COVID-19: Guidance Material for Air Operators
Managing Travellers to Canada at International Airports

Purpose
The purpose of this document is to provide guidance for air operators regarding the implementation of requirements included in the Interim Order Respecting Certain Requirements for Civil Aviation Due to COVID-19, No. 19 (the Interim Order). The Interim Order is in support of the Public Health Agency of Canada’s Emergency Orders, entitled, Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from any Country Other than the United States) and Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations) made under the Quarantine Act.

Overview
This guidance material, dated January 21, 2021, replaces the January 14, 2021 version. This iteration includes the following updates (highlighted in green throughout the document) all related to pre-departure COVID-19 testing:

1) Residual COVID-19 Positive Tests: as outlined in the Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations) emergency order, travellers who present a positive COVID-19 test, after contracting COVID-19 but have since recovered, are now permitted to travel to Canada, providing they meet certain conditions (see section on Residual Positive COVID-19 tests). If the test result is positive, it must be dated at least 14 days but not more than 90 days prior (e.g. the traveller is eligible to travel as of day 15 up to day 90 following their test date) to the scheduled departure of the flight to Canada.

2) Inadmissible People: information provided around what to do in the event that a traveller is denied boarding at the point of entry of the destination and must board an aircraft to Canada without a COVID test (see section on Inadmissible People for further details).

3) Clarity on test results: (1) a result that indicates “not-detected” will be accepted and deemed to be equivalent to “negative”; (2) a result that includes an age instead of a date of birth will be accepted (please refer to the section on Pre-Departure COVID-19 testing); and (3) pointed to a link of accepted COVID-19 molecular tests to assist air carriers in assessing traveller results (https://travel.gc.ca/travel-covid/travel-restrictions/flying).

Caveat: The content of this guidance document does not supersede any requirement or obligation outlined in the Interim Order or Emergency Orders. It is meant to provide recommendations and guidance on how to understand and carry out the requirements.
Recommended Sequencing for Air Operators

Step 1. Notification and Confirmation Process – The following notifications can take place where the air carrier feels it best fits their particular business model, prior to boarding; however, Transport Canada recommends this to be conducted during the online or in person check-in process. In an effort to reduce the situation where travellers may be denied boarding, Transport Canada is recommending that air operators publish on their websites early notifications to remind and alert those considering flying what they can expect on their journey, as per the requirements below.

AIR OPERATORS must notify every traveller of the following:

• Air operators must notify travellers (unless otherwise excepted) prior to boarding a flight to Canada of the traveller’s obligation to provide proof of a molecular COVID-19 test result (e.g. a PCR or RT-LAMP test). Refer to the Section on Pre-Departure COVID-19 Testing and Annex A2: Pre-Board Announcement.

• There is a requirement for travellers to digitally submit their travel and contact information, quarantine plan (unless exempt), and a COVID-19 symptom self-assessment via ArriveCAN before boarding their flight and failure to do so could result in a fine. (See the detailed section on ArriveCan for further details. See also Annex A1 – sample emails, A2 – Pre-Board Message, A3 – In-Flight Message for communications products that air carriers can use to communicate with travellers).

  Note: At this point in time, travellers who have not submitted their COVID-related information digitally through ArriveCAN prior to boarding would still be allowed to board and enter Canada, as the focus at this time is on compliance promotion and encouragement to use ArriveCAN.

• They may not be permitted to board if:
  o they are exhibiting: (1) a fever and cough; or (2) a fever and difficulty breathing; and do not have a medical certificate indicating these symptoms are not related to COVID 19;
  o they have, or have any reason to suspect they have, COVID 19; or
  o they have not been permitted to board an aircraft in the previous 14 days for medical reason related to COVID 19.

  Note: Travellers must be notified that if they knowingly provide any false or misleading information about their health they may be subject to a monetary penalty, up to $5,000.

• They may be subject to a measure to prevent the spread of COVID-19 taken by the provincial or territorial government with jurisdiction at the destination airport for that flight or by the federal government (Annex B provides a summary of the provincial/territorial restrictions).

• They may be prohibited from entering Canada under any of the Emergency Orders made under the Quarantine Act Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry
They must be in possession of a non-medical mask or face covering (see Annex C for a description of acceptable non-medical mask or face coverings) prior to boarding and must, in general, wear the face mask or face covering throughout their entire travel journey (unless they have a medical certificate stating a medical reason for being unable to wear a mask): during the boarding process, during the flight and from the moment the doors of the aircraft are opened until the person enters the terminal building even if they are from the same household. The notification can be done on the air operator’s website, at the time of ticket purchase, through advance messaging, and/or during any online check-in.

Note: Some exceptions apply when the person could be endangered by wearing a non-medical mask or face covering, when they are eating, drinking or taking oral medications, when the gate agent or crew member authorizes the removal of a non-medical mask or face covering to address unforeseen circumstances or special needs or when a gate agent, aerodrome security personnel or a crew member authorizes the removal of the non-medical mask or face covering for identity verification.

They must comply with any instructions given by a gate agent, aerodrome security or crew member with respect to wearing the face covering or face mask (unless they have a medical certificate stating there are not able to wear a mask – Annex E).

They must undergo temperature screening prior to boarding the flight to Canada. If the temperature taken indicates an elevated temperature (38 °C and above), they will not be permitted to board a flight to Canada for a period of 14 days, unless the person can provide a medical certificate demonstrating that the fever is not related to COVID-19 (see Annex E for an example certificate).

Note: The Transport Canada Screening Standard defines an elevated temperature as 38° C or greater. The specific local authority may have a higher standard (which means a lower actual temperature threshold) for the definition of an elevated temperature which exceeds that of the Transport Canada Temperature Screening Standard (for example they may define an elevated temperature as 37°C or higher, instead of 38°C or higher). In this case, whichever standard is higher will be used to assess the registered temperature of the traveller (See Section Temperature Screening by an Authorized Person for further details).

The following process is recommended for travellers that are travelling directly without connecting flight, when checking baggage. In order to ensure the smoothest travel journey for travellers and as little operational disruption as possible for air carriers, it is strongly recommended that upon arrival at the airport, travellers present themselves to the check-in counter to provide their COVID-19 test result. The agent at check-in can verify the result against the required criteria (see below) and then either: 1)
allow the traveller to continue on their journey; or 2) stop them before they continue onwards and check their bags. This will avoid having to reconcile baggage should a traveller check their bag and then get denied boarding at the gate.

- **Verification of COVID-19 molecular test result:** Air operators must verify the COVID-19 molecular test result documentation for the following, unless the traveller is excepted (see section on Pre-Departure COVID-19 Testing for more details):
  1. Name of the traveller matches the traveller’s identification.
  2. The test result is negative (note: “not detected” is accepted as equivalent to negative) or positive.
  3. If the test result is negative, it must be dated within 72 hours of the scheduled departure flight to Canada.
  4. If the test result is positive, it must be dated at least 14 days prior (e.g. the traveller would be eligible to travel on day 15 after their test was administered, since 14 days have passed) but not more than 90 days prior to the scheduled departure of the flight to Canada.

  Note: air carriers do not need to assess the test for any other elements at this time (e.g., whether or not the test results come from an accredited laboratory or clinic). As long as the test seems legitimate, and meets the elements noted above, it should be accepted.

**TRAVELLERS must confirm the following to the air operator:**

- They are aware of the Government of Canada travel restrictions and that, to the best of their knowledge, they are not prohibited from entering Canada.

- In a single confirmation, they must confirm that they: (1) do not have or suspect they have COVID 19; and (2) they have not been denied boarding by an air operator in the previous 14 days due to a medical reason related to COVID 19.
  
  Note: a competent adult may answer these questions on behalf of another adult who may require assistance (in a situation where it is required).

- They are in possession of a non-medical mask or face covering that meets the requirements outlined by the Public Health Agency of Canada in Annex C (or have a medical certificate stating a reason why they cannot wear a mask).

- They understand that they may be subject to a provincial, territorial or federal government measure to prevent the spread of COVID-19 upon arrival at their destination.

