



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. 8* (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 \(Mandatory Isolation\), No. 4](#) made under the *Quarantine Act*.

Overview

This guidance material, dated September 15, 2020, replaces the September 2, 2020 version. It includes no significant updates from the September 2 version, with the exception of minor clarifications made in Annex E to provide precisions to the guidelines on masks; and an overall edit to ensure consistency in the language of the definition of an infant being **less than** 2 years old.

Recommended Sequencing for Air Operators

Step 1. Notification and Confirmation Process – Transport Canada recommends this to be conducted during the online or in person check-in process (**see Annex B1– Pre-Board Notification to Passengers**): To reduce the situation where passengers are 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. Notifications on websites should also advise travellers that they may require a medical certificate if they are exhibiting COVID-like symptoms, an elevated temperature or unable to wear a face mask or face covering due to a medical condition.

- AIR OPERATORS notify every passengers that 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 D provides a summary of the provincial/territorial restrictions. The *Pre-Board Notification to Passengers* found in Annex B1 includes this information.
- AIR OPERATORS notify every foreign national that they may be prohibited from entering Canada under any of the *Emergency Orders* made under the *Quarantine Act* (**see section Foreign Nationals and Quarantine Act**).
- AIR OPERATORS notify every passenger that:
 - they must be in possession of a face covering or face mask (see Annex E for a description of face masks and coverings) prior to boarding;
 - they must wear the mask or face covering:

- at all times during the boarding process, unless both persons are separated by a physical barrier (e.g. plexi-glass divider);
- during the flight when they are 2 metres or less from another person unless both persons live in the same household; and
- while exiting the aircraft until they are inside the air terminal building when they are 2 metres or less from another person unless both persons live in the same household.
- 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.
- AIR OPERATORS notify all persons (i.e., passengers and crew) that they must undergo temperature screening prior to boarding the flight to Canada. If the temperature taken indicates a fever (38 °C and above), they will be denied boarding 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 G for an example medical certificate for conditions causing elevated body temperature).
- Passengers must confirm that 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 (**see section Foreign Nationals and Quarantine Act**).
- PASSENGERS must confirm that they are in possession of a mask or face covering (**see section Process for Health Check, Face Mask Verification and Temperature Screening**)
- PASSENGERS must confirm that 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. (**see section Process for Health Check, Face Mask Verification and Temperature Screening**)
- PASSENGERS must confirm that 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 G for an example medical certificate for conditions causing elevated body temperature**) certifying that their elevated temperature is not related to COVID-19 (**see section Process for Health Check, Face Mask Verification and Temperature Screening**).

Step 2. Health Check (Questions) – Transport Canada recommends this to be conducted during the check-in process (**see section Process for Health Check, Face Mask Verification and Temperature Screening**):

- AIR OPERATORS ask passengers the questions required under the health check section.
- PASSENGERS answer each question to the AIR OPERATOR.

Step 3. Boarding Process – Observations, Wearing Face Masks and Temperature Screening – Must be conducted prior to boarding the aircraft (**see section Process for Health Check, Face Mask Verification and Temperature Screening**):

- AIR OPERATORS require gate agents and crew members to wear a face mask during when they are 2 metres or less from another person, unless both persons are separated by a physical barrier (e.g. plexi-glass divider). 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.
- AIR OPERATORS observe whether passengers boarding the flight exhibit COVID-19 symptoms and deny boarding to those who exhibit a fever and a cough or a fever and difficult breathing, unless they have a medical certificate identifying the symptoms are unrelated to COVID-19.
- AIR OPERATORS verify that every passenger boarding the flight is wearing a face 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, a person who provides a medical certificate certifying that they are unable to wear a face mask for medical reasons (see Annex G for an example medical certificate for conditions preventing the wearing of a face mask or face covering), 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.
- AIR OPERATORS conduct temperature screening on all persons (including crew members), using equipment, which is compliant with the Transport Canada standard and following the procedures (**see Annex F - 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 G for an example medical certificate for conditions causing elevated body temperature).
 - If the person has a fever:
 - A second temperature screening must be conducted using equipment which is compliant with the Transport Canada standard and following the procedures (**See Annex F - Transport Canada Temperature Screening Standards**);
 - If the person's second temperature screening is **below 38°C**, they should be permitted to board;
 - 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 G for an example medical certificate for conditions causing elevated body temperature**).

Requirements Concerning Temperature Screening:

- AIR OPERATORS must use equipment to conduct the temperature screening of every person before the person boards the flight to Canada;
- AIR OPERATORS must calibrate and maintain the equipment that they use to conduct temperature screenings;
- AIR OPERATORS must 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;
- AIR OPERATORS must 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:
 - the number of passengers 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;
 - 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
 - the results of the last maintenance and calibration of the equipment, including any corrective measures taken.
- AIR OPERATORS must keep a record of the name of every person who has received training as well as the contents of that training;
- AIR OPERATORS must make the record available to the Minister upon request;
- AIR OPERATORS taking temperatures of travellers heading into Canada must collect and retain personal information in accordance with the *Personal Information Protection and Electronic Documents Act*.

