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. 12 (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. 7 made under the Quarantine Act.

Overview
This guidance material, dated November 4, 2020, replaces the October 22, 2020 version. It includes the following changes:

- **New Requirement – Notification for Digital Submission of Travel, Contact and Quarantine Plan Information:** air carriers are required to notify all passengers that as of November 21st there will be a requirement to digitally submit their travel and contact information, quarantine plan (unless exempt under conditions set out in the Mandatory Isolation Order – see Annex A2), and a COVID-19 symptom self-assessment via ArriveCAN before boarding their flight. (See Section on ArriveCAN Details for more information).

- **Temperature Screening:** provided the flexibility to air carriers to have local authorities’ conduct temperature screening, provided the air carrier can ensure obligations in the Interim Order are met (See Section on Temperature Screening by an Authorized Person).

- **Physical Distancing:** Removed the two meter physical distancing exception for passengers and crew members, as well as removed the exception for members of the same household who are seated together to remove their masks. Masks are now required for the entire travel journey, with the exception of when eating, drinking or taking medicine, even when seated next to a member of the same household.

- **Health Checks:** reduced the burden on air carriers by removing the requirement to pose additional health check questions; passengers will be required to make a single confirmation that covers the elements of the health check, based off the notification (see updates to the Section on Notification and Confirmation Process – Passenger Confirmation).

- **Non-medical Masks and Face Coverings:** definitions updated to match the recently released guidance from the Public Health Agency of Canada (November 3, 2020). This includes updates to what is an acceptable non-medical mask or face covering, as well as changes to the age thresholds for children to wear a mask.

- Some administrative/formatting changes.

**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 passengers 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 passenger of the following:**

- They may not be permitted to board if:
  - 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;
  - they have, or have any reason to suspect they have, COVID-19; or
  - they have not been permitted to board an aircraft in the previous 14 days for medical reason related to COVID-19.

  **Note:** Passengers 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.

- As of November 21st, there will be a requirement to digitally submit their travel and contact information, quarantine plan (unless exempt under conditions set out in the Mandatory Isolation Order – see Annex A2), and a COVID-19 symptom self-assessment via ArriveCAN before boarding their flight. (see the new section on ArriveCAN for further details; See also Annex B1 – sample emails, B2 – Pre-Board Message, B3 – In-Flight Message for communications products that air carriers can use to communicate with their passengers).

- 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 C 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 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. 7).

- They must be in possession of a non-medical mask or face covering (see Annex D 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 F).
- 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 F 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 passenger (See Section Temperature Screening by an Authorized Person for further details).

PASSENGERS 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 D (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 F 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 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, 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 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 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.
- 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 difficulty breathing, unless they have a medical certificate identifying the symptoms are unrelated to COVID-19.
- Verify that every passenger 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 F 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 B2).
**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 passenger before they board an aircraft for Canada use equipment, which is compliant with the Transport Canada standard and following the procedures (see Annex E- 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 F 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 E- 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 F 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:
  - 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.
- Keep a record of the name of every person who has received training as well as the contents of that training;
- 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.

NEW - 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 Departments (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 passenger is subjected to temperature screening; and
- The equipment that is used meets Transport Canada Temperature Screening Standards (Annex E); and
- Passengers are notified that if they have an elevated temperature they must not board an aircraft for Canada for the next 14 days.

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 passenger 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 passengers 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 (Annex E) 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-Sureteaeerienne.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.

**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 passenger.

**Notification to the Passenger:**
It is mandatory that each passenger 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 passenger 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 passenger has a medical certificate (Annex F) 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** – 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; 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.

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

• AIR OPERATORS require crew members and passengers 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 passenger 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. 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:
  o the date and flight number;
  o the passenger’s name and contact information;
  o the passenger’s seat number on the flight; and
  o the circumstances related to this refusal to comply.

• AIR OPERATORS deliver the in-flight announcement prior to landing in Canada (see Annex B3 – In-flight announcement prior to landing in Canada).
Step 5. Deplaning process – to be conducted upon landing:

- AIR OPERATORS advise passengers that they are required to continue to wear a non-medical mask or face covering during the entire deplaning process, until 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 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 Digital Submission of Contact / Quarantine Plan Information (ArriveCan)

As outlined in the Transport Canada Interim Order, Air Operators are required to notify passengers that as of November 21, 2020, all travellers returning or travelling to Canada via air may be required to digitally submit their COVID-related information. 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 Annex A2); 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 passengers 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.