- They understand that they may be refused boarding of an aircraft for a period of 14 days if the temperature screening indicates that they have an elevated temperature, unless they provide a medical certificate (see Annex E for an example certificate) certifying that their elevated temperature is not related to COVID-19.
Step 2. Boarding Process – Observations, Wearing Face Masks and Temperature Screening – Must be conducted prior to boarding the aircraft.

General Process:
During the identity verification process, and as part of the visual observation that a traveller has an appropriate non-medical mask or face covering, travellers must be reminded to cover their mouth and nose before going up to the boarding gate counter. After handing over their identity documents and tickets to the air operator representative, the traveller should be asked to step back an appropriate distance, pull down their mask to briefly uncover their face (mouth and nose) in order to complete the identity verification. After the identity verification is complete, the traveller can then re-cover their mouth and nose before collecting their documents from the air operator representative. Air operators should also consider pre-boarding travellers who are unable to wear a non-medical face covering and making special seating arrangements (e.g., infants and younger children seated next to the window, away from the aisle).

Requirements for AIR OPERATORS:
• Ensure gate agents and crew members wear a non-medical mask or face covering. An exception to the wearing of a face mask or face covering applies when the safety of the gate agent or crew member could be endangered by wearing one, when it could interfere with the operational requirements or the safety of the flight or when they are eating, drinking or taking oral medications.

  • **Verification of molecular test result:** Air operators must verify the molecular test result documentation for the following, unless the traveller is exempt:
    - Name of the traveller matches the traveller's identification
    - The test result is either negative (note: “not detected” is accepted as equivalent to negative) or positive
    - If the test result is **negative,** it must be dated within 72 hours of the scheduled departure flight to Canada.
    - If the test result is **positive,** it must be dated at least 14 days prior (e.g. the traveller would be eligible to travel on day 15 after their test was administered, since 14 days have passed) but not more than 90 days prior to the scheduled departure of the flight to Canada.

      Note: air carriers do not need to assess the test for any other elements at this time (e.g., whether or not the test results come from an accredited laboratory or clinic). As long as the test seems legitimate, and meets the elements noted above, it should be accepted.

• Observe whether travellers boarding the flight exhibit COVID-19 symptoms and deny boarding to those who exhibit a fever and a cough or a fever and difficulty breathing, unless they have a medical certificate identifying the symptoms are unrelated to COVID-19.

• Verify that every traveller boarding the flight is wearing a non-medical mask or face covering, and deny boarding to those who don’t with the exclusion of the following: an infant less than 2 years old (note that it is recommended for children ages 2 to 5 years old but not mandatory), a person who provides a medical certificate certifying that they are unable to wear a face mask for medical reasons (see Annex E for an example medical certificate), a person who is
unconscious, or a person who is unable to remove their face mask without assistance. Some exceptions apply when the person could be endangered by wearing a face mask, when they are eating, drinking or taking oral medications, when the gate agent or crew member authorizes the removal of a face mask to address unforeseen circumstances or special needs or when a gate agent, member of the aerodrome’s security personnel or a crew member authorizes the removal of the face mask for identity verification.

- Deliver the pre-board announcement (Annex A2).

Temperature Screening
Every person boarding the aircraft must undergo temperature screening. This can be done by the air operators themselves, or by an authorized person as outlined in the Interim Order.

Requirements Concerning Temperature Screening conducted by the AIR OPERATOR:
An air carrier must take the temperature of each traveller before they board an aircraft for Canada use equipment, which is compliant with the Transport Canada standard and following the procedures (see Transport Canada Temperature Screening Standards), in order to verify whether the person has a fever (temperature 38°C or greater). An exception applies to the temperature screening for infants and those with medical certificate indicating that their symptoms are not COVID-19 related (see Annex E for an example medical certificate for conditions causing elevated body temperature).
If the person has a fever:
1. A second temperature screening must be conducted using equipment which is compliant with the Transport Canada standard and following the procedures (See Transport Canada Temperature Screening Standards);
2. If the person’s second temperature screening is below 38°C, they should be permitted to board;
3. If the person’s second temperature screening is 38°C or greater, they must be denied boarding and notified that they cannot fly to Canada for 14 days unless they provide a medical certificate that indicates that the fever is not linked to COVID-19 (see Annex E for an example certificate).

AIR OPERATORS must:
- use equipment to conduct the temperature screening of every person before the person boards the flight to Canada;
- calibrate and maintain the equipment that they use to conduct temperature screenings;
- ensure that the person using the equipment to conduct temperature screenings has been trained to operate the equipment and interpret the data the equipment produces;
- keep a record of the following information in respect of each flight it operates and retain it for a period of 90 days after the day of the flight (see Annex D for more information on requirements for retention of information by air carriers):
  - the number of travellers who are refused boarding;
  - the date and number of the flight;
  - the make and model of the equipment that was used to conduct the temperature screenings;
o the date and time that such equipment was last maintained and calibrated, including the name of the person who performed the maintenance and calibration; and
o the results of the last maintenance and calibration of the equipment, including any corrective measures taken.

- keep a record of the name of every person who has received training as well as the contents of that training for a period of 90 days;
- make the records available to the Minister upon request; and
- take temperatures of travellers heading into Canada and must collect and retain personal information in accordance with the Personal Information Protection and Electronic Documents Act.

Temperature Screening of Crew – once per calendar day

In accordance with Transport Canada’s Interim Order, in the instance where a crew member is departing on an outbound flight from Canada, and is returning on an inbound flight from the US or elsewhere internationally within the same calendar day, they only need to have their temperature taken once, at the beginning of their shift prior to boarding their outbound flight. This will lighten the burden on air carriers to have the crew undergo a temperature screening more than once in a day.

Note: This exception is in accordance with Transport Canada’s Interim Order. It should be noted that if the aerodrome outside of Canada does not acknowledge this exception, the crew member is required to comply with the local policy, and may be required to undergo temperature screening before returning to Canada, despite having been screened in Canada at the beginning of their shift.

Temperature Screening by an Authorized Person (other than the air carrier)

As indicated in the Transport Canada Interim Order, there is now a provision that allows air carriers to have the temperature screening procedure carried out by a third party, which is referred to as an authorized person.

For the purposes of this section, an authorized person means a person who is authorized by the State (competent authority) to conduct temperature screenings at an aerodrome located outside of Canada. The authorized person could be, as an example, any Governmental Department (such as the Health Department), the screening authority, aerodrome authorities, or others as identified by regional public ministries of health.

Temperature screening undertaken by an authorized person, instead of the air carrier, in another country would be accepted by Transport Canada as long as the following obligations in the Interim Order are met:

- Before boarding an aircraft, each traveller is subjected to temperature screening using either a thermal camera or an IR handheld thermometer; and
- The equipment used to conduct the screening meets a standard outlined in section 3(b) of the Transport Canada Temperature Screening Standards or an equivalent standard that has been approved by Transport Canada; and
Travellers are notified that if they have an elevated temperature they must not board an aircraft for Canada for the next 14 days.

**Note:** the onus is on the air carrier to be able to provide enough information to Transport Canada to be able to definitively assess if the equipment being used by the authorized person does in fact meet the standard.

**Additional Process Information:**

**Taking the Temperature:**
In the case where an authorized person (other than the air carrier) conducts the temperature screening, should an elevated temperature be detected during the initial reading, a secondary screening may not be conducted. The traveller will be denied boarding and will then be notified (or would have been notified prior to having their temperature taken) that they are not permitted to board an aircraft to Canada for the next 14 days, unless they present a medical certificate that certifies that their elevated temperature is not related to COVID-19.

It should be noted that local authorities may also be conducting other activities to assess the health of travellers such as additional temperature screening, consultations with a medical teams, among other local health policies to prevent the transmission of COVID-19.