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

- AIR OPERATORS require crew members to wear a face mask during the flight when the person is 2 metres or less from another person. 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 could be endangered by wearing a mask, when it could interfere with operational requirements or the safety of the flight or when they are eating, drinking or taking oral medications.
- AIR OPERATORS require passengers to wear a face mask during the flight when the person is 2 metres or less from another person, unless both persons are occupants of the same household. An exception also applies when the safety of the person could be endangered by wearing a mask, when a crew member authorizes the removal of a face mask in cases of special needs or unforeseen circumstances or when they are eating, drinking or taking oral medications. In addition, the following exclusions apply: 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 passenger 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 and inform the Minister, as soon as feasible, of this record:
 - the date and flight number;
 - the passenger's name and contact information;
 - the passenger's seat number on the flight; and
 - the circumstances related to this refusal to comply.
- AIR OPERATORS proceed with in-flight announcement prior to landing in Canada (**see Annex B2 – In-flight announcement prior to landing in Canada**).

The inflight announcement refers to a Traveler Contact Information Form that needs to be filled out by all travellers (subject to the mandatory self-isolation order) for the purpose of contact tracing. Please note that printed forms can be picked up by contacting the regional CBSA Directors, at the major airports (Montreal, Toronto, Calgary and Vancouver). In addition, CBSA has developed the ArriveCAN mobile App as an alternative to the paper form (See Annex C). The mobile app is currently available in the Google Play Store or the Apple App Store. Travellers are encouraged to download the ArriveCAN mobile app and complete the information online to reduce wait times at Canadian airports and limit points of contact.

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

- AIR OPERATORS advise passengers that they are required to wear a face mask during the deplaning process, from the moment the aircraft doors are open until the passengers are inside the air terminal building, when the person is 2 metres or less from another person, unless both persons are occupants of the same household.

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 questions can be asked through automated check-in kiosks, agents at the check-in counter, or any other means, at the discretion of the air operator. A decision 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.

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

1. 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 #2
2. Do you meet one of the exceptions for foreign nationals made under emergency orders pursuant to the *Quarantine Act*? (see Annex A)
 - If “Yes”, proceed to question #3
 - If “No”, deny boarding
3. Are you travelling for optional or discretionary purposes, including tourism, recreation or entertainment purposes?
 - If “Yes”, proceed to question #4
 - If “No”, proceed to question #5

4. Are you travelling to Canada to be with an immediate family member who is a Canadian citizen or permanent resident and do you have proof of your intention to stay in Canada for a period of at least 15 days?
 - If “Yes”, proceed to question #5
 - If “No”, deny boarding
5. 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

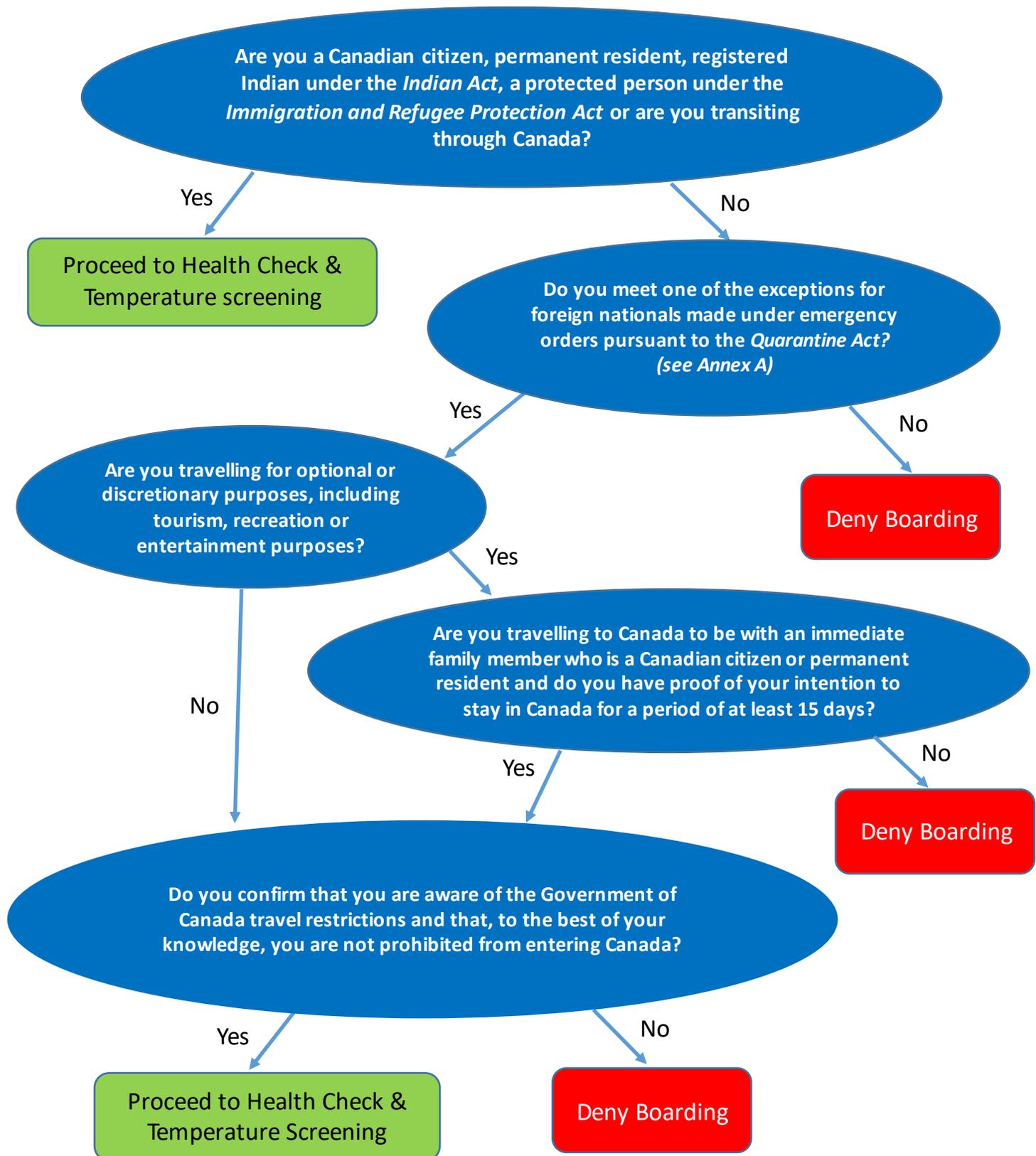
***Special note to air operators about transiting passengers:**

