Dear Chestnut Residents,

Your health and safety are paramount during this global pandemic.

In light of the recent urgent announcement from the Prime Minister of Canada, which says that Canadians should be at home, we strongly advise students to make travel arrangements to return home to their permanent addresses if they can. Additionally, today, the Premier of Ontario has declared a State of Emergency.

Therefore, all students are required to move out of residence before 11:59pm on Saturday, March 21, 2020, excluding those with exceptional circumstances. Exceptional circumstances include students who are not able to return home due to travel restrictions, out-of-province students who need extra time to move out, or students unable to return home due to exceptional circumstances (for example, family members who are self-isolating).

We want to reiterate that you are welcome to stay if this is the only option for you. For those who need to stay, you must contact us and provide your reason for staying by Thursday, March 19 at 4pm.

Please see information regarding refunds below. Also note that Emergency assistance grants are available for undergraduate domestic and international students impacted by COVID-19 and who need immediate short-term financial relief because of unexpected expenses. Information on regarding SGS emergency grants is available from the School of Graduate Studies.

To help keep our residences safe for our students and staff, the presence of guests in residence must be approved. This does not apply to those guests helping to move you out of residence. However, any guests who have experienced any cold/flu symptoms are not permitted to enter the residence buildings. Additionally, no gatherings of students in the residence building will be permitted. Large common residence spaces and work-out areas will be closed.

If you are concerned that you may have been exposed to, or are experiencing symptoms of COVID-19, please start by visiting the Ministry of Health website and taking the self-assessment. Please also continue to contact chestnut.residence@utoronto.ca.

Please note that there will be changes to residence operations. It is possible that for your safety and the safety of our entire community, we may move remaining students to different rooms, to maximize social distancing. Additionally, we will be transitioning to take-out services only with our residential dining halls. As part of the State of Emergency, all bars and restaurants are legally required to close except to the extent facilities can provide takeout food. Seating areas within or adjacent to food service locations will be closed.

Grants and Refunds:

All students who choose to move out may be eligible for a refund provided they have vacated their residence room by 11:59pm on Saturday, March 21, 2020. Students must complete the standard check out procedures [here](https://chestnut.utoronto.ca/moving-out/). If you have left residence, but have not returned your keys, you are required to return them and complete the check-out procedures before 11:59pm on Saturday, March 21, 2020. For students who wish to return their keys to mail, please contact us directly.

The amount of the refund will be communicated to you directly.

Any remaining balance on your Meal Plan will be applied as follows:

Non-graduating student
Option 1: Remaining funds would be transferred to TBucks with 5% incentive
Option 2: Full refund

Graduating students
- Option 1: Full refund
- Option 2: Remaining funds would be transferred to TBucks with a 10% incentive

Note: TBucks can be used at Food Services outlets on campus (ueat.utoronto.ca) as well as the U of T Bookstore

We also want to let you know that UofT MySSP continues to be available to you, on and off campus, and has added additional online service for students during this difficult time.

Warm regards,

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