

COVID-19

news & updates



University
of Windsor

March 18, 2020

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Dear students,

Interesting times. We thought it would be helpful to provide you with a COVID-19 specific newsletter so all students get the same information about the University's response to this development public health issue. Below, you'll find updates on services and important messages about the Novel Coronavirus and how it is impacting our community.

This is a difficult time for our community and for you as students. The University wants you to know that your safety and your academic progress is our number one consideration. I also know that this is difficult time for many of you emotionally. Social media and the news are oppressive with pandemic stuff. Many of you will have to depart from friends sooner than you would have liked. And the immediate future is less clear than we'd like it to be. For what it's worth Lancers, here's some unsolicited advice: be kind to yourself and others, limit your time reviewing the news, and perhaps take the opportunity of more time to yourself to explore something new – read or listen to a new great book, explore a new skill set by learning online, write, download a meditation app, or explore a new potential career path. As best you can, occupy yourself and your mind with positive things. You are resilient and smart people. You can and will get through this.

In the coming days and weeks, UWindsor will be continuing to update its expansive COVID-19 [website](#), which includes all of the University updates, helpful videos and FAQs. More newsletters may be sent and these will outline the other actions we will be undertaking to make sure UWindsor student services can support students as long as possible.

In the short term, should you have any questions about how the University is responding to any particular issue, check out the University's website, send us an email (studentexperience@uwindsor.ca), or DM us through our various social media platforms as you have been doing. We'll do our best to get back to you promptly.

Ryan Flannagan, AVP-Student Experience

Update on Student Services:

For the next several days and potentially weeks, the University will be operating in "essential services" mode. This means most buildings will be closed, including the Leddy Library. The CAW Student Centre will be open from 8 am to 10 pm. What follows are the various student services and how you can access them while we are operating in this way.

Student Health Services

Effective immediately, Student Health Services will be conducting appointments via telephone. At the time of your appointment, a physician from Health Services will call you and they will conduct your appointment via phone. If the physician needs to see you in person, a follow up appointment will be booked. It is estimated that 80% of appointments can be addressed without an in-person follow up appointment. Prescriptions can still be issued through this approach.

[Student Counselling Services](#)

For the week of March 16-20 SCC will be conducting appointments via telephone. Effective March 23, the Student Counselling Centre (SCC) will be conducting appointments through an online video service that is contained within Therapy Assist Online (TAO) or through phone. The TAO video service is done through Zoom meetings. For your appointment, the SCC will send you information on how to use the online interview system. If you do not have a camera on your computer, the system can be used audio-only. If you do not have a computer that has these features, your appointment can be done via phone. If you are looking to access counselling for the first time, email scc@uwindsor.ca and they will follow up with you electronically to conduct the intake process.

[International Student Centre](#)

- Questions pertaining to your Green Shield (OHIP equivalent) health insurance plan should be sent to gship@uwindsor.ca
- Questions about Student Exchange should be sent to exchange@uwindsor.ca
- Questions about study permits, immigration and Visa information should be sent to deenaw@uwindsor.ca
- All other general inquiries should be sent to ISC@uwindsor.ca
- Many resources are also available through ISC's Blackboard site.

[Academic Advising](#)

For the next several weeks, the Academic Advisors are offering two ways to engage them. As you normally would, you can book an appointment with Academic Advising via My Success. All appointments will be done by phone. Alternatively, you can email your advising questions to advising@uwindsor.ca and one of the advisors will reply to you. Allow for up to 3 business days for an email reply.

[Writing Support Desk](#)

As the university is moving to provide services online, the Writing Support Desk is following suit. Beginning Wednesday, March 18th, and until further notice, our one-on-one consultations will be held via the video conferencing platform **Zoom**.

To ensure the success of our meetings, please follow these instructions:

1. Email the Word (.doc or .docx) document you wish to work on to the Writing Support Desk in advance of your meeting, ideally an hour or more before.
2. Check your email shortly before your meeting starts.
3. Copy the link that is forwarded to you.
4. Paste the link into a new tab.
5. Select 'Join Audio Conference by Computer.'

Though students do not need to create an account for this service, they do need to download an extension. To see how to join a meeting, watch the following **[minute-long YouTube video](#)**.

[Residence Services](#)

Residence has cancelled all of its group activities, but aside from that change, it will operate as normal. Because of the class situation, many students have elected to return home. With fewer students in Residence, Cleaning Services will prioritize cleaning activities that give the best chance to kill any viruses and bacteria lurking on surfaces. As developments are changing by the day, Residence Services will be sure to keep students informed. In the event, there is a confirmed COVID-19 case in Residence (there hasn't been!!), the University has a detailed plan that it will implement to ensure student safety.

