

## Syracuse Madrid COVID-19 Past Updates:

**MARCH 10, 2020**

### **PROGRAM STATUS**

Due to the local and national government's reinforced containment measures, **Syracuse Madrid will suspend its on-site structure, and students will be required to return to the U.S. by Sunday, March 15** to continue the semester on a distance-learning model. (More academic information will be forthcoming.) Syracuse Abroad and Syracuse Madrid are continuing to work to ensure both student learning and student wellbeing.

We understand this is a difficult time and are here to support you. For any questions or concerns regarding the information presented below, please email [syracusemadrid@syr.edu](mailto:syracusemadrid@syr.edu). If you would like to set up an individual meeting with a member of the leadership team regarding early departure, you may email them directly:

- Dr. Kuehl (director) at [drkuehl@syr.edu](mailto:drkuehl@syr.edu)
- Professor Yrizar (assistant director) at [ayrizar@syr.edu](mailto:ayrizar@syr.edu)
- Dr. Ferro (Student Life director) at [amferro@syr.edu](mailto:amferro@syr.edu)

*Documents and links that were available:*

- March 10, 2020 COVID-19 email updates
- [Return Flight Information Form](#) -
  - It is MANDATORY to either fill out this form with your updated travel plans to return home, *or, you can forward your e-ticket to [syracusemadrid@syr.edu](mailto:syracusemadrid@syr.edu) with the subject line: **DEPARTURE INFORMATION - [YOUR NAME]**.*
- Checkout checklist and practical information
- COVID-19 Resources & Syracuse Madrid Support Contacts
- [Current COVID numbers](#)

### **WHAT NOW?**

Students must leave by Sunday, March 15 and **will not be able to live in your housing assignment beyond this date**. Furthermore, the U.S. Consulate, the Spanish Ministry of Exteriors, and Spanish immigration authorities will be notified of the program status, which will **void your student visa status after the departure deadline**.

**Once you've secured a ticket home, you must input your information [here](#).** Alternatively, you may forward your e-ticket to [syracusemadrid@syr.edu](mailto:syracusemadrid@syr.edu) with the subject line: **DEPARTURE INFORMATION - [YOUR NAME]**

## DEPARTURE LOGISTICS & SYRACUSE MADRID'S SUPPORT

### Arranging Travel

Syracuse University will bear the cost of change fees for an existing flight or the cost of a one-way economy class ticket to return you home, up to a maximum of \$600. Make flight arrangements with the vendor who sold you your ticket, and the University will reimburse any costs within the parameters above. Save documentation of these transactions. Anyone who traveled as part of the group flight (or who wish assistance in booking a new ticket) may contact Advantage Travel by submitting this [flight request form](#). Once received, Advantage Travel staff will assist you with changing your flight as quickly as possible, based on your preferred dates and flight availability. Submitting the request form is the most efficient way to get a timely response. For any additional questions, you may also contact Advantage Travel at: [vgeswaldo@advantagecny.com](mailto:vgeswaldo@advantagecny.com), or 800/788-1980/315-471-2222.

Syracuse Madrid is providing students with a space where you can work on making travel arrangements. This room will be staffed by someone from Syracuse Madrid, and students will have access to computers with WIFI and phones in order to contact travel agencies or airlines.

- **Where:** [Fortuny, 47](#)
- **When:** 10:00am to 6:00pm until the Saturday, March 14.

### ADD THIS IMAGE (attached in email)

#### Travel Arrangements Center (Fortuny)

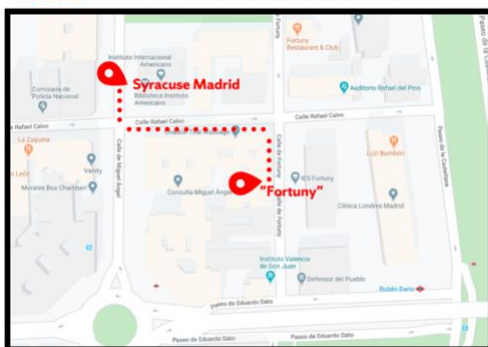
Syracuse Madrid is providing a space for students who need to make travel arrangements or adjust their current/future travel plans. In this space you can find:

- A Syracuse Madrid staff member (for questions & assistance)
- WIFI
- Computers (laptops & desktops)
- Phones



**Location:** Calle de Fortuny 47 (approx. 2 minute walk from our building)

**Hours:** 10:00am - 6:00pm (until Saturday, March 14)



#### Directions:

- When exiting the Instituto Internacional (Syracuse Madrid building), turn left
- Take an immediate left on Calle Rafael Calvo
- Take the first right onto Calle de Fortuny
- Walk approximately half-way down the street
- You have arrived - Calle de Fortuny 47

### Travel Logistics

Students can utilize the remaining balance on their spark card for transportation to the airport and meals at the airport or during the flight.