When planning flights for passengers that must transit Canada, please be aware that “a person in transit” means 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

If a passenger is unable to arrive and depart from a Canadian airport within a reasonable amount of time, they should not attempt to transit through Canada. If no other flight options are available (i.e. the only possible route for that passenger is to transit through Canada), please contact Transport Canada.

Decision Tree Model – Canadian pre-board measures for COVID-19 (Foreign Nationals and *Quarantine Act*)



Annex A – Exceptions for foreign nationals seeking entry into Canada (in accordance with section 3(1), *Minimizing the Risk of Exposure to COVID-19 in Canada Order [Prohibition of Entry into Canada from any country other than the United States]*)

- an immediate family member of a Canadian citizen or of a permanent resident which includes: spouse or common-law partner of the person; a dependent child of the person or the person's spouse or common-law partner; a dependent child of a dependent child of the person or of the person's spouse or common-law partner; the parent or step-parent of the person or person's spouse or common law partner; or the guardian or tutor of the person;
- a person authorized in writing by an officer designated under subsection 6(1) of the *Immigration and Refugee Protection Act*, to enter Canada for the purpose of reuniting with immediate family members;
- a crew member as defined in subsection 101.01(1) of the *Canadian Aviation Regulations* or a person who seeks to enter Canada only to become such a crew member;
- a member of a crew as defined in subsection 3(1) of the *Immigration and Refugee Protection Regulations* or a person who seeks to enter Canada only to become such a crew member;
- a person who is exempt from the requirements to obtain a temporary resident visa under paragraph 190 (2)(a) of the *Immigration and Refugee Protection Regulations*, and the immediate family members of that person;
- a person who seeks to enter Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response;
- a person who arrives by any means of conveyance operated by Canadian Forces or the Department of National Defence
- a member of the Canadian Forces or a visiting force, as defined in section 2 of the *Visiting Forces Act*, and the immediate family members of that member;
- a French citizen who resides in Saint-Pierre-et-Miquelon who has been only in Saint-Pierre-et-Miquelon, the United States or Canada during the period of 14 days before the day on which they arrived in Canada;
- a person or any person in a class of persons who, as determined by the Chief Public Health Officer, appointed under subsection 6 (1) of the *Public Health Agency of Canada Act*, does not pose a risk of significant harm to public health or who will provide an essential service while in Canada;
- a person or any person in a class of persons whose presence in Canada, as determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness, is in the national interest;
- the holder of a valid work permit or study permit, as defined under section 2 of the *Immigration and Refugee Protection Regulations*;
- a person whose application for a work permit was approved under the *Immigration and Refugee Protection Act* and who has received written notice of the approval, but who has not yet been issued the permit;

