Responses to Air Industry Feedback

Six consultation sessions were held with air carriers, airport authorities, and travel associations in September. Following the consultations, a number of written comments and questions were received by the Public Health Agency of Canada (PHAC). This document provides a written response to the feedback from these key stakeholders.

For more information on ArriveCAN, frequently asked questions and troubleshooting, visit
canada.ca/ArriveCAN

Introduction

On November 2, 2020, the Government of Canada signalled its policy intent to move towards mandatory digital submission of public health information from all incoming travellers. Under the Mandatory Isolation Order made under the *Quarantine Act*, mandatory digital submission of public health information will be a legal requirement, effective November 21, 2020. Implementation will adopt a **stepped approach**:

<u>Step 1</u>: As of November 21, implementation will be focused on a period of compliance promotion and education for travellers. The objective of this period is to raise awareness and educate the public and stakeholders about the new requirements. Travellers arriving by air will be required to submit information via ArriveCAN prior to boarding their flight to Canada. Travellers can provide this information by signing-in online or downloading the mobile app. They can do so at any point in the travel journey, from the time of purchasing a ticket, up until the moment prior to boarding their flight to Canada. Failure to do so may result in processing delays upon arrival at a Canadian airport. Under Transport Canada's Interim Order issued on November 4, 2020, air operators are required to notify travellers bound for Canada that they need to digitally provide information before boarding the aircraft. As part of compliance promotion and education, there is no obligation on air carriers to check if a traveller has an ArriveCAN receipt prior to boarding their flight. Travellers who have not submitted their information digitally prior to boarding would still be allowed to board and enter Canada. Upon their arrival in Canada, they will be notified that they are in non-compliance of the emergency order and they will be given options to submit their information while at the Canadian port of entry.

<u>Step 2</u>: Travellers who do not submit their information via ArriveCAN will be subject to enforcement action. The timing of the implementation of enforcement measures is not yet determined and will be determined in collaboration with air operators (via the Operations Working Group) to capture operational considerations and air carrier readiness. Once implemented, travellers will be subject to enforcement actions if they do not submit their information through ArriveCAN (via the app or signing-in online) and these consequences will include warnings, fines or a denial of boarding for travellers who do not have a right of entry (ie. Canadian citizens, persons under the Indian Act, and permanent residents).

General Information on ArriveCAN

As the COVID-19 global situation continues to evolve rapidly, the Government of Canada is taking a variety of measures at the border as part of its efforts to reduce the spread of COVID-19 in Canada.

ArriveCAN was created as a secure and user-friendly tool to help travellers comply with these border measures. ArriveCAN allows travellers entering Canada by air, land, or marine to submit mandatory information as required under [Emergency Orders](#) under the *[Quarantine Act](#)* for entry into Canada. Travellers can submit this information through the ArriveCAN mobile app, available on [Android](#) and [iOS](#) devices, or by [signing in online](#). It takes less than ten minutes to register and complete the first submission. Contact information is saved in ArriveCAN for future travel, meaning that the next time one travels to Canada, it will take less than three minutes to complete the submission.

Regardless of origin and routing, all travellers entering Canada by air will be required to provide a digital submission through ArriveCAN prior to boarding their flight to Canada. Travellers who have not submitted their information digitally prior to boarding would still be allowed to board and enter Canada. Upon their arrival in Canada, they will be notified that they are in non-compliance of the emergency order and they will be given options to submit their information while at the Canadian port of entry.

When a traveller submits their information via ArriveCAN, they are instantly provided with a receipt. The ArriveCAN receipt can be retrieved within the mobile app. Travellers submitting their information by signing in online can print and carry their receipt with them.

After crossing the border, as of November 21, 2020, unless exempted from the Mandatory Isolation Order, travellers must also provide additional information through ArriveCAN or by calling the 1-833-641-0343 toll-free. Travellers must confirm they have arrived at their place of quarantine, and complete a daily COVID-19 symptom self-assessment during their quarantine period.

Improvements and enhancements to ArriveCAN are continuously being implemented based on user and stakeholder feedback. For example, following feedback from air stakeholders, usability as it relates to the airport search function was improved. Previously, travellers had to search by airport name. With the new improvement, travellers can now search by city name or airport code, in addition to the airport name. Many improvements made to the app are a result of feedback received from travellers - see 'Support Model for Travellers' for more information.