Students who have questions regarding financial support for their travels may contact Elena González ([egonza04@syrr.edu](mailto:egonza04@syrr.edu)).

### **Packing & shipping items home**

You can donate clothes to many major clothing stores, such as Zara, H&M, Pull&Bear, Mango. There are donation containers inside their stores around Madrid. HUMANA, a second-hand clothing store, also accepts donations.

You are strongly encouraged to take all your belongings with you, as paying for an extra bag with your airline might be more economical than hiring a third-party company. If you need a company to ship your luggage, these are some options. Prices may vary depending on where you are sending your bag:

- Sendmybag (sendmybag.com)
- UPS
- Correos (Spanish Post Office)

### **Physical and Emotional Support Contacts**

You continue to have access to important emergency contact numbers such as:

- **112:** If you are having a life-threatening emergency
- **696 413 977:** Syracuse Madrid Resource Line for Urgent Issues - For *after-hours urgent support*.
- **619 270 148:** If you are having a mental health emergency and need support in English.
- **629 823 493:** International Tourist Health Department at HM Hospitales-- If you are concerned about cold or flu symptoms. After calling this number, follow up with the Syracuse Madrid Wellness Coordinator, Raquel Perea at [rparenas@syr.edu](mailto:rparenas@syr.edu).

### **COVID-19 Resources:**

**All student and staff travel—either personal or for official purposes--originating from a Syracuse University Study Abroad center, and to a country designated by the CDC as a Level-2 or above travel advisory, is prohibited.** Any student who chooses to disregard this prohibition will be referred to the Office of Student Rights and Responsibilities. All members of the Syracuse Abroad community are strongly encouraged to monitor the [CDC travel advisories](#) in advance of planning travel.

It is essential that you follow the recommendations made by authorities such as:

- [Center for Disease Control \(CDC\)](#)
- [World Health Organization \(WHO\)](#)
- [STEP](#)
- [International SOS \(ISOS\)](#)
- and AlertTraveler.

**MARCH 06, 2020**

### **COVID-19 Updates & Resources**

As public health officials around the world continue to monitor the spread of COVID-19 (the coronavirus), Syracuse Abroad is working to ensure both student learning and student wellbeing. This page will provide regular updates about Syracuse Madrid's response and guidance for students abroad.

We are here to support you. For any questions or concerns regarding the information presented below, please email [syracusemadrid@syr.edu](mailto:syracusemadrid@syr.edu). If you would like to set up an individual meeting with a member of the leadership team regarding early departure, you may email them directly:

- Dr. Kuehl (director) at [drkuehl@syr.edu](mailto:drkuehl@syr.edu)
- Professor Yrizar (assistant director) at [ayrizar@syr.edu](mailto:ayrizar@syr.edu)
- Dr. Ferro (Student Life director) at [amferro@syr.edu](mailto:amferro@syr.edu)

### **Documents/links that were available:**

- Early Departure Declaration form
- Checkout checklist and practical information
- Travel Registration Form
  - [https://syr-sa.terradotta.com/index.cfm?FuseAction=Abroad.ViewLink&Parent\\_ID=0&Link\\_ID=5F228DD4-5056-BA2E-6FD20FA9D605B5CB](https://syr-sa.terradotta.com/index.cfm?FuseAction=Abroad.ViewLink&Parent_ID=0&Link_ID=5F228DD4-5056-BA2E-6FD20FA9D605B5CB)
- COVID-19 Resources & Syracuse Madrid Support Contacts
- Current COVID numbers
  - <https://www.mscbs.gob.es/en/profesionales/saludPublica/ccayes/alertasActual/nCov-China/situacionActual.htm>

### **PROGRAM STATUS:**

*At this time, the Syracuse Madrid Center is open and the program will carry on as normal; however, all students have the option of transitioning to online learning if they would like to leave the center. However, **the University will review the status of Center operations if the CDC raises the travel advisory for Madrid and the other centers to a level 2 or 3.***

1. **Center operations continue as normal**, in line with CDC guidance. All Madrid students are welcome to stay and continue the program.
2. **Students may depart voluntarily at their discretion.** If you decide to leave the program before it officially ends, you will be supported in the completion of your academic work.