- a person whose application for a study permit was approved under the *Immigration and Refugee Protection Act*, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet been issued the permit;
- a person permitted to work in Canada as a student in a health field under paragraph 186(p) of the *Immigration and Refugee Protection Regulations*;
- a person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the *Immigration and Refugee Protection Regulations*;
- a licensed health care professional with proof of employment in Canada;
- a person who seeks to enter Canada for the purpose of delivering, maintaining, or repairing medically-necessary equipment or devices;
- a person who seeks to enter Canada for the purpose of donating or making medical deliveries of stem cells, blood and blood products, tissues, organs or other body parts, that are required for patient care in Canada during the validity of the Order or within a reasonable period of time after the expiry of the Order;
- a person whose application for permanent residence was approved under the *Immigration and Refugee Protection Act*, and who received written notice of the approval before noon, Eastern Daylight Time on March 18, 2020, but who has not yet become a permanent resident under that Act;
- a worker in the marine transportation sector who is essential for the movement of goods by vessel, as defined in section 2 of the *Canada Shipping Act, 2001* and who seeks to enter Canada for the purpose of performing their duties in that sector;
- a person who seeks to enter Canada to take up post as a diplomat, consular officer, representative or official of a country other than Canada, of the United Nations or any of its agencies or of any intergovernmental organization of which Canada is a member, and the immediate family members of that person;
- a person who arrives at a Canadian airport aboard a commercial passenger conveyance and who is transiting to a country other than Canada and remains in a sterile transit area within the meaning of section 2 of the *Immigration and Refugee Protection Regulations*;
- a person who seeks to enter Canada on board a vessel, as defined in section 2 of the *Canada Shipping Act, 2001*, that is engaged in research and that is operated by or under the authority of the Government of Canada or at its request or operated by a provincial government, a local authority or a government, council or other entity authorized to act on behalf of an Indigenous group.

Process for Health Check, Face Mask Verification and Temperature Screening

Purpose

To provide guidance on detecting and managing ill travellers with suspected COVID-19 infection who present themselves at international airports for travel to Canada, or those transiting through Canada on

their way to another destination. To limit the spread of COVID-19 from asymptomatic travellers by having them cover their mouth and nose with a non-medical mask or face covering. To advise air travellers that making a false or misleading response to the Health Check questions could result in a maximum fine of \$5,000. To verify that the passenger has a removable mask or face covering and is wearing it at the appropriate times. Lastly, to conduct temperature screening to determine if the person (including crew member) has a fever.

It should be noted that medical masks are not required by the *Interim Order*, however they should be accepted as proper face coverings within this context and intention, as they respect the end goal of preventing the spread of COVID-19 by covering securely the nose and mouth. Face coverings associated with religious garments, should be accepted providing that they cover the nose and mouth and meet the standards identified in Annex E. A non-medical mask or face covering with an exhalation valve or vent, a non-medical mask or face covering made with mesh or lace fabric, a neck gaiter, a bandana, or a face shield are not acceptable as they don't protect others from COVID-19 and don't limit the spread of the virus.

Process

The management of air travellers at international airports in the context of the current COVID-19 disease outbreak includes the following steps:

- 1. Notification of Requirement for Face Mask or Face Covering and for Temperature Screening:**
Passengers are responsible for having an appropriate non-medical mask or face covering for their journey, however, they will need plenty of advance notification and reminders to do so. This 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. Although operators have implemented a number of measures to provide greater physical distancing, there are still points in the passenger journey that prevent people from maintaining a physical distance of 2 metres. These can include at the screening checkpoint, during the boarding and deplaning process given space constraints, when handing over identification and other documents to confirm identity, or on board when passengers are seated close to one another. For this reason, all passengers are required to carry with them a removable face covering or mask, for use while boarding/deplaning or on board when directed by an air operator. Passengers should be ready to cover their mouth and nose during their journey, especially in circumstances where 2 metres of physical separation cannot be observed. Passengers who cannot wear a face mask or face covering due to a medical condition will need to provide a medical certificate to the air operator (see Annex G for an example medical certificate for conditions preventing the wearing of a face mask or face covering). In addition, passengers need to be made aware and need to confirm their understanding that temperature screening will be conducted and if an elevated temperature is found that they will be denied boarding for 14 days, unless a medical certificate can be presented showing that the elevated temperature is not related to COVID-19. Also, passengers should be made aware that they will need to lift any head covering, scarf or hair temporarily, so that their forehead (skin) is exposed during this procedure. A **pre-board notification to**

passengers can be found in Annex B1. For more information on removable non-medical masks or face coverings, see Annex E.

