



August 10, 2022

Dear colleagues,

Issue: Instances of unvaccinated Canadian crewmembers being are unable to complete ArriveCAN, due to the Application not allowing them to register their Trade or Transport exemption.

A: Unvaccinated Canadian crew members can complete ArriveCAN as trade and transport employees; however, as they are unvaccinated, the app will push them toward a 14 day quarantine. This can be overridden by a Border Services Officer (BSO) on entry and, until an ArriveCAN update can be completed, the crew member should speak to a BSO to have their profile updated. We are working with the ArriveCAN development team to update the trade and transport category for air crew.

The crew member would select "Work/Essential Reasons" as the purpose of travel and then select trade and transport on the second screen. They will be prompted to enter vaccination credentials, however, if they select no, they will be asked if they are a person with a right of entry (Canadian citizen, permanent resident of Canada or person registered under the Indian Act). Once they select that they have a right of entry to Canada, they will be able to complete the ArriveCAN submission and generate a receipt.