[Student Accessibility Services](#)

SAS Advisors will continue to support students through email. If you are a registered SAS student, please follow up with your Advisor and they will assist you. Should you have any difficulties in connecting with your Advisor while the University is in essential services mode, please email: sas@uwindsor.ca.

Information on exams and how SAS may assist with the delivery of final exams is to be determined.

Food Services

Food Services will continue to provide meals to campus seven days a week, with its primary focus being the delivery of a food program for students who live on campus. Food Services will continue to assess the level of service being offered to the campus and will change hours of business based on the number of guests using each service. For updates on the daily hours of business please check the food services website. www.uwindsor.ca/foodservices/

Student Success and Leadership Centre

- SSLC hiring practices for Head Start student staff, LEAD, and Faculty Leaders are proceeding, but the selection process may change.
- Regretfully, Bounce Back will have to discontinue its in-person sessions, but will provide its participating students with some electronic supports.
- Effective immediately, all Outstanding Scholars will discontinue their research. The University will maintain its funding commitment to these students. If you are an Outstanding Scholar and you have questions, please contact Dr. Du Toit.

Career Development and Experiential Learning

For the next several weeks, career advisors are offering phone appointments and online recordings of scheduled workshops. As you normally would, you can book appointments and register for workshops via [mySuccess](#). For appointments, a career advisor will call you at the scheduled time at the phone number you provided. For workshops, a link to the recording will be emailed to you once it's ready. You can also email your career exploration and job search questions to careerservices@uwindsor.ca and one of the advisors will reply to you. Students participating in the Ignite Work Study or VIP-Community Service Learning programs should continue to communicate with coordinators at ignite@uwindsor.ca and vip@uwindsor.ca respectively.

Cashier's Office

Effective immediately, the Cashier's Office will be closed to walk-in traffic and telephone inquiries. Cashiers will continue to be available via email at cashiers@uwindsor.ca. Please use this email address to submit documentation (attached as PDFs) or to request documentation.

Student Awards & Financial Aid

Effective immediately, Student Awards & Financial Aid will only be accessible via email and on-line appointments. Information and updates will be posted to [the Student Awards & Financial Aid website](#) as it becomes available.

Students experiencing financial hardship should email award1@uwindsor.ca with a brief explanation of their situation and their request will be triaged appropriately.

Leddy Library

The Leddy Library will be closed as of 4:30PM, Tuesday, March 17th until further notice. The Library will continue to provide services to students, faculty and staff remotely. For updates, please refer to the [COVID-19: Library Services During Disruption webpage](#).

Given the changes to course delivery necessitated by COVID-19:

- Alternatives to in-person examinations are being implemented: **students will not be required to be on campus to complete final assessments.**
- **The voluntary withdrawal date has been extended until April 3, 2020** at 11:59 pm for eligible courses, which do not include courses in Law or courses that have already been completed. You can withdraw through your self-service page, as you would normally do. If you

have any questions on how to drop your course through UWinsite Student, please click on the following link: http://ask.uwindsor.ca/app/answers/detail/a_id/365

- **The dates for opening registration for Inter/Summer courses will be delayed** . This is to help ensure that the registration period does not interfere with completing the course requirements of your current semester. The revised dates for Inter/Summer registration will be communicated as soon as possible
- **Information Technology Services is happy to help any students who have difficult accessing university sites or course resources remotely**. If you need assistance please leave a message at x4440 or log a ticket at uwindsor.ca/itshelp for assistance
- To ensure the health and safety of our campus community and to prevent the risk and spread of COVID-19, **most staff and faculty at the University of Windsor will be working remotely beginning on Wednesday, March 18**. The University will continue to operate—with some employees required to be physically present on campus and others required to work off-campus in a virtual mode. We will continue to provide support to students to help you manage your academics and well-being while you are away from campus.

Important Contact Numbers:

Windsor-Essex Country Health Unit: 519-258-2146 ext. 1420

The Windsor-Essex County Health Unit (WECHU) is the regional health organization that is responsible for public health in the Windsor Essex region. WECHU works closely with **Public Health Ontario** and the **Public Health Agency of Canada** to track, manage and respond to pandemic-related concerns.

Telehealth Ontario: 1-866-797-0000

Telehealth Ontario is a free, confidential service you can call to get health advice or information. A Registered Nurse will take your call 24 hours a day, seven days a week.

Contacts for University of Windsor students

Student Health Services
519-973-7002

Contacts for UWindsor employees:

Contact your family doctor, a local walk-in clinic or Telehealth Ontario at 1-866-797-0000