2. **Detection of ill travellers (Visual observation)** – Air operators are required to observe and do a health check of all air travellers before they board an international flight to Canada. The health check (identified below) has been approved by the Public Health Agency of Canada and is based on guidance material published by the World Health Organization on February 16, 2020. The health check may be administered by an employee at the check-in counter asking the traveller the questions or via an electronic check-in kiosk. The air operator must advise the air traveller that making a false or misleading response to the health check questions could result in a maximum fine of \$5,000. The visual observation for symptoms may be done by an employee at the check-in counter or boarding gate to look for signs that the person is unwell.
3. **Temperature Screening** – Air operators are to conduct temperature screening on all persons, including crew members, prior to boarding the aircraft, using equipment that is compliant with the Transport Canada standard and following the procedures (**see Annex F Transport Canada Temperature Screening Standards**). An exception applies to those less than 2 years old and those with a medical certificate certifying that their elevated temperature is not related to COVID-19 (see example medical certificate in Annex G). The air operator will ask the person to temporarily lift any head covering, scarf or hair in order to expose the skin on the forehead, so that the temperature screening can be conducted. If a fever (temperature of 38° C or greater) is detected, a second temperature screening must be conducted. The second temperature screening must be done using equipment that is compliant with the Transport Canada standard and following the procedures (**see Annex F Transport Canada Temperature Screening Standards**).
4. **Confirmation that passenger is wearing a removable mask or face covering (Visual observation)** – Air operators are to confirm that passengers are wearing a removable mask or face covering, through a visual observation, during the boarding process. Exceptions to the requirement to wear a removable face covering or mask include: infants (less than 2 years old), a person who provides a medical certificate certifying that they are unable to wear a face mask for medical reasons (see Annex G for an example medical certificate for conditions preventing the wearing of a face mask or face covering), unconscious persons or those who would be unable to remove a face mask without assistance. Air operators should also feel free to use their discretion when applying this requirement (e.g., persons with underlying mental or physical condition that would make it challenging for them to wear one). For these instances, passengers should be encouraged to use safe practices as identified by the Public Health Agency of Canada (i.e. physical distancing, hand washing, etc.).
5. **Denial of boarding** – In the event that the air operator observes that the air traveller has COVID-19 symptoms or that their response to any of the questions on the health check indicates a need to deny boarding, or they have a fever (temperature of 38° C or greater) as indicated from the second temperature screening, the air operator will be required to refuse to board the person for travel to Canada 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 (an example medical certificate on conditions causing elevated body temperature can be found

in Annex G). 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, refuses to comply with an instruction given by a crew member or gate agent with respect to wearing a face mask or they refuse to have their temperature taken.

6. **Provide explanation for future travel** – Air operators should explain to air travellers who are denied boarding, based on the health check, observation of symptoms, or temperature screening, that they will need to wait 14 days before they are able to fly to Canada. Alternately, the air traveller will need to provide a medical certificate indicating that the symptoms that they are exhibiting are not related to the COVID-19 virus.
7. **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 the local health authorities for dealing with the COVID-19 infection.
8. **Consular services** – Air operators should direct air travellers to the appropriate consular services, as required. Those can be found at www.travel.gc.ca/.

Questionnaire for Health Check and Confirmation of a Face Covering

Air operator staff should protect themselves by maintaining more than 2 metres between themselves and travellers wherever possible, which is also known as social or physical distancing. Staff and travellers can also help reduce the inadvertent spread of COVID19 through respiratory droplets by using a non-medical mask or face covering. This will help protect those around them, including their co-workers and passengers. Passengers can also be instructed to cover their mouth and nose where appropriate, and so long as this does not otherwise impact their safety (e.g., during use of oxygen masks or other emergency situation). Travellers should generally expect to wear their mask or face covering for the duration of their journey, but must do so:

- during the boarding process;
- on-board the aircraft when they cannot physically distance from others or as directed by the airline employees;
- during the deplaning process from the moment the aircraft doors open and until the person enters the air terminal building, by a passenger loading bridge or otherwise; and
- when directed to do so by a public health order or Public Health official.

If there is sufficient separation between people (i.e., two metres or six feet), passengers may be allowed to lift their face covering off by the ties/elastics, with clean hands, if possible. Additional guidance on what to do with used face coverings or masks can be found on the Public Health Agency of Canada website (https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/how-put-remove-clean-non-medical-masks-face-coverings.html#_How_to_remove). Air operators should exercise discretion to allow for eating, drinking, taking oral medications and changing of the mask or face covering, for individuals with special

circumstances as warranted (e.g., fussy older child, special needs, etc.) or in cases where the wearing of a mask could endanger the safety of the person.

Staff should be instructed to encourage travellers to maintain more than 2 metres distance from each other while in line, and where infrastructure permits. During the identity verification process, and as part of the visual observation that a passenger has an appropriate non-medical mask or face covering, passengers 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, a passenger should be asked to step back an appropriate distance, and lift their mask or face covering away briefly, using the ties/elastics to complete the identity verification. After the identity verification is complete, the passenger can then re-cover their mouth and nose before collecting their documents from the air operator representative. Air operators should also consider pre-boarding passengers who are unable to wear a face covering or mask and making special seating arrangements (e.g., infants and younger children seated next to the window, away from the aisle).