**Alternative Compliance to the Transport Canada Temperature Screening Standards**
It is the responsibility of the air carrier to demonstrate that the authorized person is either using equipment that meets Transport Canada Temperature Screening Standards or an equivalent standard that has been approved by Transport Canada. In the case where an authorized person is seeking to use an alternative piece of equipment to what is identified in the standard, they should submit key information (documentation) on the device specifications (including, but not limited to: indicating if it is a non-contact device, the minimum temperature range, digital display capacity, the accuracy range, maximum screening time, and type of battery) to AviationSecurity-Surete aerienne.TC@tc.gc.ca. Please also provide contact details where you can be reached as Transport Canada may follow up for additional details at any time in order to make a full assessment. Transport Canada will reply, by email, with a response after evaluating all information that was submitted.

**Inability to demonstrate authorized person’s equipment meets the standard:**
Should an air carrier not be in a position to provide information that demonstrates that the equipment being used by the authorized person does in fact meet the standard outlined in section 3(b) of the Transport Canada Temperature Screening Standards or an equivalent standard that has been approved by Transport Canada, the temperature screening requirement must be carried out by the air operator, in accordance with the Interim Order. This is also the case if Transport Canada assesses the information provided by the air carrier and determines that it does not meet the standard; the air carrier would
then be responsible for conducting the temperature screening themselves prior to boarding, following
the steps outlined in: Requirements Concerning Temperature Screening conducted by the AIR
OPERATOR.

Elevated Temperature:
The Transport Canada Screening Standard defines an elevated temperature as 38° C or greater. The
specific local authority may have a higher standard (which means a lower actual temperature
threshold) for the definition of an elevated temperature which exceeds that of the Transport Canada
Temperature Screening Standard (for example they may define an elevated temperature as 37°C or
higher, instead of 38°C or higher). In this case, whichever standard is higher will be used to assess the
registered temperature of the traveller.

Notification to the Traveller:
It is mandatory that each traveller is notified that should their temperature screening register a
temperature that is deemed elevated, they must not board an aircraft to Canada for the next 14 days.
This notification can take place before or after the temperature screening actually takes place; the
requirement which air carriers must ensure is met is in the end that the traveller is made aware of the
fact that should they be found to have an elevated temperature, they cannot board an aircraft to
Canada for the next 14 days.

Medical Certificate:
It is important to note that Transport Canada will accept that if a traveller has a medical certificate
(Annex E) indicating their elevated temperature is not related to COVID 19, they will not be denied
boarding based on the temperature reading, however other countries may have different policies.
Travellers are advised to plan ahead if they are planning to travel overseas.

Step 3. Denial of boarding

With regards to verification of the pre-departure COVID-19 test: In the event one of the following
occurs, the air operator must deny boarding to a traveller unless otherwise exempt:

- The Name of traveller does not match the traveller’s identification;
- The test result is negative but not within the valid testing window of within 72 hours of
  the scheduled departure of the flight to Canada;
- The molecular test result is positive but outside the valid testing window of at least 14
days but not more than 90 days from the scheduled departure of the flight to Canada
  (e.g. you would deny boarding if the traveller had a positive test administered less than
  14 days or more than 90 days from their scheduled departure to Canada);
- The test result is inconclusive;
- The test result is not for a molecular test; and
- The traveller refuses to provide proof of a test.
The following remains in effect:

In the event that the air operator observes that the air traveller has COVID-19 symptoms the air operator will be required to refuse to board the person for travel for a period of 14 days or until a medical certificate is presented that confirms that the symptoms that the person is exhibiting are not related to the COVID-19 virus.

- Unless a medical certificate is provided, the air operator is also required to deny boarding if the air traveller:
  - refuses to answer questions on the health check;
  - does not have a removable mask or face covering in their possession (see Annex C for guidance on non-medical masks or face coverings); or
  - refuses to comply with an instruction given by a crew member or gate agent with respect to wearing a non-medical mask or face covering.
- The air traveller may also be denied access to the restricted area, by the screening authority, due to an elevated temperature which means that the person would not be able to board their flight.

If a denial of boarding situation occurs, the AIR OPERATOR should follow these steps:

- **Provide explanation for future travel** – Air operators will explain to air travellers who are denied boarding, based on the health check, observation of symptoms or elevated temperature, that they will need to wait 14 days before they are able to fly or that they will need to provide a medical certificate indicating the symptoms that they are exhibiting are not related to the COVID-19 virus.
- **Advise air travellers to follow local health authorities related to COVID-19** – Air operators should advise air travellers who have been denied boarding, due to indicating or exhibiting COVID-19 symptoms, to follow the guidance/direction from their provincial/territorial health authorities for dealing with the COVID-19 infection.
- Inform air travelers that, the Government of Canada provides consular service to Canadians abroad. Information about Canada’s Consular services is available on travel.gc.ca: About Consular Services. Canadian government offices abroad do not provide medical attention (including administering COVID-19 testing) or cover medical expenses for Canadian citizens abroad.
- Encourage Canadians travelling abroad to register with the Registration of Canadians Abroad if they have not done so already. This service enables Canadians to receive important safety updates from the Government of Canada.

**Step 4. In-flight** – To be conducted as appropriate and in accordance with the Interim Order:

- AIR OPERATORS require crew members and travellers to wear a non-medical face masks or face coverings during the flight. An exclusion applies to some persons when they are on the
flight deck (e.g. pilots, flight engineers or flight attendants, TC inspectors, a person providing service who has expertise related to the aircraft). An exception also applies when the safety of the crew member or traveller could be endangered by wearing a mask, when it could interfere with operational requirements or the safety of the flight, for a brief period when they are eating or drinking (unless a crew member instructs the person to wear a face mask) or taking oral medications.

**Note about eating and drinking:** Under normal circumstances where an exceptional case does not exist, it would be expected that when a traveller is drinking or eating food they remove their mask and make every effort to finish drinking their drink or eating their food within a period of no longer than 15 minutes. This is for the traveller’s own safety as well as those around them. While multiple layers have been put in place to make air travel as safe as possible during the COVID-19 pandemic, taking every precaution is essential. That being said, encouraging travellers to have their masks removed for no longer than 15 minutes, which is defined by the Public Health Agency of Canada as the threshold for “prolonged exposure”, will help reduce the risk of transmission of droplets. Air carriers are encouraged to use this guideline when enforcing this provision, however it is acknowledged that there will be exceptional circumstances that will require some flexibility. It is also suggested that prior to serving any food or drinks in–flight that travellers be reminded that they are only allowed to remove their mask for a brief period (which could mean 15 minutes or less) to finish drinking or eating, that they must keep their mask on while waiting for any food or drink, and that a crew member will ask them to put their mask back on if they feel a “brief” timeframe has been exceeded. Failure to comply could result in a fine for the traveller.

In addition, the following exclusions apply to wearing a non-medical face masks or face coverings during the flight: an infant less than 2 years, a person who provides a medical certificate certifying that they are unable to wear a face mask for medical reasons, a person who is unconscious, and a person who is unable to remove their face mask without assistance.

- If, during a flight, a traveller refuses to comply with an instruction given by a crew member with respect to wearing a face mask, the AIR OPERATOR must keep a record of the following information for a period of 12 months (see Annex D for information on retention periods), and inform the Minister, as soon as feasible (generally expected within 24-28 hours after the incident or sooner), of this record:
  - the date and flight number;
  - the traveller’s name and contact information, including the person’s date of birth, home address, telephone number and email address;
  - the traveller’s seat number on the flight; and
  - the circumstances related to this refusal to comply.
Note: These records must be made available to the Minister upon request, not just immediately following the incident.

Ensuring this information related to the incident is as complete and accurate as possible will be essential in facilitating Transport Canada’s ability to conduct a suitable investigation. Having the support and assistance of air operators in the process will be key to ensuring that there is sufficient evidence to take enforcement action, if required.

Note: Air carriers are not expected to update their systems if the information that is provided does not match; however, every effort to ensure all relevant information is relayed to Transport Canada in a timely manner is appreciated.

- AIR OPERATORS deliver the in-flight announcement prior to landing in Canada (see Annex A3 – In-flight announcement prior to landing in Canada).

Step 5. Deplaning process – to be conducted upon landing:

- AIR OPERATORS advise travellers that they are required to continue to wear a non-medical mask or face covering during the entire deplaning process, and when they enter the air terminal building at their destination.