ArriveCAN Stats

As of November 1st, 2020, there have been over 468,000 downloads and 271,000 submissions through ArriveCAN, representing 19% of air travellers since ArriveCAN was launched in April 2020. Usage of ArriveCAN continues to increase over time - for the period of October 26 to November 1, 2020, 32% of air travellers used ArriveCAN to submit their information.

On average, Canadian citizens account for 55% of submissions through ArriveCAN, while foreign nationals accounted for 45%. Additionally, 42% of submissions have been from travellers arriving in Canada on a domestic carrier flight.

Travellers Entering Canada via Codeshare Agreements

Travellers only enter information in ArriveCAN for the flight that brings them into Canada. For example, if a traveller's route is Sydney to Los Angeles to Vancouver, the traveller would enter in ArriveCAN only the details for the Los Angeles to Vancouver flight.

Exemptions to Mandatory Digital Submission

In-transit Travellers. Travellers who are in-transit and whose final destination is not Canada will not be required to submit their information digitally via ArriveCAN.

System Disruptions or Outages. In cases of ArriveCAN system disruptions or outages, travellers will be exempt from providing their information digitally. Travellers will be instructed to complete a paper form upon arrival to Canada. CBSA will leverage existing communication channels with air carriers to alert of any ArriveCAN mobile app or website technical/maintenance issue or service disruption.

Multi-traveller Submissions

ArriveCAN has a feature that allows for "multi-traveller submissions." This feature allows parents or guardians to provide information for their children or for individuals for whom they have legal guardianship. It also enables individuals to submit information on behalf of their spouse or common-law partner. In this case, a traveller can submit information for up to seven additional travellers, as long as these travellers are staying at the same location throughout the 14-day quarantine period. The primary traveller receives one ArriveCAN receipt that includes the names of all of the travellers contained in the multi-traveller submission (see Annex C for an example of a multi-traveller submission receipt).

The requirement to provide information via ArriveCAN applies to all incoming travellers to Canada, regardless of age.

Travellers Exempt from Quarantine Requirements

Active airline crew and other individuals performing medical support, cross-border work, essential services, and trade or transport may be considered exempt from mandatory quarantine. Travellers should follow all instructions provided to them by a CBSA officer at the port of entry. Crew are encouraged to refer to the PHAC handout entitled *For persons exempt from mandatory quarantine due to COVID-19.*

Exempt travellers travelling via air must still provide digital information to PHAC, including contact and travel information and symptom self-assessment. Unlike all other travellers, they are not required to provide a quarantine plan nor are they required to provide information after they cross into Canada during the quarantine period. Exempt travellers have to provide this information upon each entry into Canada. Since information is saved in the app on first login, using ArriveCAN will expedite processing at the border and save time.

Exempt travellers are provided an ArriveCAN receipt when they complete their submission. Upon entry to Canada by air travel, these travelers are provided a 3-digit code to input into the app when the BSO validates their exempt travel status. The 3-digit code is not required for exempt travellers entering by land or marine.

PHAC is aware of instances in which active air crew are receiving follow up from PHAC and/or local law enforcement in the form of house visits or phone calls. Over the past month, this issue has generally been experienced by crew who have used the paper form. Should a crew member receive follow up from PHAC or local law enforcement, the air crew member is to advise them they are exempt from the mandatory requirement to quarantine as active crew, and if asked, to demonstrate their crew credentials. Air crew are recommended not to ignore follow up calls from PHAC. Please be advised the phone number that will appear when receiving a call from PHAC is: 1-888-336-7735 and the caller ID would be GOV-GOUV CANADA. If a crew member is inadvertently contacted for follow up on the requirement to quarantine, they are asked to contact the CBSA Border Information Service.

Communications Strategy and Incentives for Travellers

Incentivizing Travellers to Use ArriveCAN

PHAC and CBSA continue to incentivize travellers to use ArriveCAN to increase voluntary adoption prior to mandatory requirements coming into effect. Dedicated processing lanes for travellers who have submitted their information through ArriveCAN were introduced in September and October at four major international airports: Vancouver, Calgary, Toronto Pearson Terminals 1 and 3, and Montreal. This has led to an increase in travellers using ArriveCAN at these ports of entry.

