

Heartland Updates – March 17, 2020

As you know, the COVID-19 situation is changing daily. Our top priority at Heartland is to ensure student and staff safety. As a result, we are following government recommendations and will be closing the building to the public effective March 18th. We are transferring our programs online so that students can continue their studies from home.

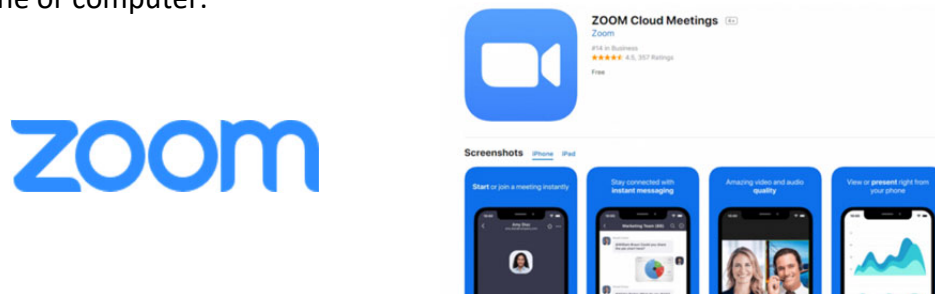
The building will be closed until the end of March, possibly longer, but will keep students updated. If you prefer to take a break from your program until on-site classes resume, please let us know. We are happy to accommodate breaks at this time, even for pathway students. If you plan to continue your program online, here is some important information:

- If you need to pay your tuition or homestay fees, we can accept credit card payments by phone or email, or e-transfers.
- If you will be changing levels during the closure, please let us know and we will try our best to send scanned copies of the units you are working on.
- If you will be completing your program during the closure, we will send you your certificate (and academic report for pathway students) electronically. You can request a hard copy be mailed to you by contacting our offices:

Winnipeg info@heartlandenglish.com.

Mississauga welcome@heartlandenglish.com

We will be using the Zoom online platform (www.zoom.us). You can use this application on your phone or computer.



Your teachers will email you with a link to join your online class. Our offices will remain open for staff only and we are available to help you during regular office hours. If you have any trouble connecting, please contact the school by email or phone:

Winnipeg info@heartlandenglish.com, or 204-989-8448

Mississauga welcome@heartlandenglish.com, or 905-542-4977

If you are using it on your **phone**, you will need to download the Zoom App from the app store and follow the prompts to set up your account.

If you are using a **laptop computer**, you will simply need to open the link sent to you by email and follow the prompts.

- Your laptop should have a built in microphone and speaker and may or may not have a camera for video.

- If you do not have a camera, you will not be able to provide video of yourself, but you will be able to see the video of your teacher and classmates.

If you are using a **desktop computer**, you will need to open the link sent to you by email and follow the prompts.

- You may not have a microphone or speakers. Please plug in earbuds/headphones into your desktop to ensure that you have audio.
- If you do not have an external microphone, please send a message in the chat box of the Zoom class to your teacher to let them know that you only have audio and will not be able to participate in speaking.

We will send out any further updates by email. You can also follow any updates by visiting: <http://heartlandenglish.com/heartlands-response-to-the-covid-19-coronavirus/>.

If you have any questions or concerns, please let us know. We will continue to respond to emails and phone calls during the closure. Thank you for your support.

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