Foreign Nationals and Quarantine Act

Purpose

To provide guidance to air operators regarding the prohibition of boarding for foreign nationals, which means a person who is not a Canadian Citizen or a permanent resident, and includes a stateless person, travelling to Canada as a final destination.

The Interim Order requires air operators to notify foreign nationals that they may be prohibited from entering Canada under the emergency order made under the Quarantine Act, entitled Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from any Country Other than the United States) and that foreign nationals must confirm that they are aware of the emergency order and to the best of their knowledge they are not prohibited from entry into Canada. They must also be advised that providing a false or misleading answer could result in a maximum fine of $5,000.

Process

The management of foreign nationals will require the air operators to ask the following sample questions to each traveller (documentation provided by the traveller may be used to support their response). The notification and confirmation process can be done through automated check-in kiosks, agents at the check-in counter, or any other means, at the discretion of the air operator. A decision
A tree model follows to help determine whether the air traveller will be permitted to board the aircraft to Canada based on his/her responses to the following questions; a refusal to respond to any of the questions will result in a denial of boarding.

**NEW – Requirement for Pre-departure COVID-19 Testing**

Air travellers 5 years of age or older are now required to provide proof of a COVID-19 molecular test result to the air carrier prior to boarding international flights bound for Canada, unless exempted. Tests must be performed using a COVID-19 molecular test, such as a polymerase chain reaction (PCR) or Reverse Transcription Loop-mediated Isothermal Amplification (RT-LAMP) test (refer to [https://travel.gc.ca/travel-covid/travel-restrictions/flying](https://travel.gc.ca/travel-covid/travel-restrictions/flying) for more details including a list of types of accepted molecular tests). There are two test results, with defined testing windows, that will be accepted:

1. **Negative** – a test result that is negative, that was administered within 72 hours of the traveller’s scheduled departure to Canada; or

2. **Residual Positive** – which means a test result that is positive, that was administered at least 14 days but no more than 90 days (e.g. from day 15 - 90 from the date the test was administered) from the traveller’s scheduled departure to Canada (e.g. the passenger previously had COVID-19 but has since recovered, but is still testing positive).

In essence this means that unless a traveller is part of an exemption, they must have a COVID-19 molecular test result that is either negative (administered within 72 hours of the scheduled departure of the flight to Canada) or meet the criteria for a residual positive (which means a test result that is positive, administered at least 14 days but not more than 90 days (e.g. between 15-90 days) from the scheduled departure of the flight to Canada) in order to be permitted to board their flight to Canada.

For further clarity, here is an example for the testing window related to residual positive cases:

A traveller got their test administered January 1st, and a few days later got their results and it was a positive test. They have since recovered and would like to travel on January 15th. Since they have served 14 days since getting their positive test (e.g. Jan 1-14 inclusive) they are then eligible to travel on the Jan 15th. They are not eligible to fly before then, as 14 days has not passed since the day they took the test (which is counted as day 1).
Under no circumstances should travellers who have tested positive COVID-19 and have test results that are outside of the valid testing window (of at least 14 days but not more than 90 days, which means a window of 15-90 days from when the test was administered) should expect to fly or be boarded on an aircraft for Canada. Additionally, in every case the health check will still apply; this means travellers will not be allowed to board if they are symptomatic or do not pass the temperature check.

Note: This applies to all commercial, charter, all-cargo and private air operators flying into Canada. The requirements do not apply to domestic flights.

New – Information on Residual Positive:

As outlined in the PHAC Emergency Order, Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations), travellers who have previously tested positive for COVID-19 are permitted to board a flight to Canada if they can provide proof of a positive test result that is at least 14 days (e.g. from day 15 since test was administered) but not more than 90 days from the initial scheduled departure to Canada (this is referred to as a residual positive). They must also be symptom-free and pass the temperature check, as is the case with all travellers. This provision has been put in place to account for those travellers who previously contracted COVID-19, who have since recovered, but may still have lingering traces of the virus in their system and would still test positive (however are deemed no longer contagious). A traveller that presents a positive COVID-19 test result within the accepted testing window does not need any other supporting documentation at this time; evidence of their positive test within the accepted timeframe (of at least 14 days but not more than 90 days, which means a window of 15-90 days from when the test was administered) is sufficient. The test
result must include all of the same data elements that are required for a negative molecular COVID-19 test, as described below.

**Key Data Elements for test results:**
The documentation of a laboratory test result must include the following data elements:
- Traveller Name and Date of Birth (note: age will be accepted when date of birth is not included);
- Name and civic address of the laboratory/clinic/facility that administered the test;
- The date on which the test was conducted;
- The method of test conducted;
- The test result (note that a test result indicating “not detected” will be considered equivalent to “negative” and a result that states “detected” will be considered equivalent to “positive”).

Travellers must ensure that the COVID test result includes all the above-noted information. At this time, travellers are encouraged to make best efforts to have their test performed at a reputable laboratory or testing facility (e.g. one recognized by the local government or accredited by a third party, such as a professional organization or international standards organization). Information is available on [https://travel.gc.ca/travel-covid/travel-restrictions/flying#health-check](https://travel.gc.ca/travel-covid/travel-restrictions/flying#health-check) about local COVID-19 testing facilities for certain destinations. The government will notify air operators should it become mandatory for travellers to obtain COVID tests from specific accredited laboratories or clinics.

**Information on Inadmissible Travellers:**
It is recognized that in some cases when travellers are denied entry at their destination, or while in transit to Canada, it can be virtually impossible to obtain a COVID-19 molecular test, as such would leave the traveller stranded. As identified in the exemption (No. C2021-08) air carriers are permitted to board Canadian Citizens, permanent residents, as well as a person registered as an Indian under the Indian Act even if they do not have a COVID-19 molecular test result, if they were denied entry to a country or territory and must subsequently board an aircraft to Canada as a result.

**Types of Tests:** At this time, the Canadian testing requirements are for a molecular COVID-19 test only (such as a PCR or RT-LAMP test). Antigen or antibody tests or other types of test such as Diffractive Phase Interferometry are not accepted. Also, proof of vaccination is not an acceptable alternative to a negative COVID-19 test at this time. While a vaccine protects an individual from illness, further evidence is required to understand if a vaccinated person can still shed virus and infect others around them. Please note refer to the following website for a list of acceptable COVID-19 molecular tests: [https://travel.gc.ca/travel-covid/travel-restrictions/flying](https://travel.gc.ca/travel-covid/travel-restrictions/flying).

**The language of the laboratory test result** is not specified, however, the Government of Canada is asking that this be presented in English or French where possible.

**Exceptions:**

The following people are not required to show a negative test result, as indicated in the Interim Order:
• Children who are 4 years of age or under (e.g. if the child is 5 years old on the date of their scheduled flight they ARE subject to the testing requirement);

• Air crew member or a person who seeks to enter Canada only to become such a crew member (e.g., deadheading, repositioning,) – please refer to Annex G for a template letter that can be used by crew when travelling;

• Future member of a crew who is re-entering Canada after having left to participate in mandatory training in relation to the operation of an conveyance and who is required by their employer to return to work as a member of a crew on a conveyance within the 14-day period that begins on the day on which they return to Canada.

• A person/class of persons who, in the opinion of the Chief Public Health Officer, has skills critical to Canada’s COVID-19 response

• Transiting travellers who will be remaining in the sterile transit area of a Canadian airport until they leave Canada; or

• Emergency Personnel (e.g. RCMP in-flight security officers (IFSO).

Note: other exceptions have been noted in section 4 of the Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations).

Air Carrier Obligations:

• Notification requirements: Air operators must notify travellers (unless otherwise exempted) prior to boarding a flight to Canada of the traveller’s obligation to obtain a molecular COVID-19 test and provide this result to the air carrier prior to boarding. They should be informed that the test result must be either: negative (and administered within 72 hours of their scheduled departure flight to Canada) or meets the criteria for a residual positive (which means the result is positive AND was administered at least 14 days but not more than 90 days from their scheduled departure flight to Canada). Please refer to the updated Annex A2: Pre-Board Announcement which now includes this aspect.