Air Operators should also notify passengers that even ahead of the mandatory date of November 21st, they are strongly encouraged to submit their contact and quarantine plan information digitally through ArriveCAN, as failure to do so may result in delays once arriving in Canada. In the exceptional cases noted above or when there is a request during this interim period (before November 21st), air carriers can provide the paper form to a passenger in-flight.

*It should be noted that the role of the air carrier at this point is time is strictly to notify passengers 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.

Sample messaging is available for air carriers to use to notify their passengers here:

- Sample emails to send to passengers: Annex B1
- Pre-board notification: Annex B2
- In-flight notification: Annex B3
- 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.
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. Are you travelling for compassionate reasons and have valid documentation authorized by the Public Health Agency of Canada?
   - If “Yes”, proceed to question #7
   - If “No”, proceed to question #3

3. Are you travelling for non-essential, optional purposes including tourism, recreation or entertainment?
   - If “Yes”, proceed to question #4
   - If “No”, proceed to question #5

4. 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 #7
   - If “No”, deny boarding

5. 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 (see Annex A1)?
   - If “Yes”, proceed to question #6
   - If “No”, deny boarding

6. If you are subject to the 14 day mandatory quarantine (i.e. you are not one of the listed exemptions in Annex A2), will you be able to fulfill this requirement based on your planned visit to Canada?
   - If “Yes”, or not subject to, proceed to question #7
   - If “No”, Deny Boarding

7. 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)

START

Proceed to Health Check & Temperature Screening

Are you:
- a Canadian citizen? OR
- a permanent resident? OR
- a registered Indian under the Indian Act? OR
- a protected person under the Immigration and Refugee Protection Act? OR
- transiting through Canada?

NO

Are you travelling for compassionate reasons (with authorization from the Public Health Agency of Canada)?

NO

Are you travelling for non-essential, optional purposes, such as tourism, recreation or entertainment?

Note: if the traveller is travelling to reunite with family proceed to the next step

YES

Are you reuniting with immediate or extended family (with authorization from Immigration, Refugees and Citizenship Canada) for a stay of at least 15 days?

NO

Deny Boarding

YES

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 (see Annex A1)?

YES

Deny Boarding

NO

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?

YES

Proceed to Health Check & Temperature Screening

NO

Deny Boarding

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 Annex A2 for exceptions to the mandatory quarantine)

YES or not subject to

NO

Deny Boarding
Annex A1 – Non-application 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

A foreign national is prohibited from entering Canada if they arrive from a foreign country other than the United States, however this does not apply to the following people:

a) an immediate family member of a Canadian citizen or of a permanent resident;
   o an extended family member of a Canadian citizen or permanent resident who holds a statutory declaration attesting to their relationship with the Canadian citizen or permanent resident and is authorized in writing by an officer designated under subsection 6(1) of the Immigration and Refugee Protection Act to enter Canada.

b) 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;

c) 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;

d) 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;

e) 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;

f) 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;

g) a person who arrives by any means of conveyance operated by Canadian Forces or the Department of National Defence;

h) 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;

i) 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;

j) 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;

k) 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;

l) the holder of a valid work permit or study permit, as defined under section 2 of the Immigration and Refugee Protection Regulations;
m) a person whose application for a work permit referred to in paragraph (l) 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;

n) a person who seeks to enter Canada for the purpose of attending a listed institution, and the immediate family members of that person other than a dependent child of a dependent child of the person, if the person hold a valid student permit as defined in section 2 of the *Immigration and Refugee Protection Regulations*, if the person may apply for a study permit when entering Canada under section 214 of the *Immigration and Refugee Protection Regulations*, or if the person’s application for a study permit was approved under the *Immigration and Refugee Protection Act* and they received written notice of the approval but have not yet been issued the permit;

o) person permitted to work in Canada as a student in a health field under paragraph 186(p) of the *Immigration and Refugee Protection Regulations*;

p) a person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the *Immigration and Refugee Protection Regulations*;

q) a licensed health care professional with proof of employment in Canada;

r) a person who seeks to enter Canada for the purpose of delivering, maintaining, or repairing medically-necessary equipment or devices;

s) 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;

| t) 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; |

u) 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;

v) 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;

w) 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*;

x) 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.
Annex A2 – Exceptions to the 14 Day Mandatory Quarantine for Asymptomatic Persons (in accordance with section 6, Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), No. 7):

