise caution if leaving the city or province.

Miscellaneous

Q: Are University buildings still open for me to access?
A: Check out the latest updates on campus building hours here.

Q: Is the university ‘closed’?
A: No. However, many services and operations have transitioned to remote delivery. Please check the COVID-19 website for the most up-to-date information on closures and changes.
Q: Are University events (e.g., workshops, school visits, campus tours, academic advising sessions, etc) still taking place?
A: No. These events have been cancelled until April 30, 2020. Wherever possible, virtual events will be planned to replace in-person events. More details will be provided to participants in an email and posted on the respective websites when details are confirmed.

Q: I am an international high school applicant and my school is closed so I cannot get my transcripts/documents. What do I do?
A: In the event that you are not able to provide final grades by the document deadlines for the Fall 2020 intake due to exam cancellation, the University of Alberta will accept the grades presented at the time of your admission offer as ‘final’ for admission purposes. All questions can be directed to welcome@ualberta.ca for more information.

Q: I am an international high school applicant and I have not been able to complete my IELTS or TOEFL exam due to test centre closures. What do I do?
A: If you are in a region impacted by IELTS or TOEFL test centre closures due to COVID-19, the university will temporarily accept the on-line Duolingo English Test to meet our undergraduate English Language Proficiency requirements. Additional information is located on the undergraduate international admissions page.

Q: I am a high school applicant studying in Canada and my school is closed so I cannot get my transcripts/documents. What do I do?
A: UAlberta is discussing alternate options in the event that Canadian students are unable to provide final grades by the by the document deadline for the Fall 2020 intake. Further information will be shared with applicants as it becomes available.

Q: Are you offering in-person advising or appointments for prospective students?
A: No. At this time, Student Connect will not be taking in-person inquiries, appointments or phone calls until further notice. We are working remotely and will be able to answer questions submitted through Student Connect.

Q: Can I still visit campus for a tour?
A: No. For now, campus tours have been cancelled until March 30, 2020. We will update our website uab.ca/tours when tours re-open.