• Verification of COVID-19 molecular test result: Air operators must verify the COVID-19 molecular test result documentation for the following, unless the traveller is excepted (see section on Pre-Departure COVID-19 Testing for more details):
  o Name of the traveller matches the traveller’s identification.
  o The test result is negative (note: “not detected” is accepted as equivalent to negative) or positive.
  o If the test result is negative, it must be dated within 72 hours of the scheduled departure flight to Canada.
  o If the test result is positive, it must be dated at least 14 days prior (e.g. the traveller would be eligible to travel on day 15 after their test was administered, since 14 days have passed) but not more than 90 days prior to the scheduled departure of the flight to Canada.

Note: positive tests that fall outside the defined testing window of at least 14 days but not more than 90 days (e.g. constituting a residual positive) are NOT ACCEPTED.

• Denial of Boarding: In the event one of the following occurs, the air operator must deny boarding to a traveller unless otherwise exempt:
  o The Name of traveller does not match the traveller’s identification
The test result is negative but not within the valid testing window of within 72 hours of the scheduled departure of the flight to Canada;

- The molecular test result is positive but outside the valid testing window of at least 14 days but not more than 90 days of the scheduled departure of the flight to Canada (e.g. you would deny boarding if the traveller had a positive test administered less than 14 days or more than 90 days from their scheduled departure to Canada);

- The test result is inconclusive;

- The test result is not for a molecular test; and

- The traveller refuses to provide proof of a test.

**Reporting requirements:** Air carriers are asked to make best efforts to assess that the test results are authentic, following the typical operating procedures that have developed across the international aviation industry in recent months. If the air operator suspects that a traveller is providing false or misleading information with respect to their COVID-19 molecular test, they must report the traveller’s name and flight information to the Minister of Transport. If this occurs, air carriers are asked to contact the Transport Canada Situation Centre, and report on as many details as possible. Key information that would be useful include:

- the date and flight number;
- the traveller’s name and contact information, including the person’s date of birth, home address, telephone number and email address;
- the circumstances related to this situation (e.g. what made the air carrier suspicious that the information was not accurate, any names of witnesses etc).

**Traveller Obligations:**

**Documentation showing Proof of Testing:** Travellers are responsible for obtaining documentation that demonstrate their COVID-19 molecular test result prior to taking a flight to Canada (including transborder and international last points of departure). The documentation must show that the test performed was a COVID-19 molecular test; if the result is negative it must have been administered within 72 hours prior to scheduled departure of a flight to Canada; or if the traveller meets the criteria for a residual positive they must have a test result that is positive that was administered at least 14 days but not more than 90 days prior to scheduled departure of a flight to Canada.

**Presentation of documentation:** Travellers must present their documentation related to the molecular test results to the air operator as well as to federal officials in Canada responsible for administering the Quarantine Act. Failure to present a test result to the air carrier prior to boarding will result in a denial of boarding by the air carrier. The documentation of a COVID-19 molecular laboratory test result must include the following data elements:

- Traveller Name;
- Traveller Date of Birth (note: age in lieu of date of birth is accepted);
- Name of the laboratory/clinic/facility that administered the test;
- Civic address of the laboratory/clinic/facility that administered the test.
The date on which the molecular COVID-19 test was conducted;
- The testing method; and
- The test result.

Travellers must ensure that the COVID test includes all the above-noted information. At this time, travellers are encouraged to make best efforts to have their test performed at a reputable laboratory or testing facility (e.g. one recognized by the local government or accredited by a third party, such as a professional organization or international standards organization). Information is available on Travel.gc.ca about local COVID-19 testing facilities for certain destinations.

Accredited laboratory: As it becomes available, additional information regarding the use of accredited laboratories and testing facilities in foreign countries will be posted on Canada.ca/coronavirus and travel.gc.ca. The government will notify air operators should it become mandatory for travellers to obtain COVID tests from specific accredited laboratories or clinics, or for air carriers to verify this.

Implementation challenges and Exceptions:
Given the tight time constraints, Transport Canada acknowledges the implementation challenges that continue in the first few weeks of the new testing requirements. With this in mind, air operators should continue to signal to the department where they or the travellers are encountering the following challenges:
- COVID-19 molecular tests are not available in a certain country or last point of departure;
- Obtaining a COVID-19 molecular test result within 72 hours prior to the scheduled time of departure of a flight to Canada is not feasible on a recurrent basis or discrepancies are noted in the Government of Canada list (i.e. not individual traveller case basis, but rather for certain last points of departure on a regular basis); or
- State/Local/Regional law prevents travellers from obtaining a molecular test (e.g. asymptomatic travellers are not permitted) or from leaving a particular site to obtain a PCR or RT-LAMP test (e.g., restrictions on movement are in place).

Requirement for Digital Submission of Contact / Quarantine Plan Information (ArriveCan)

As outlined in the Transport Canada Interim Order, Air Operators are required to notify travellers that all travellers returning or travelling to Canada via air may be required to digitally submit their COVID-related information and that failure to do so could result in a fine. This is to be done digitally through ArriveCAN before they board their flight and includes providing: travel and contact information; quarantine plan (unless exempt under conditions set out in the Mandatory Isolation Order – see Section 6); and a COVID-19 symptom self-assessment. ArriveCAN is available as a mobile app or by signing in online through Canada.ca/ArriveCAN.

In the Interim Order, the notification requirement obliges air operators to notify travellers that they may be required to digitally submit information; this is because in some specific cases there is an exception. In these exceptional cases it is acceptable to use the paper version to provide the required information. These instances are outlined in the Mandatory Isolation Order, which include the following:
• If the person is disabled;
• If there is inadequate infrastructure;
• If there is a service disruption; or
• If there is a natural disaster.

It should be noted that the role of the air carrier at this point in time is strictly to notify travellers of the mandatory digital submission of information. Air carriers are not required to verify receipts from ArriveCAN, however any encouragement or promotion of the use of ArriveCAN is very much appreciated.

Important Note: Until further notice, travellers who have not submitted their COVID-related information digitally through ArriveCAN prior to boarding would still be allowed to board and enter Canada, as the focus at this time is on compliance promotion and encouragement to use ArriveCAN. Air Operators can provide paper copy forms to travellers who refuse to submit their information digitally, however it should be noted that they should expect processing delays once arriving in Canada. In the exceptional cases where paper forms need to be provided, it is recommended that this take place in flight, to avoid congestion in the customs hall upon arrival.

Sample messaging is available for air carriers to use to notify travellers here:
- Sample emails to send to travellers: Annex A1
- Pre-board notification: Annex A2
- In-flight notification: Annex A3
- More information is available here: https://www.canada.ca/arrivecan

Extended Family & Compassionate Grounds
Border restrictions have been eased to allow for reunification with extended family and gaining entry for compassionate reasons, in some cases; authorization is required for entry to be granted. It should be noted that the onus is on the traveller to ensure they have proper documentation authorized by the Public Health Agency of Canada (PHAC) for compassionate reasons (see the PHAC website for specific instructions) and Immigration, Refugees and Citizenship Canada (IRCC) for the extended family reunification (see the IRCC website for specific instructions) before making travel arrangements. The air carrier's role is simply to verify that the traveller is in possession of the documentation, and NOT to validate the documentation.

International Students
International Students will now only be granted entry to Canada if the institution they are attending is on the official list of institutions available on the Citizenship & Immigration website. The onus is on the traveller, in this case the international student, to carefully review the requirements outlined on the website noted above, to liaise with Immigration Refugees and Citizenship Canada to ask any questions and to ensure they have all the required documentation to gain entry into Canada. The documentation may include a valid study permit, a valid letter of acceptance from the designated learning institution, and proof that you have enough money to support yourself. The role of the air carrier is simply to
verify that the traveller has the required documentation; they are not responsible for validating any of the information contained within the documentation.

**International Single Sporting Events**

In the most recent version of the Public Health Agency of Canada Emergency Orders, there has been an update to border restrictions for foreign nationals as it pertains to high-performance athletes and international sporting events.

