



UPDATED: Message from ALI Regarding COVID-19

Updated: March 20th, 2020

At ALI we take the health and safety of our community very seriously and with the COVID-19 pandemic growing more troublesome with rapid advancement almost every day it is becoming more crucial to do whatever is necessary to stop the spread of the virus and “flatten the curve”.

As of writing this announcement, the most recent count of confirmed cases in Quebec has reached 121 out of the now confirmed 873 cases total in Canada. 12 of those people have died as a result. We have had to update these totals three times since drafting the first version of this statement yesterday. This is very serious.

Governments continue to ask people to practice social distancing and stay home whenever possible to reduce the potential for spread by those carrying the virus without any symptoms. On March 13th, the Province of Quebec declared the COVID-19 pandemic a [health emergency](#) and is closing bars, restaurants and public spaces to help prevent further spread.

Prime Minister Trudeau announced earlier this week that, as of March 18th, 2020 Canada will bar entry to non-Canadian citizens and close the US-Canada border in an extreme attempt to further slow down COVID-19. As we write this notice, other countries are making preparations or announcing border and airport closures. Insurance companies are also considering adjusting their policies, as the present situation threatens to carry on for an unseen length of time. The situation is escalating rapidly and the need to act quickly and prepare for long-term health and safety is here.

It is with the ALI community’s safety in mind and with the reasons above that we have decided the following:

- **Suspend all classes and programs until May 25th**
- **Officially cancel summer camp for 2020**
- **Officially close ALI accommodation network on March 27th, 2020**

We understand that this will be difficult, but please know that what has been decided is in the best interests of our students’ and local community’s needs, which is to flatten the curve and prevent the spread of COVID-19, and not necessarily what is wanted by the company. We are also concerned that options for students to return home and to their families will quickly become even more restrictive, if not impossible.

At this time, May 25th would be the earliest date that we will be able to start offering regular programs, based on the hope that the current country-wide and local efforts to flatten the curve and prevent the spread of COVID-19 do in fact work. Please note that all Pathway students will receive an individual communication by email in the next few days. An assessment of each individual student will need to be provided in order for them to enter their higher education program as soon as possible.



In these circumstances, please note that we are not able to honour our usual refund policy and procedures. All refund requests will be put on hold and we will start processing them after the campus reopens. This is what ALI is able to offer in the meantime:

- Ability to postpone and/or defer any unused weeks for up to two years, with no fees applied
- Ability to transfer to a friend or family member if unusable by student

The paramount priority coming up will be helping our students get informed and try to get home safely. We feel there is a very small window of opportunity right now for our students to have the chance to get home safely and to weather the storm with their family in the comfort of their own homes. Everyone here at ALI would want the same for their own families and so we are strongly encouraging all of our students to make the necessary arrangements to get home safely. We are available for support should you not be able to get home safely, but the opportunity for you to try is getting smaller, so please act now.

For more information on the status of the COVID-19 situation in Quebec and Canada, please refer to the following resources:

- [Quebec Public Health](#)
- [Government of Canada updates on the virus](#)
- [Travel Advice and Advisories](#)
- [Languages Canada](#)
- [World Health Organization updates on the virus](#)

Each and every one of us is equally responsible for limiting this contagious virus we are confronting. It is important to exercise precaution while also keeping calm.

We would like to take this opportunity to thank you for your patience, cooperation and understanding during this extremely difficult time.

Please stay safe and wash your hands.

Regards,

ALI

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