(a) a crew member as defined in subsection 101.01(1) of the Canadian Aviation Regulations or a person who enters Canada only to become such a crew member;

(b) a member of a crew as defined in subsection 3(1) of the Immigration and Refugee Protection Regulations or a person who enters Canada only to become such a crew member;

(c) a person who enters Canada at the invitation of the Minister of Health for the purpose of assisting in the COVID-19 response;

(d) a member of the Canadian Forces or a visiting force as defined in section 2 of the Visiting Forces Act, who enters Canada for the purpose of performing their duties as a member of either of those forces;

(e) a person or any person in a class of persons whom the Chief Public Health Officer determines will provide an essential service, as long as the person complies with any conditions imposed on them by the Chief Public Health Officer to minimize the risk of introduction or spread of COVID-19;

(f) a person or any person in a class of persons whose presence in Canada is determined by the Minister of Foreign Affairs, the Minister of Citizenship and Immigration or the Minister of Public Safety and Emergency Preparedness to be in the national interest, as long as the person complies with any conditions imposed on them by the relevant Minister to minimize the risk of introduction or spread of COVID-19;

(g) a person permitted to work in Canada as a provider of emergency services under paragraph 186(t) of the Immigration and Refugee Protection Regulations and who enters Canada for the purpose of providing those services;

(h) a person who enters Canada for the purpose of providing medical care, transporting essential medical equipment, supplies or means of treatment, or delivering, maintaining or repairing medically-necessary equipment or devices, as long as they do not directly care for persons 65 years of age or older within the 14-day period that begins on the day on which the person enters Canada;

(i) a person who enters Canada for the purpose of receiving essential medical services or treatments within 36 hours of entering Canada, other than services or treatments related to COVID-19;

(j) 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 who enters Canada for the purpose of performing their duties as a student in the health field, as long as they do not directly care for persons 65 years of age or older within the 14-day period that begins on the day on which the person enters Canada;

(k) a licensed health care professional with proof of employment in Canada who enters Canada for the purpose of performing their duties as a licensed health care professional, as long as they do not directly care for persons 65 years of age or older within the 14-day period that begins on the day on which the person enters Canada;
(l) a person, including a captain, deckhand, observer, inspector, scientist and any other person supporting commercial or research fishing-related activities, who enters Canada aboard a *Canadian fishing vessel* or a *foreign fishing vessel* as defined in subsection 2(1) of the *Coastal Fisheries Protection Act*, for the purpose of carrying out fishing or fishing-related activities, including offloading of fish, repairs, provisioning the vessel and exchange of crew;

(m) a habitual resident of an integrated trans-border community that exists on both sides of the Canada-United States border and who enters Canada after carrying out an everyday function within that community;

(n) a person who enters Canada if the entry is necessary to return to their habitual place of residence in Canada after carrying out an everyday function that, due to geographical constraints, must involve entering the United States; or

(o) 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, as long as the person remains on board the vessel.

(p) a student who is enrolled at a listed institution within the meaning of any order made under section 58 of the *Quarantine Act*, who attends that institution regularly and who enters Canada to go to that institution, as long as the government of the province and the local health authority of the place where that listed institution is located have indicated to the Public Health Agency of Canada that the listed institution is approved to accommodate students who are excepted from paragraph 3(1)(a) and section 4;

(q) a driver of a conveyance who enters Canada to drop off a student referred to in paragraph (p) at the listed institution referred to in that paragraph or to pick the student up from that institution, as long as the driver leaves the conveyance while in Canada, if at all, only to escort the student to or from the listed institution and they wear a non-medical mask or face covering while outside the conveyance;

