Key Messages

ArriveCAN – Phase 4: New Travel Requirements

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- The Government of Canada continues to take unprecedented action to protect the health and safety of Canadians by introducing new measures to help prevent further introduction and transmission of COVID-19 and new variants of the virus into Canada.

- Mandatory requirements for travellers entering Canada by air or land to submit COVID-19-related information electronically prior to boarding their flight or arrival at a land border crossing are in effect.

- ArriveCAN is a secure and user-friendly tool to help travellers comply with border measures.

- By using an electronic collection method, physical contact between travellers and border services officers and PHAC officers is limited which helps to protect the health and safety of both travellers and officers.

- ArriveCAN allows for the rapid transfer of traveller data to local public health, which in turn enables the continued verification of travellers' compliance with quarantine measures.

- ArriveCAN does not use any technology or data, such as GPS, to monitor or track traveller movements. Your privacy is protected.

- ArriveCAN is available as a free mobile app and can be downloaded on Google Play for Android or through the App Store for iOS. Travellers can also use ArriveCAN by signing-in online at Canada.ca/ArriveCAN.

- Visit Canada.ca/ArriveCAN for more information on the mandatory travel requirements and to access additional support mechanisms if required.

Requirements for travellers entering Canada by air or land:

- All travellers whose final destination is Canada must submit their information electronically through ArriveCAN **before they board their flight or before arrival at a land border crossing.**

- All travellers **must** use ArriveCAN to provide:
    - travel and contact information,
    - quarantine plan (unless exempted from the mandatory requirement to quarantine set out in the emergency order under the *Quarantine Act)*, and

- o COVID-19 symptom self-assessments.

- **Air travellers must** also use ArriveCAN to submit:
  - o the reference code for a confirmed three-night reservation at a government-authorized hotel while they await the results of their COVID test taken upon entry to Canada.

- Travellers can start to submit their information in ArriveCAN up to 365 days in advance of their expected arrival in Canada.

- Unless exempt, travellers entering Canada by air or land need to show proof of a:

  - o negative COVID-19 molecular test result taken within 72 hours before their scheduled flight or arrival at the land border crossing **OR**
  - o positive COVID-19 test taken between 14 and 90 days before their scheduled flight or arrival at the land border crossing in Canada.

- Travellers' information about their COVID-19 molecular test result needs to be shown to Government of Canada officials upon request.

- At this time, travellers to Canada will not be denied boarding or entry to Canada if they have not submitted their information via ArriveCAN.

- Travellers who do not submit the required information electronically before boarding their flight or crossing the border may be subject to enforcement actions, including the provision of a Notice of Non-Compliance by a Canadian border official.

Requirements for travellers entering Canada by marine:

- At this time, ArriveCAN isn't mandatory when travelling to Canada by water. However, travellers are strongly encouraged to submit their travel information through ArriveCAN to speed up processing at the border and limit points of contact.

ArriveCAN Receipt:

- 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 electronically.

  - o Travellers using the mobile app, they can retrieve their receipt within the app and show to the border services officer.
  - o Travellers submitting their information online can take a screenshot or print their receipt to show to the border services officer.
  - o The ArriveCAN receipt will also be emailed to the traveller. The traveller can show their emailed receipt to the border services officer.

- Travellers who are unable to submit their information electronically can ask their travel agent, family members or friends to submit it on their behalf by signing in online at canada.ca/ArriveCAN. The traveller can then provide a printed or emailed ArriveCAN receipt to show to the border services officer. To complete their post-border reporting, the traveller will call 1-833-641-0343 toll-free, using the same information in their ArriveCAN submission.

Reporting requirements after entry in Canada:

- Travellers must go directly to their place of quarantine or isolation and stay there for the duration of their quarantine or isolation. Travellers entering by air must spend the first few nights at a government-authorized hotel until they receive a negative result from the COVID-19 test they took upon entry.

- All travellers must use ArriveCAN or call the 1-833-641-0343 toll-free number to:
  - confirm they have arrived at a government-authorized hotel or the address they provided for their place of quarantine or isolation within **48 hours of entering Canada;** and,
  - complete a daily COVID-19 symptom self-assessment during their 14-day quarantine period.

- Travellers exempted from the requirement to quarantine do not need to complete the daily symptoms report once they have entered Canada.