A foreign national, who is a high-performance athlete, may be granted entry into Canada as long as they have an authorization letter issued by the Deputy Minister of Canadian Heritage to take part in an international single sporting event. A person engaging in an essential role in relation to an international single sport event may also be permitted to enter Canada. In both cases the athlete or person in an essential role seeking entry for the purpose of an international sporting event must be affiliated with a national organization responsible for that sport.

**The role of the air carrier is strictly to verify that the foreign national has, in their possession, an authorization letter from the Minister of Canadian Heritage;** there is no requirement for the air carrier to validate any details.

**Note:** In the specific case of the IIHF World Junior Championship, a single letter may be issued that will provide authorization for an entire team.

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**Sample questions for online check-in or counter check-in:**

1. **Do you have a COVID-19 molecular test that meets the following requirements:** (1) name of traveller matches the traveller’s identification; (2) test is negative and dated within 72 hours of the scheduled departure of the flight to Canada OR test is positive (and dated at least 14 days but not more than 90 days) from the scheduled departure flight to Canada OR do you meet one of the following exceptions (child under 5, current/future air crew, person identified by the Chief Public Health Officer, transiting travellers, and emergency personnel)?
   - If “Yes”, proceed to question #3
   - If “No”, proceed to question #2

2. **Were you coming from a last point of departure country that has no COVID-19 testing available (per Schedule I)?**
   - If “Yes”, proceed to question #3
   - If “No”, DENY BOARDING

3. **Are you a Canadian citizen, permanent resident, registered Indian under the Indian Act, a protected person under the Immigration and Refugee Protection Act or are you transiting* through Canada?**
   - If “Yes”, proceed to Health Check and Temperature Screening
   - If “No”, proceed to question #4
4. Are you travelling for compassionate reasons and have valid documentation authorized by the Public Health Agency of Canada?
   - If “Yes”, proceed to question #10
   - If “No”, proceed to question #5

5. Are you travelling for non-essential, optional purposes including tourism, recreation or entertainment?
   - If “Yes”, proceed to question #6
   - If “No”, proceed to question #8

6. Are you travelling to reunite with immediate or extended family and have valid documentation authorized by the Immigration, Refugees and Citizenship Canada for a stay of at least 15 days?
   - If “Yes”, proceed to question #10
   - If “No”, go to question #7

7. Are you travelling as an athlete coming for an international sporting event or person with an essential role for the event with (with authorization from the Minister of Canadian Heritage)?
   - If “Yes”, proceed to question #10
   - If “No”, deny boarding

8. Do you meet one of the exceptions for foreign nationals to enter Canada made under the Minimizing the Risk of Exposure to COVID-19 in Canada Emergency Order (Section 3)?
   - If “Yes”, proceed to question #9
   - If “No”, deny boarding

9. If you are subject to the 14 day mandatory quarantine will you be able to fulfill this requirement based on your planned visit to Canada? (see The Mandatory Isolation Order - Section 6 for a list of people who are exempt from the quarantine requirement)
   - If “Yes”, or not subject to, proceed to question #10
   - If “No”, Deny Boarding

10. Do you confirm that you are aware of the Government of Canada travel restrictions and that, to the best of your knowledge, you are not prohibited from entering Canada?
    - If “Yes”, proceed to Health Check and Temperature Screening
    - If “No”, deny boarding

*Special note to air operators about transiting travellers:

Upon landing, international in-transit travelers will be required to “self-isolate” (e.g., avoiding contact with others, practicing physical distancing, wearing a non-medical mask or face covering). Provided that they do not show symptoms, travellers should be allowed to continue on to their final destination.

When planning flights for travellers that must transit through Canada, every effort should be made to ensure that they:

- arrive and depart from the same airport within a reasonable time frame
- remain on the airside or sterile area of the airport
- do not have to go through Customs and formally enter Canada and pick up their bags so they can take their next flight
• do not move between terminals at an airport, unless they can do so without going through Customs and formally entering Canada
• do not take a domestic flight to get to another airport so they can catch their next international flight

Information on transiting travellers & hotels:
Depending on the period of time for their transit, they may be allowed to stay in a hotel for the purpose of waiting for their international connecting flight the following day, provided they have no symptoms and avoid contact with others. Travellers will be required to self-monitor and immediately report any signs or symptoms of COVID-19 to the Public Health Agency of Canada at 1-833-641-0343.

If the border official identifies issues such as presence of COVID-19 symptoms or no suitable place to quarantine, the traveller will be referred to a Canadian public health official for further assessment. If the traveller has symptoms of COVID-19, they must isolate immediately, follow the directives of the public health official and will be prohibited from boarding an aircraft for ongoing travel for the next 14 days.
Annex A1 – Sample Email content on ArriveCAN

Below is an example of messaging to include in your e-mails to travellers to Canada (one shorter message, one message with more details), including at ticket purchase, booking confirmation, early check-in, in itinerary emails, or other communications, as you see fit.

Subject: New Mandatory Travel Requirements by the Government of Canada

Travelling or returning to Canada?

As of November 21, 2020, it is mandatory for all travellers flying to Canada to submit information via ArriveCAN before they board their flight. ArriveCAN is available as a mobile app or by signing in online.

For more information and answers to frequently asked questions, visit Canada.ca/ArriveCAN

Email with more details:

Subject: New Mandatory Travel Requirements by the Government of Canada:

As of November 21, 2020, it is mandatory for all travellers flying to Canada to submit their COVID-related information digitally through ArriveCAN. ArriveCAN is available as a mobile app or by signing in online.

Pre-border: You must use the ArriveCAN app or website to submit your:
  o Travel and contact information
  o Quarantine plan (unless exempted under conditions set out in the Mandatory Isolation Order)
  o COVID-19 symptoms self-assessment

Travellers must be ready to show their ArriveCAN receipt when seeking entry into Canada; a border services officer will verify that they have submitted their information digitally.

Travellers who do not submit the required information digitally before boarding their flight could be subject to enforcement action, which can range from verbal warnings to $1,000 fine.

Post-border: Unless you are exempted under the conditions set out in the Mandatory Isolation Order, you must ArriveCAN, within 48 hours of entering Canada, to:
  » Confirm you have arrived at your place of quarantine or isolation
  » Complete a daily COVID-19 symptoms self-assessment during your quarantine period

Download the ArriveCAN app today for free on Google Play and Apple App store or provide your information by signing in online.

For more information and answers to frequently asked questions, visit: Canada.ca/ArriveCAN
Annex A2 - Pre-board notification to travellers

The pre-board notification can be done online, at automated check-in kiosks by agents at the check-in counter (e.g., pre-board announcement), or any other means, at the discretion of the air operator. However, it is strongly recommended that the traveller be made aware well before they leave to take their trip that they will require a COVID-19 molecular test (refer to [https://travel.gc.ca/travel-covid/travel-restrictions/flying](https://travel.gc.ca/travel-covid/travel-restrictions/flying) for a list of accepted molecular tests) in order to return to Canada, as well as the specific conditions around the test results (e.g. testing windows associated with both negative and positive tests). They should also be notified of the requirement to have a face mask in their possession prior to arriving at the airport.

In order to manage the spread of COVID-19, the Government of Canada, has new restrictions in place for travellers coming into Canada.

Please be advised that, with a few exceptions:

- As of January 7th, 2020, anyone aged 5 and over travelling to Canada will be required to present a COVID-19 molecular test result in order to board their flight for Canada. If the test result is negative, it must have been conducted within 72 hours of a traveller’s scheduled flight to Canada in order for the traveller to be allowed to board. If the passenger has had COVID-19, has recovered, but is still testing positive, they will be permitted to board with a positive test result providing it was administered least 14 days but not more than 90 days from a traveller’s scheduled flight to Canada. Failure to provide the test result, within the accepted testing window, unless the traveller meets one of the few exceptions, will result in a denial of boarding.

- Discretionary travel, including for tourism or recreational purposes, is not permitted.

- All travellers are subject to the 14 day mandatory quarantine period, and must be able to demonstrate how they plan to fulfill this requirement while in Canada.

It is the traveller’s responsibility to ensure that they are eligible to enter Canada. If entry is refused, they will be responsible for their own return. More information about eligibility criteria can be found on the Government of Canada website.