(r) a student who is enrolled at an educational institution in the United States, who attends that educational institution regularly and who enters Canada to return to their habitual place of residence after attending that educational institution;

(s) a driver of a conveyance who enters Canada after dropping off a student who is enrolled at an educational institution in the United States at that institution or after picking up the student from that institution, as long as the driver left the conveyance while outside Canada, if at all, only to escort the student to or from the institution and they wore a non-medical mask or face covering while outside the conveyance;

(t) a dependent child who enters Canada under the terms of a written agreement or court order regarding custody, access or parenting;

(u) a driver of a conveyance who enters Canada to drop off or pick up a dependent child under the terms
of a written agreement or court order regarding custody, access or parenting, as long as the driver leaves the conveyance while in Canada, if at all, only to escort the dependent child to or from the conveyance and they wear a non-medical mask or face covering while outside the conveyance;

(v) a driver of a conveyance who enters Canada after dropping off or picking up a dependent child under the terms of a written agreement or court order regarding custody, access or parenting, as long as the driver left the conveyance while outside Canada, if at all, only to escort the dependent child to or from the conveyance and they wore a non-medical mask or face covering while outside the conveyance;

(w) a habitual resident of the remote communities of Northwest Angle, Minnesota or Hyder, Alaska who enters Canada only to access necessities of life from the closest Canadian community where such necessities of life are available;

(x) a habitual resident of the remote communities of Campobello Island, New Brunswick or Stewart, British Columbia who enters Canada after having entered the United States only to access necessities of life from the closest American community where such necessities of life are available; and

(y) a person who enters Canada in a conveyance at a land border crossing in the following circumstances, as long as the person remained in the conveyance while outside Canada:

   (i) the person was denied entry to the United States at the land border crossing, or

   (ii) the person entered the territory of the United States but did not seek legal entry to the United States at the land border crossing.
Annex B1 – 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

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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:

- Travel and contact information
- Quarantine plan (unless exempted under conditions set out in the Mandatory Isolation Order)
- 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 B2 - 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, has new restrictions in place for travellers coming into Canada.*

*Please be advised that, with a few exceptions:*
  
  - 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 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, 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, you are strongly encouraged to use ArriveCAN (available in the Google Play Store or Apple App Store or by signing in online) to submit your required information to avoid any processing delays by federal authorities once you arrive in Canada. This includes your travel and contact information, quarantine plan (unless exempted under conditions set out in the Mandatory Isolation Order) and COVID-19 symptom self-assessment. Please note that as of November 21st, digitally submitting your information using ArriveCAN before boarding your flight will become mandatory. 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 B3 - 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 you are strongly encouraged to use ArriveCAN to submit your travel and contact information, quarantine plan and COVID-19 symptom self-assessment to expedite processing by federal authorities upon your arrival in Canada. If you are an in-transit passenger whose final destination is not Canada, you do not have to submit this information. Please note that as of November 21st, digitally submitting your information using ArriveCAN will become mandatory. Please be ready to show your ArriveCAN receipt before entry into Canada. A border services officer will verify that you have submitted your 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, passengers 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 C: 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>
</table>
| Alberta            | Entry restrictions:  
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](#) |
| British Columbia   | Entry restrictions:  
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](#) |
| Manitoba           | Entry restrictions:  
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](#) |
| New Brunswick      | Entry restrictions:  
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](#) |
| Newfoundland and Labrador | Entry restrictions:  
the only individuals permitted to enter the province are those who are:  
- 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.  
For more information on traveling to Newfoundland and Labrador: [Newfoundland and Labrador COVID-19 information](#) |
| Northwest Territories | Entry restrictions:  
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)](#) |
| Nova Scotia        | Entry restrictions:  
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)](#) |
| Nunavut            | Entry restrictions: |
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.  
[Nunavut COVID-19 (novel coronavirus)]