- Travellers directed to a designated quarantine facility do not have to report through ArriveCAN; however, they will be subject to reporting requirements of the facility.

- Starting on the day after they enter Canada, travellers who use the ArriveCAN app will receive daily notifications on their phone as well as daily emails reminding them to check-in at their place of quarantine or isolation and report daily symptom self-assessments. Travellers who have signed in online to submit their information will receive daily email notifications.

- If the traveller did not use ArriveCAN to enter Canada or is unable to use ArriveCAN, they should call 1-833-641-0343 toll-free to complete this reporting.

- A traveller's quarantine period begins on the day they arrive in Canada.

- Travellers who submit their information verbally or by paper form to a border services officer when entering Canada must use the 1-833-641-0343 toll-free line to confirm arrival at their place of quarantine or isolation and their daily symptom reporting. They will not be able to begin to use ArriveCAN after their arrival.

- Travellers will receive calls from Government of Canada officials to ensure they are complying with their mandatory quarantine or isolation. They must answer calls from 1-888-336-7735 and answer all questions truthfully to demonstrate their compliance with the law.

- Travellers may also receive a visit from a Designated Screening Officer or local law enforcement to confirm their compliance with their mandatory quarantine or isolation.

Exemptions

- Travel information may be provided in a form and manner, such as verbally to a border services officer, if you're unable to submit through ArriveCAN for reasons such as:
    o a disability;
    o inadequate infrastructure;
    o a service disruption; or
    o a natural disaster.

- Air travellers who are in transit to another country (and are not leaving the secure area at the airport) do not need to submit their information through ArriveCAN.

Accessibility / Alternative Options

- Travellers who experience difficulty submitting their information through ArriveCAN can access additional information at Canada.ca/ArriveCAN.

- For general inquiries, basic troubleshooting and navigational support, travellers can call (from 7 a.m. to 8 p.m. ET; 8 a.m. to 8 p.m. ET on statutory holidays):
    o From Canada or the U.S. at 1-833-283-07403 (toll-free)
    o From abroad at 613-954-8485
    o Using teletypewriter (TTY) at 1-800-465-7735 (Canada and the U.S. only)

- For technical and registration issues, travellers can contact PHAC via the contact form at https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan/contact-us.html.

- Travellers without a smartphone or without mobile data can submit their information before they leave their point of departure by signing in online through a computing device. Travellers are able to submit their information electronically up to 365 days in advance of their arrival in Canada. Travellers should print or take a screenshot of their ArriveCAN receipt and bring it with them when they travel.

- Travellers can also ask another person for assistance, such as a friend or relative, to submit their information if they are unable to use ArriveCAN. The individual can submit the traveller's information by signing in online. They do not need to be travelling together. Once they have submitted the travellers' information, they should print the receipt page or take a screenshot and provide it to the traveller to show to the border services officer.

- Travellers can also include multiple travellers in their ArriveCAN submission if travelling with others. Information can be provided for up to eight travellers, including the primary traveller, in a single submission. This can only be used when all travellers are staying together at the same address for the entire quarantine period.

- Those travelling with a child whose only documentation is a birth certificate do not need to submit their information in ArriveCAN. They will be provided with an alternative option at the Canadian border.

Protection of personal information

- Personal information is required to administer and enforce the *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations)*. Personal information may be used and shared for the following main purposes: to verify and/or enforce compliance with the Quarantine, Isolation and Other Obligations Order, and for public health follow-up by the provinces and territories.

- Personal information collected by Canada Border Services Agency on behalf of the Public Health Agency of Canada (PHAC), via ArriveCAN or alternative methods, such as verbally by a border services officer, is used by PHAC to verify travellers' compliance with the *Quarantine Act* and Emergency Orders made under it.

- Personal information is shared with provinces and territories to facilitate their public health follow-up with travellers. It is also shared with law enforcement to verify and enforce compliance with the Quarantine, Isolation and Other Obligations Order.

- ArriveCAN does not monitor or track traveller movements.

- Personal information under the control of any federal government institution is subject to the requirements of the *Privacy Act*.

- Provinces, territories and local law enforcement, with whom this information is shared, have their own privacy legislation and retention periods.

- The Public Health Agency of Canada has actively engaged the Office of the Privacy Commissioner on any collection of personal information required to enforce *Quarantine Act*.