Prior to boarding this flight you will be required to undergo a health check, a temperature screening and a verification that you have a mask or face covering to cover your mouth, nose and chin. This will involve answering a few simple questions to which you must answer truthfully. Providing a false or misleading answer could result in a maximum fine of $5,000. The temperature screening process will be done using a device that measures the temperature on your forehead, which will require that it be exposed. Any scarf, head covering or hair in this area may need to be lifted temporarily so that a proper temperature reading can be taken.
The Government of Canada is requiring that all travellers have a removable non-medical mask or face covering to cover their mouth, nose and chin for use through the airport and in-flight to prevent the inadvertent spread of COVID-19 through respiratory droplets. Travellers will need to wear their face mask at all times during the boarding process and during the flight. Travellers are also required to wear their face mask upon landing from the moment the aircraft doors open until the traveller is outside the air terminal building.

As part of Canada’s efforts to reduce the spread of COVID-19, it is now mandatory for all travellers flying to Canada to provide accurate information on their mandatory 14-day quarantine plan on or before entry. Violating any instructions provided to you when you enter Canada is an offence under the Quarantine Act and could lead to up to six months in prison and/or $750,000 in fines. To submit your quarantine information it is now mandatory for all travellers flying to Canada to submit information via ArriveCAN before you board your flight. ArriveCAN is available as a mobile app available for download through Google Play or the Apple App store by signing in online. You must provide your travel and contact information, quarantine plan (unless exempted under conditions set out in the Mandatory Isolation Order) and COVID-19 symptom self-assessment. Travellers must be ready to show their ArriveCAN receipt when seeking entry into Canada; a border services officer will verify that you have submitted your information digitally. Travellers who do not submit the required information digitally before boarding their flight could be subject to enforcement action, which can range from verbal warnings to $1,000 fine. For more information, or if you require assistance, visit Canada.ca/ArriveCAN.

As a reminder, no person should board a flight when they are feeling ill as this could potentially put others at risk. Should symptoms such as a fever, cough or difficulty breathing develop while in flight, please notify the flight crew immediately.

Upon your arrival in Canada, all travellers, with few exceptions, will be required to serve a mandatory self-isolation period for 14 days and some provinces and territories have put in place additional measures. Please remember to check online information for your final destination point. More information will be provided on self-isolation upon arrival and travellers can speak to a Canada Border Services Officer.
Annex A3 - In-flight announcement prior to landing in Canada

In light of the global pandemic related to COVID-19, the Government of Canada has put in place emergency measures that require mandatory 14-day quarantine for all persons entering Canada, with few exceptions, even if the person does not have symptoms. These efforts will help limit the spread of COVID-19 in Canada.

All travellers are required to provide information prior to landing so that public health officials can contact you if needed. This is a reminder that it is now mandatory for all travellers flying to Canada to use ArriveCAN to submit your travel and contact information, quarantine plan and COVID-19 symptom self-assessment. Travellers must be ready to show their ArriveCAN receipt when seeking entry into Canada; a border services officer will verify that they have submitted their information digitally. For more information, or if you require assistance, visit Canada.ca/ArriveCAN.

Travellers are reminded that they must use their non-medical mask or face covering during their travel journey. Upon landing, travellers will be required to wear their non-medical mask or face covering when gathering their belongings and leaving the aircraft and until they reach the outside of the air terminal building.

Stay safe and be informed about COVID-19 related information from the national, provincial and territorial health authorities.

Thank you for your cooperation.
## Annex B: Provincial/Territorial Restrictions

Please note that provincial and territorial information is changing on a frequent basis. It is recommended that travellers consult the following provincial and territorial government websites to obtain the latest travel information:

<table>
<thead>
<tr>
<th>Province/Territory</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td><strong>Entry restrictions:</strong>&lt;br&gt; All non-exempt travellers returning to or entering Alberta from outside Canada are required to isolate for 14 days.&lt;br&gt;Travellers to Alberta should consult <a href="#">COVID-19 info for Albertans</a></td>
</tr>
<tr>
<td>British Columbia</td>
<td><strong>Entry restrictions:</strong>&lt;br&gt; All non-exempt travellers returning to or entering British Columbia from outside Canada are required to isolate for 14 days.&lt;br&gt;Travellers to British Columbia should consult <a href="#">British Columbia COVID-19</a></td>
</tr>
<tr>
<td>Manitoba</td>
<td><strong>Entry restrictions:</strong>&lt;br&gt; Anyone entering Manitoba, regardless of whether from another country or another province must self-isolate for 14 days.&lt;br&gt;Travellers to Manitoba should consult <a href="#">Manitoba COVID-19</a></td>
</tr>
<tr>
<td>New Brunswick</td>
<td><strong>Entry restrictions:</strong>&lt;br&gt; All unnecessary travel in NB is prohibited and peace officers are authorized to turn visitors away when they attempt to enter. Unnecessary travel includes non-residents of NB to make or receive purchases or to visit or for other social purposes.&lt;br&gt;Travellers to New Brunswick should consult <a href="#">New Brunswick Coronavirus</a></td>
</tr>
<tr>
<td>Newfoundland and Labrador</td>
<td><strong>Entry restrictions:</strong>&lt;br&gt; The only individuals permitted to enter the province are those who are:&lt;br&gt;  * Residents of Newfoundland and Labrador, Nova Scotia, New Brunswick, and Prince Edward Island;&lt;br&gt;  * Asymptomatic workers and individuals who are subject to the Self-Isolation Exemption Order; and&lt;br&gt;  * Individuals who have been permitted entry to the province in extenuating circumstances, as approved in advance by the Chief Medical Officer of Health.&lt;br&gt;For more information on traveling to Newfoundland and Labrador: <a href="#">Newfoundland and Labrador COVID-19 information</a></td>
</tr>
<tr>
<td>Northwest Territories</td>
<td><strong>Entry restrictions:</strong>&lt;br&gt; The Northwest Territories (NWT) Chief Public Health Officer has prohibited all travel into the Northwest Territories.&lt;br&gt;For more information on traveling to <a href="https://www%E6%89%BF%E6%8B%85%E8%B4%A3%E4%BB%BB%EF%BC%8C%E7%BB%B4%E6%8A%A4%E4%BF%A1%E6%81%AF%E7%9A%84%E7%9C%9F%E5%AE%9E%E6%80%A7%E5%92%8C%E5%87%86%E7%A1%AE%E6%80%A7%E3%80%82">Northwest Territories coronavirus disease (COVID-19)</a></td>
</tr>
<tr>
<td>Nova Scotia</td>
<td><strong>Entry restrictions:</strong>&lt;br&gt; No travel restrictions, however anyone who has travelled outside of Nova Scotia (including interprovincial) must self-isolate for 14 days as per provincial public health orders.&lt;br&gt;Travellers to Nova Scotia should consult <a href="#">Nova Scotia novel coronavirus (COVID-19)</a></td>
</tr>
<tr>
<td>Province</td>
<td>Entry restrictions:</td>
</tr>
<tr>
<td>---------------</td>
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<tr>
<td>Nunavut</td>
<td>Nunavut’s Chief Public Health Officer (CPHO), 2020, to prohibit all travel within Nunavut that originated from across any inter-jurisdictional border. Only Nunavut residents and critical employees will be allowed into the territory.</td>
</tr>
<tr>
<td></td>
<td><strong>Nunavut COVID-19 (novel coronavirus)</strong></td>
</tr>
<tr>
<td>Ontario</td>
<td>No travel restrictions beyond the Public health Agency of Canada order for 14 day mandatory quarantine (no symptoms) or isolation (with symptoms) for those who have recently returned to Canada.</td>
</tr>
<tr>
<td></td>
<td><strong>Ontario: The 2019 Novel Coronavirus (COVID-19)</strong></td>
</tr>
<tr>
<td>Prince Edward Island</td>
<td>All non-essential travel into the province is prohibited. Peace officers are authorized to turn any person(s) away who attempts to enter the province for unnecessary travel and to require any person(s) to leave the province immediately. Screening measures are in place at all entry points to the province including the Charlottetown Airport.</td>
</tr>
<tr>
<td></td>
<td><strong>Prince Edward Island COVID-19</strong></td>
</tr>
<tr>
<td>Quebec</td>
<td>Anyone returning from outside Canada must self-isolate for 14 days, whether they have COVID-19 symptoms or not.</td>
</tr>
<tr>
<td></td>
<td><strong>Coronavirus disease (COVID-19) in Québec</strong></td>
</tr>
<tr>
<td>Saskatchewan</td>
<td>Travellers returning from international destinations (including the United States) are subject to a mandatory self-isolation public health order and federal quarantine requirements. Travellers to Saskatchewan should consult <strong>Saskatchewan COVID-19</strong></td>
</tr>
<tr>
<td>Yukon</td>
<td>Travellers who are not residents of BC, NWT or Nunavut, or have travelled outside of those jurisdictions in the 14 days prior to entering Yukon are required to self-isolate in Whitehorse for 14 days. Travellers to Yukon should consult <strong>Yukon: Find information about coronavirus (COVID-19)</strong></td>
</tr>
</tbody>
</table>
Annex C: Removable Non-Medical Mask or Face Covering

