



COVID-19 FREQUENTLY ASKED QUESTIONS

APRIL 2020

Q: I'm still in training but my hours are cut, what do I do?

If your hours have been cut and you have NOT spoken to your HR or your manager, please do so right away. The cut hours are due to lack of business at your employer due to the virus.

Q: If I'm still training do I need an updated training plan if my employer wants to change my rotations?

No changes are required by your visa sponsor. You can train in any position if you are still in training, as long as you are not in an unskilled position.

Q: My employer has closed down. What do I do?

You are able to stay in the USA, as long as you have sufficient funds to support yourself and you are able to return to training once your employer can welcome you back. Otherwise you can leave the USA and your visa can be kept ACTIVE with your visa sponsor, as long as your program has more than 4 months left or your visa can shorten and we can provide you with a Certificate of Eligibility.

Q: What does ACTIVE mean?

Your visa sponsor has allowed for your J1 visa to remain active, which means your visa is still valid during this time.

Q: Can I stay in the USA longer than 30 days?

Yes, the Department of State now is allowing all participants to stay in the USA as long as you can support yourself financially.

Q: Can I go home and return to the USA to finish my program?

It is possible, if you have more than 4 months remaining on your visa.

Q: Can I extend my visa passed my current end date?

Extension of the program is not possible at this time; if this becomes an option we will reach out to you.

Q: What do I need to do when the airports are closed and / or I cannot return to my home country?

In this case, please contact your local embassy for further assistance. The embassy is there to take care of you as a citizen of your country abroad. Most of the updates are on social media outlets like Facebook. Also keep in touch with HRC, if needed we can direct you to the correct contact details for your embassy.

Q: What if I need help getting out of my lease with my apartment or landlord?

Please let us know so we can contact your visa sponsor, they will write you a letter to explain to your situation.

Q: What if I don't have a place to live while in the USA?

Check out local hostels that are offering some deals at low cost like www.hiusa.org. If you were training at a hotel, reach out to the HR department to see if you can stay at the hotel until you are able to book a flight to leave the USA.

Q: If I leave my program before my end date, do I still need to pay the monthly program fee for the remaining months?

If you leave the USA, you are not required to pay the monthly program fee. If you leave in April, we will also waive this month's payment.

Q: What about my monthly program fee if I stay in USA? Will I still need to pay this even though I am getting less hours, or not training?

Yes, as long as you are currently in the USA , you will have to pay your program fee as it covers your necessary insurance coverage including COVID-19, this is mandatory for your visa status while being in the USA. You can contact our accounting department for payment arrangements.

Q: Am I insured in the months that I am not training, while I'm in the USA?

Yes, your insurance is valid even though you are not training. This is super important during this time.

Q: What happens if I become ill?

If you think you have symptoms, including fever, cough, and shortness of breath, please follow the same protocol that you'd normally do. If you are unsure about this please contact wecare@hrc-international.com or call your visa sponsor directly. Many of our visa sponsors have already sent out emails to all participants on what to do if you think you are infected.

Q: Can HRC assist in booking a flight home?

Yes! We made arrangements with a local travel agency that can book a flight for you without additional expenses. Please contact directly herten@uniglobetwotravel.nl and attach your passport. You are responsible to book and finance your own flight.

Q: What if my flight gets cancelled?

If this happens, please let HRC know right away, so we can keep your visa sponsor updated.

Any other questions? If so please contact us at
wecare@hrc-international.com