If the response (or non-response) to any of the seven questions below results in the answer that is in bold, then a denial of boarding must be applied, in accordance with the *Interim Order*.

Before answering the following questions on the health check, I would like to advise you that providing a false or misleading answer could result in a maximum fine of \$5,000.

1. Do you have a fever and a cough? **If Yes or passenger refuses to answer, deny boarding.**
2. Do you have a fever and breathing difficulties? **If Yes or passenger refuses to answer, deny boarding.**
3. Do you have or suspect that you have COVID-19? **If Yes or passenger refuses to answer, deny boarding.**
4. Have you been refused boarding in the past 14 days due to a medical reason related to COVID-19? **If Yes or passenger refuses to answer, deny boarding.**
5. Do you have a removable mask or face covering with which to cover your mouth and nose while moving through the airport and on board the flight **or** do you have a medical certificate certifying that you are unable to wear a mask or face covering due to medical reasons? **If NO, or if the passenger refuses to answer, deny boarding.**
6. Do you confirm that you understand that you may be subject to a measure that the provincial, territorial or federal government has put in place to prevent the spread of COVID-19 when you arrive at your destination? **If NO, or if the passenger refuses to answer, deny boarding.**
7. Do you confirm that you understand that you may be denied boarding a flight to Canada if you have an elevated temperature (fever) and that you may not be able to fly to Canada for a period of 14 days, unless a medical certificate is presented indicating that the elevated temperature is not related to COVID-19? **If NO, or if the passenger refuses to answer, deny boarding.**

Alternative to the above Health Check Questionnaire

If a foreign country is already performing a health assessment or the air operator wishes to submit an alternative health assessment process, the air operator must submit a request to Transport Canada for an exemption to the *Interim Order*.

Annex B1 –Pre-board notification to passengers

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 recommended that the passenger be made aware of the requirement to have a mask or face covering in their possession prior to arriving at the airport.

In order to manage the spread of COVID-19, the Government of Canada, along with the provinces and territories have put in place some new measures.

Please be advised that:

- *Discretionary travel, including for tourism or recreational purposes, is not permitted;*
- *All travellers, with few exceptions, are subject to the 14 day mandatory self-isolation period, and must be able to demonstrate how they plan to fulfill this requirement while in Canada.*

It is the passenger'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 and nose. 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 established.

The Government of Canada is requiring that all travellers have a removable non-medical mask or face covering to cover their mouth and nose 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 when they are 2 metres or less away from another person, other than a member of their household, or when directed to do so by an airline official. Travellers are also required to wear their face mask upon landing from the moment the aircraft doors open until the traveller enters the air terminal building, when they are 2 metres or less away from another person, other than household members.

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 the exception of those delivering essential services, will be required to serve a mandatory self-isolation period for 14 days and some provinces and territories have put in place specific 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 B2 - 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 self-isolation for all persons entering Canada, with few exceptions, even if the person does not have symptoms. These efforts will help contain the outbreak and limit the spread of COVID-19 in Canada.

*All travellers are asked to complete a Coronavirus Form so that public health officials can contact you if needed. [**Where applicable, add:** These are being distributed now throughout the cabin]. You will be given directions on where to turn in the form upon arrival. As an alternative to the paper form, travellers are encouraged to download the ArriveCAN mobile app, available in the Google Play Store or Apple App Store and complete the required information online. More information will be provided on self-isolation and travellers can speak to a Canada Border Services Officer, inside the terminal.*

Travellers are reminded that they must use their mask or face covering during their journey, whenever they are unable to distance from others by at least 2 metres. Upon landing, passengers will be required to wear their face mask when gathering their belongings and leaving the aircraft and until they reach the inside of the air terminal building where 2 metre distances can be maintained. Stay safe and be informed about COVID-19 related information from the national, provincial and territorial health authorities.

Thank you for your cooperation.

Annex C – ArriveCAN Mobile Application

The ArriveCAN app is available for free on [Google Play](#) and [Apple App](#) stores, and returning travellers are encouraged to use it.

ArriveCAN Mobile Application



Annex D: 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:

Province/Territory	Information
Alberta	<p><u>Entry restrictions:</u> All non-exempt travellers returning to or entering Alberta from outside Canada are required to isolate for 14 days. Travellers to Alberta should consult COVID-19 info for Albertans</p>
British Columbia	<p><u>Entry restrictions:</u> All non-exempt travellers returning to or entering British Columbia from outside Canada are required to isolate for 14 days. Travellers to British Columbia should consult British Columbia COVID-19</p>
Manitoba	<p><u>Entry restrictions:</u> Anyone entering Manitoba, regardless of whether from another country or another province must self-isolate for 14 days. Travellers to Manitoba should consult Manitoba COVID-19</p>
New Brunswick	<p><u>Entry restrictions:</u> 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. Travellers to New Brunswick should consult New Brunswick Coronavirus</p>
Newfoundland and Labrador	<p><u>Entry restrictions:</u> the only individuals permitted to enter the province are those who are:</p> <ul style="list-style-type: none"> • Residents of Newfoundland and Labrador, Nova Scotia, New Brunswick, and Prince Edward Island; • Asymptomatic workers and individuals who are subject to the Self-Isolation Exemption Order; and • Individuals who have been permitted entry to the province in extenuating circumstances, as approved in advance by the Chief Medical Officer of Health. <p>For more information on traveling to Newfoundland and Labrador: Newfoundland and Labrador COVID-19 information</p>
Northwest Territories	<p><u>Entry restrictions:</u> The Northwest Territories (NWT) Chief Public Health Officer has prohibited all travel into the Northwest Territories. For more information on traveling to Northwest Territories coronavirus disease (COVID-19)</p>
Nova Scotia	<p><u>Entry restrictions:</u> 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. Travellers to Nova Scotia should consult Nova Scotia novel coronavirus (COVID-19)</p>

Nunavut	<p><u>Entry restrictions:</u> 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.</p> <p>Nunavut COVID-19 (novel coronavirus)</p>
Ontario	<p><u>Entry restrictions:</u> 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.</p> <p>Ontario: The 2019 Novel Coronavirus (COVID-19)</p>
Prince Edward Island	<p><u>Entry restrictions:</u> 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.</p> <p>Prince Edward Island COVID-19</p>
Quebec	<p><u>Entry restrictions:</u> Anyone returning from outside Canada must self-isolate for 14 days, whether they have COVID-19 symptoms or not.</p> <p>Coronavirus disease (COVID-19) in Québec</p>
Saskatchewan	<p><u>Entry restrictions:</u> Travellers returning from international destinations (including the United States) are subject to a mandatory self-isolation public health order and federal quarantine requirements</p> <p>Travellers to Saskatchewan should consult Saskatchewan COVID-19</p>
Yukon	<p><u>Entry restrictions:</u> 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.</p> <p>Travellers to Yukon should consult Yukon: Find information about coronavirus (COVID-19)</p>

Annex E: Removable Non-Medical Mask or Face Covering

It is important to understand that non-medical masks or face coverings have limitations and need to be used safely. Non-medical masks or face coverings are protective layers of absorbent fabric (e.g., cotton) that snugly fit over the nose and mouth and are secured to the face with ties or ear loops. They prevent respiratory droplets from contaminating others or landing on surfaces. Non-medical masks or face coverings alone will not prevent the spread of COVID-19. One must consistently and strictly adhere to good hygiene and public health measures, including frequent hand washing and physical (social) distancing.

Safe Use of Removable Non-Medical Masks or Face Coverings

Removable masks or face coverings SHOULD:

- Should be made of multiple layers of absorbent fabric (e.g., cotton)
- Cover the mouth and nose (without big gaps)
- Fit securely to the head with ties or ear loops
- Allow for easy breathing
- Be changed as soon as possible if damp or dirty
- Stay the same shape after machine washing and drying

Removable masks or face coverings SHOULD NOT:

- Be placed on children less than 2 years old
- Be placed on anyone who is unconscious
- Be placed on anyone unable to remove them without assistance Be placed on anyone with a medical certificate indicating they should not wear a mask
- Be made exclusively of plastic sheeting, lace or mesh, or materials that easily fall apart (e.g., tissues)
- Be shared with others
- Impair vision or interfere with tasks

When using a removable mask or face covering:

- wash hands immediately before putting it on and immediately after taking it off (in addition to practicing good hand hygiene while wearing it)
- it should fit well (non-gaping)
- allow for easy breathing
- do not share it with others

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

- avoid touching the face covering or mask while using it
- change a cloth face covering or mask as soon as it gets damp or soiled
- put it directly into the washing machine or a bag that can be emptied into the washing machine and then disposed of
- cloth face coverings or masks can be laundered with other items using a hot cycle, and then dried thoroughly
 - non-medical masks that cannot be washed should be discarded and replaced as soon as they get damp, soiled or crumpled
 - dispose of masks properly in a lined garbage bin

Annex F – Transport Canada Temperature Screening Standards

FOREWORD

This document defines the technical standards and processes for the use of temperature screening equipment on passengers and non-passengers. This document will be reviewed and amended from time to time to reflect necessary changes to new and emerging threats to civil aviation.

1 – Purpose

This document establishes the Transport Canada standards for the temperature screening for the *Interim Order Respecting Certain Requirements for Civil Aviation Due to COVID-19, No. 7* (Interim Order).

2 – Definitions (Only for the purpose of this document)

Infrared (IR) Handheld Thermometer – optoelectronic instrument adapted for noncontact measurement of the temperature of a subject by utilizing infrared radiation exchange between the subject and the sensor.