3. Except under special circumstances at Syracuse Abroad's discretion, voluntary departures are subject to standard withdrawal policies, and will not receive refunds for travel costs or expended program fees (including housing/meals), or a tuition reimbursement.
4. **Students studying at Syracuse Abroad Centers are prohibited from traveling to countries with [CDC Level 2 or 3 advisories](#)** as well as those with State Department advisories of Level 3 and 4. Students may be referred for violating the Code of Student Conduct for travelling to a prohibited location

## EARLY DEPARTURE

"Syracuse University recognizes that some students currently enrolled at operating Study Abroad centers may have health conditions that warrant an early departure. There may also be some students/parents who simply would prefer the student to return to the U.S. due to concerns related to COVID-19." (Erika Wilkens and Seth Tucker)

*If you are a current student who is considering leaving the Madrid program early, reach out to a member of the Syracuse Madrid leadership team (see contacts at the top of this page). If you consider your options and make the decision to leave the program, **you must** contact and collaborate with Syracuse Madrid staff who will support you with departure and academic logistics. Also, you **must** fill out the [Early Departure Declaration Form](#) and return it to the Syracuse Madrid Academic (room 202) or Student Life (room 204) office.*

### **Students electing early departure should be aware that:**

- The Madrid Program is *not* suspended; thus, it's students' individual decision to leave Madrid early.
- No refund will be given for housing, as this money has already been spent.
- Students will be financially and logistically responsible for their housing for the rest of the semester. Students may request student accommodation on the Syracuse home campus for the rest of the semester; however, supply is limited. Students are advised to make this request early via the Madrid staff, who will work with Syracuse Abroad to communicate possible options and costs.
- Students will be responsible for covering their own onward travel expenses. Syracuse will not be providing refunds for changed or new flights. If their original travel was booked via Advantage Travel, students may contact Vicky Geswaldo ([vgeswaldo@advantagecny.com](mailto:vgeswaldo@advantagecny.com)) for assistance in changing tickets.
- The Academic office is working with professors to create distance learning options for all Syracuse Madrid courses. Students electing to depart early will need to inform their professors and work with them to build an academic plan for completing all Spring 2020 learning and coursework.
- Students must continue to attend all of their courses in the Syracuse Madrid center until 24 hours prior to their departure.

- Students will email [syracusemadrid@syr.edu](mailto:syracusemadrid@syr.edu) with the subject line: DEPARTURE INFORMATION – [YOUR NAME] with their departure day/time/airline/flight number as soon as they have booked a flight.
- Students will work with the Student Life office and housing coordinator to complete the housing check-out as soon as they have decided to depart the Madrid center.

## PERSONAL TRAVEL – GUIDELINES AND RESTRICTIONS

Students are reminded that **all travel to a country designated by the CDC as a Level-2 or above travel advisory is prohibited. Any student who chooses to disregard this prohibition will be referred to the Office of Student Rights and Responsibilities.** All members of the Syracuse Abroad community are strongly encouraged to monitor the [CDC travel advisories](#) in advance of planning travel.

*The following email was sent by Dr. Kuehl, Director of Syracuse Madrid on Thursday, March 4<sup>th</sup> at 11:20AM.*

As you learned from the earlier email from the Assistant Provost and Executive Director of Syracuse Abroad as well as from Syracuse University's Director of Global Safety and Support (see below), **Syracuse University is imposing a travel restriction –effective immediately– to a country designated by the [CDC](#) as a Level 2 or above.**

Furthermore, **if we learn that a student has traveled to a high-risk area**, which we are defining as a region with a level 2 advisory or above, aside from the corresponding referral to the Office of Student Rights and Responsibilities, the **student will be required to self-isolate**, outside of their housing accommodations, for a period of 14 days, starting from the moment they return to Madrid. The student will not be able to return to the center, attend classes or program activities, nor will they be able to receive visits from other students during this time. Finally, the location of the 14-day self-isolation accommodation will be determined by Syracuse Madrid, and **quarantine costs necessitated by the willful violation of this directive will be borne by the student.**

In order for us to offer you and the whole Syracuse Madrid community the highest level of support, you **must have AlertTraveler with geo-location activated at all times.** You should also turn in a **travel registration form** prior to all travel outside Madrid. While the above tools will help us identify students traveling in high-risk areas, it is ultimately your responsibility to remain up to date on the rapidly changing situation in different countries.

I appreciate the disappointment this change in travel plans is causing many of you, but it is incumbent upon all of us to travel responsibly.

Regards,

Dr. Kuehl

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**Students are encouraged to use the following resources to make informed decisions about personal travels:**

- World Health Organization (WHO)
- Center for Disease Control (CDC)
- U.S. State Department STEP
- International SOS (ISOS), with Syracuse Membership Number 11BCPA000177

Students enrolled in a Syracuse Abroad program must complete the online Travel Form anytime they are staying away from their program accommodation on OrangeAbroad. Completing this form helps the Syracuse Abroad staff support students travelling in case of incidents or health and safety concerns.