<table>
<thead>
<tr>
<th>Province</th>
<th>Entry restrictions:</th>
<th></th>
</tr>
</thead>
<tbody>
<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>
<td>[Ontario: The 2019 Novel Coronavirus (COVID-19)]</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>
<td>[Prince Edward Island COVID-19]</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>
<td>[Coronavirus disease (COVID-19) in Québec]</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 [Saskatchewan COVID-19].</td>
<td></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 [Yukon: Find information about coronavirus (COVID-19)].</td>
<td></td>
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</tbody>
</table>
Annex D: 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 <strong>SHOULD:</strong></th>
<th>Removable masks / face coverings <strong>SHOULD NOT:</strong></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>X 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>X Be placed on anyone who is unconscious</td>
</tr>
<tr>
<td>✓ Allow for easy breathing</td>
<td>X 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>X 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>X 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>X Be shared with others</td>
</tr>
<tr>
<td>✓ Maintain its shape after machine washing and drying</td>
<td>X Impair vision or interfere with tasks</td>
</tr>
</tbody>
</table>

*Please note that Interim Order #12 currently defines a face mask as a “non-medical mask or face covering that is made of at least two layers of tightly woven material such as cotton or linen, is large enough to completely cover a person’s nose and mouth without gaping and can be secured to a person’s head with ties or ear loops”. This definition is expected to be updated in future Interim Orders to reflect the most current Public Health Agency of Canada guidance.

Age restrictions regarding children:

- Children under the age of 2 should not wear masks or face coverings.
- Between the ages of 2 and 5, wearing a mask is strongly encouraged, as long as the child is supervised. This will also depend on their ability to tolerate it as well as put it on and take it off.
- Children older than 5 should wear one in situations or settings where they’re recommended.
Hearing Impairments and clear masks:
The use of non-medical masks or face coverings with a clear window is encouraged if you are hearing impaired, interact with people who use lip-reading to communicate, or in settings where facial expression is an important part of communication.

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
  o non-medical masks that cannot be washed should be discarded and replaced as soon as they get damp, soiled or crumpled
  o dispose of masks properly in a lined garbage bin
Annex E – Transport Canada Temperature Screening Standards

FOREWORD

This document defines the technical standards and processes for the use of temperature screening equipment. 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 temperature screening for the Interim Order Respecting Certain Requirements for Civil Aviation Due to COVID-19, No. 12 (Interim Order).

2 – DEFINITIONS (ONLY FOR THE PURPOSE OF THIS DOCUMENT)

Infrared (IR) Handheld Thermometer – optoelectronic instrument adapted for non-contact 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 22(1) of the Interim Order, the standards for the equipment to be used to conduct temperature screening are:


c) For the purpose of subsections 12(2), 19(2) and 22(2) of the Interim Order, the standards for the equipment to be used to conduct temperature screening are:


4 – TEMPERATURE SCREENING – PROCEDURES

a) In the case of an air carrier that is not relying on an authorized person to conduct temperature screenings under subsection 12(1), the procedure to conduct a temperature screening under subsections 12(1) and (2), and 22(1) and (2) of the Interim Order is:

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 is considered an elevated temperature.

b) In the case of an air carrier that is relying, in accordance with subsection 19(2), on an authorized person to conduct a temperature screening under subsection 12(1) of the Interim Order, the procedure to conduct that temperature screening is:

i. The authorized person conducts the temperature screening using an IR handheld thermometer that meets a standard listed in section 3(c);

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. An elevated temperature is a temperature reading greater than or equal to a threshold temperature of 38°C. If a threshold temperature set by the authorized person is a higher standard than 38°C, then the threshold temperature of the higher standard will be used for temperature reading.
Annex F – 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.

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<thead>
<tr>
<th>CERTIFICATE HOLDER INFORMATION</th>
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<tbody>
<tr>
<td>Surname</td>
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<tr>
<td>Given Names</td>
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<tr>
<td>Date of Birth (yyyy-mm-dd)</td>
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<tr>
<th>HEALTHCARE PROVIDER INFORMATION</th>
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<tbody>
<tr>
<td>Healthcare Provider Full Name</td>
<td></td>
</tr>
<tr>
<td>Healthcare Provider License Number</td>
<td>Healthcare Provider Contact Telephone Number (999-999-9999)</td>
</tr>
</tbody>
</table>

Signature of Healthcare Provider  Date (yyyy-mm-dd)

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.

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</table>

Signature of Healthcare Provider  Date (yyyy-mm-dd)