Thermal Camera – a non-contact, non-invasive, non-ionizing temperature screening medical electrical equipment used to measure face temperature and indicate the screened region with a different colour if the temperature is above the threshold temperature setting. Such a device is commonly referred to as an infrared camera.

3 – Equipment Standards

- a) For the purpose of subsection 12(1) of the Interim Order, the standards for the equipment to be used to conduct temperature screening are:
 - i. Any IR handheld thermometer; or
 - ii. Any thermal camera.
- b) For the purpose of subsection 21(1) of the Interim Order, the standards for the equipment to be used to conduct temperature screening are:
 - i. IR handheld thermometer, entitled *Standard specification for infrared thermometers for intermittent determination of patient temperature (ASTM E1965-98:2016)*, published by the American Society for Testing and Materials or Medical electrical equipment – Part 2-56: *Particular requirements for basic safety and essential performance of clinical thermometers for body temperature measurement (ISO 80601-2-56:2017)*, published by the International Organization for Standardization; or
 - ii. Thermal camera, entitled *Particular requirements for the basic safety and essential performance of screening thermographs for human febrile temperature screening (IEC8061-2-59:2017)*, published by the International Electrotechnical Commission.

- c) For the purpose of subsections 12(2) and 21(2) of the Interim Order, the standards for the equipment to be used to conduct temperature screening are:
- i. IR handheld thermometer, entitled *Standard specification for infrared thermometers for intermittent determination of patient temperature (ASTM E1965-98:2016)*, published by the American Society for Testing and Materials or Medical electrical equipment – Part 2-56: *Particular requirements for basic safety and essential performance of clinical thermometers for body temperature measurement (ISO 80601-2-56:2017)*, published by the International Organization for Standardization.

4 – Temperature Screening – Procedures

- a) For the purpose of subsections 12(1) and (2), and 21(1) and (2) of the Interim Order, the procedures to conduct temperature screenings are:
- i. The air carrier or screening authority conducts the temperature screening using either a thermal camera or an IR handheld thermometer that meets a standard listed in section 3;
 - ii. Prior to conducting the temperature screening on a person using an IR handheld thermometer, any obstruction to the forehead, such as headwear or hair, is removed;
 - iii. Prior to conducting the temperature screening on a person using a thermal camera, eye wear is removed;
 - iv. If the result is a temperature reading of 38°C or greater, a secondary screening is performed by starting this process again using an IR handheld thermometer;
 - v. A temperature reading of 38°C or greater measured at the forehead using an IR handheld thermometer after a secondary screening will be considered an elevated temperature.

Annex G – Example Medical Certificates

Conditions Causing Elevated Body Temperatures:

MEDICAL CERTIFICATE FOR PERSONS WITH PHYSICAL OR MEDICAL CONDITIONS CAUSING ELEVATED BODY TEMPERATURES

The holder of this medical certificate may experience elevated body temperatures of 38 degrees Celsius or greater due to a medical or physical condition. This condition is not related to COVID-19 or other infectious illness.

This form may only be signed Healthcare Provider who is a physician, nurse practitioner, or physician assistant.

CERTIFICATE HOLDER INFORMATION	
Surname	
Given Names	
Date of Birth (yyyy-mm-dd)	
HEALTHCARE PROVIDER INFORMATION	
Healthcare Provider Full Name	
Healthcare Provider License Number	Healthcare Provider Contact Telephone Number (999-999-9999)
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 45%; text-align: center;"> <hr style="border: none; border-top: 1px solid black;"/> <p>Signature of Healthcare Provider</p> </div> <div style="width: 45%; text-align: center;"> <hr style="border: none; border-top: 1px solid black;"/> <p>Date (yyyy-mm-dd)</p> </div> </div>	

Conditions Preventing the Wearing of Face Masks or Face Coverings:

MEDICAL CERTIFICATE FOR PERSONS WITH PHYSICAL OR MEDICAL CONDITIONS THAT PREVENT THE USE OF A NON-MEDICAL MASK OR FACE COVERING FOR CIVIL AVIATION

The holder of this medical certificate is unable to wear a non-medical mask or face covering due to a medical or physical condition. This condition is not related to COVID-19 or other infectious illness.

This form may only be signed Healthcare Provider who is a physician, nurse practitioner, a dentist or physician assistant.

CERTIFICATE HOLDER INFORMATION	
Surname	
Given Names	
Date of Birth (yyyy-mm-dd)	
HEALTHCARE PROVIDER INFORMATION	
Healthcare Provider Full Name	
Healthcare Provider License Number	Healthcare Provider Contact Telephone Number (999-999-9999)
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 45%; text-align: center;"> <hr style="border: none; border-top: 1px solid black;"/> <p>Signature of Healthcare Provider</p> </div> <div style="width: 45%; text-align: center;"> <hr style="border: none; border-top: 1px solid black;"/> <p>Date (yyyy-mm-dd)</p> </div> </div>	