Well-designed and well-fitting masks or face coverings can prevent the spread of your infectious respiratory droplets. They may also help protect you from the infectious respiratory droplets of others. How well a mask or face covering works depends on the materials used, how the mask is made, and most importantly, how well it fits. For more information on non-medical masks or face coverings consult: https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html#a1

Safe Use of Removable Non-Medical Masks or Face Coverings

<table>
<thead>
<tr>
<th>Removable masks / face coverings SHOULD:</th>
<th>Removable masks / face coverings SHOULD NOT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Be made of at least 3 layers*: 2 layers should be made of tightly woven fabric (such as cotton or linen) and between these layers should be a layer of a filter-type fabric</td>
<td>• Be placed on children less than 2 years old</td>
</tr>
<tr>
<td>• Cover the mouth, nose and chin completely and comfortably (without big gaps)</td>
<td>• Be placed on anyone who is unconscious</td>
</tr>
<tr>
<td>• Allow for easy breathing</td>
<td>• Be placed on anyone unable to remove them without assistance</td>
</tr>
<tr>
<td>• Fit securely to the head with ties or ear loops (masks covering a person’s beard or secured around a headwear (e.g. turban) are also considered acceptable)</td>
<td>• Be placed on anyone with a medical certificate indicating they should not wear a mask</td>
</tr>
<tr>
<td>• Be comfortable and not require frequent adjustments</td>
<td>• Be made exclusively of plastic sheeting, lace or mesh, or materials that easily fall apart (e.g., tissues)</td>
</tr>
<tr>
<td>• Be changed as soon as possible if damp or dirty</td>
<td>• Be shared with others</td>
</tr>
<tr>
<td>• Maintain its shape after machine washing and drying</td>
<td>• Impair vision or interfere with tasks</td>
</tr>
</tbody>
</table>

*Instructions Regarding Assessing Non-Medical Masks or Face Coverings:

There is no expectation to have travellers remove their mask to verify that there is a specific number of layers beyond “multiple” layers (which means more than one layer); a visual verification is sufficient to assess whether the requirements appear to be met. Air carriers can refer to the “Accepted vs Not Accepted Facemask Poster” (among other posters) that have been developed by Transport Canada: https://tc.canada.ca/en/initiatives/covid-19-measures-updates-guidance-issued-transport-canada/posters-air-travellers#poster-on-non-medical-masks).
Age restrictions regarding children (as outlined in the Interim Order):

- Children under the age of 2 are not required to wear a non-medical mask or face covering.
- Between the ages of 2 and 5 years of age, children are required to wear a non-medical mask or face covering at the time of boarding, during flight and while disembarking, **so long as the child is able to tolerate it**. Children in this age bracket (or their parents/guardian) must be able to demonstrate they have a mask in their possession when boarding the plane, even if the child is not be able to tolerate wearing the non-medical mask or face covering at that time.
- Children six and older must wear one when travelling, unless their parent or guardian have a medical certificate.

For further information about the children and the wearing of masks, see PHAC’s [situations or settings where they’re recommended](#).

Hearing impairments and clear masks:
The use of non-medical masks or face coverings with a transparent material over the mouth to facilitate lip reading is encouraged if someone is hearing impaired, if they interact with people who use lip-reading to communicate, or in settings where facial expression is an important part of communication. However, the rest of the mask must still be made of tightly woven material such as cotton or linen and have a tight seal between the transparent material and rest of the non-medical mask or face covering.

When wearing a non-medical mask or face covering, take the following precautions:

- wash your hands or use alcohol-based hand sanitizer before and after touching the mask or face covering
- don’t hang the non-medical mask or face covering from your ears or place it under your chin
- replace and launder your non-medical mask whenever it becomes damp or dirty
- store the non-medical mask or face covering in a clean paper or cloth bag until you put it on again
- place all soiled non-medical masks or face coverings in a secure, waterproof bag or container until they can be washed in the laundry
- wash your non-medical mask or face covering with hot, soapy water and let it dry completely before wearing it again
- discard non-medical masks that cannot be washed in a plastic lined garbage bin after use
Annex D – Retention Period of Records

<table>
<thead>
<tr>
<th>Retention period: 90 days</th>
<th>Retention Period: 12 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information related to Temperature Screening – FOR AIR CARRIERS</td>
<td>Information related to facemask infractions</td>
</tr>
</tbody>
</table>

The following information related to Temperature Screening:
- # of people not permitted to board the aircraft due to an elevated temperature
- The date and flight number
- Make and model of the equipment used to conduct temp screening
- Date/time equipment was last calibrated/maintained
- Results of the last calibration/corrective measures. [information to be kept 90 days post flight]
- Record of the name of every person who has received training on how to use the temp screening equipment and the contents of the training  [information to be kept 90 days post training]

<table>
<thead>
<tr>
<th></th>
<th>Failure to comply with instructions given by a crew member pertaining to wearing a non-medical mask or face covering:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Date of flight number</td>
</tr>
<tr>
<td></td>
<td>• Persons name and contact info including the persons date of birth, home address, telephone number and email</td>
</tr>
<tr>
<td></td>
<td>• Persons seat number</td>
</tr>
<tr>
<td></td>
<td>• Circumstances of the incident [information to be kept 12 months post incident – and made available to the Minister upon request]</td>
</tr>
</tbody>
</table>

Annex E – Example Medical Certificates

Conditions Causing Elevated Body Temperatures:
See Conditions Causing Elevated Body Temperatures

Conditions Preventing the Wearing of Face Masks or Face Coverings:
See Conditions Preventing the Wearing of Face Masks or Face Coverings
Annex F – COVID-19 testing: List of Countries

Schedule 1

Countries/territories for which no COVID-19 molecular test will be required.

<table>
<thead>
<tr>
<th>State/Territory</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haiti</td>
<td>23:59 ET on January 20, 2021 [now expired]</td>
</tr>
</tbody>
</table>
Annex G – Template Letter for Crew

[Letterhead of industry]

[insert date of letter]

Re: confirmation of air crew members

To whom it may concern,

This letter is to confirm that [name on crew identification] is a member of the air crew of [name of air carrier] by virtue of [his/her] position as [crew member’s title]. The person is on active duty, or repositioning/returning to perform his/her duties within the next 14 days.

Please process [him/her] under any relevant exemptions for air crew:

- being exempt from quarantine requirements pursuant to paragraphs 6(a) and 6(e) of the Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations) made pursuant to section 58 of the Quarantine Act; and

- being exempt from requiring proof of a negative COVID-19 molecular test prior to boarding a flight to Canada, pursuant paragraph 1.1 (4)(a) of the Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations) and the Interim Order Respecting Certain Requirements for Civil Aviation due to COVID-19 No. 18.

[He/she] is an essential worker, crucial to the movement of goods and people and [his/her] travel is associated with this work.

Should you require any additional information, please do not hesitate to contact me at the coordinates listed below.

Thank you,

[name of supervisor/manager]

[telephone number of supervisor/manager]

[email of supervisor/manager]