



Response to the Ongoing Covid-19 Situation

Updated: March 25, 2020 (9:00am)

The ongoing Covid-19 Health Crisis that is currently impacting Canada has created unique challenges and circumstances for all organizations, including secondary and post-secondary training institutions. We are no different and have been working diligently to create a strategy that ensure the safety of our students, staff and the broader community while striving to continue quality training in innovative ways.

Given that the situation is very fluid and circumstance changing very rapidly we felt that it was important to answer your most pressing questions as clearly as possible based on the best information available today. We will update or add to these FAQ as circumstances evolve.

We thank you for your patience as we worked through out plans.

How is the college addressing the public safety issue?

We are taking the safety issue of our students, faculty and staff very seriously. We have suspended all on-campus classes and will be moving to an off-campus model for all programs.

All services are still available and students may access these through phone or email. The general public/students are asked to not come to the campus as all services are delivered remotely. We are conducting new student interviews by telephone or videoconference.

We are adhering to all health protocols relating to travel, social distancing, and building sanitation.

Are classes proceeding?

Yes. As of March 24,2020 all programs have transitioned to off-campus instruction. Your instructor will have been in contact with you by email or telephone with specific details for your class.

Instructors and administration have been coordinating with students by telephone and email (using their college-assigned email address). If you have not yet been in contact with your instructor, you are asked to email them asap for further directions.

How long will off-site instruction be in effect for all program areas?

Off-site instruction for all programs will continue until the Chief Medical Officer and Government indicate it is safe to return to on-site instruction.

We are committed to allowing you to continue your studies with the least disruption possible. We believe that the stability of studies and continued education can have a very positive impact, create a sense of normalcy for students. We will get through these challenging times together.

My kids are home. What happens if that has an impact on my ability to do work quickly?

Working from home provides opportunities for a flexible study schedule, if you need accommodations please let your instructor know.

How will the college be contacting me with information? What if I have a question?

College administration and instructors will be communicating with students by telephone and email. We will send all communication to the college email you were assigned when you enrolled. If you do not know what it is or have forgotten your log-in details please email Neil Bolt (nbolt@academycanada.com) for further directions.

Since there are unique circumstances surrounding each program we will not be responding to questions or comments on social media sites (twitter, Facebook, etc.). We apologize for any inconvenience this may cause.

If you are not a current student and have a question, please feel free to email info@academycanada.com.

What technology/tools will I need to do my work off-campus?

This will vary by program. Your instructor will explain what the requirements will be to study off-campus.

How will this affect my exams?

Your instructor is working with the Curriculum Department on a number of different assessment options that maintain academic integrity during the period of off-site instruction. Your instructor will be in touch with you about assessments.

I am a potential student. Will new groups be starting?

Yes. New groups are starting throughout the Spring semester. Applicants may contact the Admissions Department to discuss their application and current status. You can also email info@academycanada.com or call 1.800.561.8000.

Will I be academically disadvantaged by this situation?

We have provided off-site instruction to students for many years. Our practices are research-informed and academically valid. Should off-site learning be new to you and you are facing some challenges, please reach out to your instructor or Campus Administration – they are here to help.

Are staff and instructors working from home?

Yes. All instructors will be working their regular schedule remotely and available to help students during these times.

What if I need to come to the campus?

We ask that you not come to the campus until further notice. If you have an urgent need, for example you need to purchase a book or pick up an item we ask that you call the front desk and make the arrangements.