Communications Strategy

PHAC is leading the communications regarding the mandatory requirements, with support from other federal government departments. It will be clear in the messaging that the mandatory requirements for digital information submission are legal requirements with the force of law by the Government of Canada and communications will be sustained over many months.

PHAC has a comprehensive communications plan to inform travellers entering Canada of the new mandatory requirements. Activities include, but are not limited to, promotion through social media channels and traditional media, stakeholder and partner engagement, and a sustained advertising and marketing campaign. PHAC will communicate with small niche travel publications and outlets as well as ethnic and multicultural publications and outlets to communicate the new ArriveCAN requirements.

A marketing campaign includes outreach with travel industry organizations, such as travel agencies, online booking platforms, travel insurance and credit card companies/travel reward companies. We have prepared a partner toolkit to equip travel industry stakeholders with prepared content to promote ArriveCAN to their audiences.

Role of the Air Carriers

At the Airport

As per the November 4, 2020 Transport Canada Interim Order, air carriers are required to notify travellers of the requirement to digitally submit information.

At this time and until further notice, air carriers are not required to visually check the ArriveCAN receipt.

The Government of Canada does not intend for air carriers to record the confirmation number or the names of travellers shown on the ArriveCAN receipt.

There is no requirement for airlines to have electronic devices available to assist passengers to digitally submit their information (e.g., iPads, laptops).

Training and Communications Support

While it is incumbent on the traveller to understand their obligations, we anticipate that air carriers can play a valuable role in communications, in collaboration with the Government of Canada.

A digital engagement kit has been shared with stakeholders to help them communicate the new requirements with air travellers. It includes key messages, infographics, posters, ready-to-post social media messages, proposed pre-boarding and in-flight announcements, etc. For passengers who have already purchased their ticket, air carriers can send them follow-up notifications (e.g., emails) with information about the new mandatory requirements, reminding travellers that they can submit their information through ArriveCAN at any point of their travel journey prior to boarding a flight to Canada. Sample emails are included in the digital engagement kits.

Comprehensive guidance and training materials serves to assist air carriers with the mandatory requirements. This includes a guidance document and ArriveCAN screenshots. Additional guidance and training materials will be developed over the upcoming weeks. As other material is developed, it will be shared through the Communications Working Group.

Support for Travellers and Air Operators

Travellers and air operators will have several avenues for support should they have questions about submitting information via ArriveCAN.

First, a new dedicated website is available with direct links to download the app or to sign-in on line, as well as "get help" information to respond to the main lines of enquiry that we have been seeing to date from travellers and industry partners. canada.ca/ArriveCAN

Second, a dedicated toll-free phone line will be made available for 12 hours a day, seven days a week, to provide information should travellers (or air operators) have additional general enquiries about ArriveCAN. This line will be live before November 21, 2020 and the phone number will be featured on the aforementioned website. International collect calls will be accepted on this line.

Third, for travellers or air operators who have questions that cannot be addressed through the avenues described above, email enquiries can be sent to phac.arrivecan.aspc@canada.ca for more customized enquiries.

Accessibility and Access to Technology

The Government of Canada aims to provide opportunities for every traveller to submit their public health information digitally.

While the ArriveCAN app is available for download on both Android and iOS operating platforms, there is also a parallel platform for which travellers can sign-in online and use ArriveCAN on any browser-enabled device of their choosing. The sign-in online platform follows Web Content Accessibility Guidelines 2.0 (WCAG) industry standards. In the coming weeks, this mode of ArriveCAN will meet the testable success criteria at level AA, and by the end of the calendar year, it will meet the criteria for level AAA.

Still, the Government of Canada recognizes that not every traveller may be comfortable using technology or may not have access to technology while crossing the border. In such cases, travellers can

opt to use the sign-in online platform, submit their information, and then print their receipt and carry the printout with them as they travel into Canada. Travellers can do this on their own, or they can ask friends or family members to do this on their behalf - as long the traveller has a printout of the receipt as proof of their digital submission.

Effective mid-November, travellers can digitally submit their public health information at any point in time (and not just within a couple of weeks from their travel date, as the original workflow was designed). As the majority of airline tickets are purchased electronically, travellers who may not have access to technology on a regular basis can opt to submit their information via ArriveCAN at that same moment when they purchase their flight ticket.

ArriveCAN is currently available in English, French, and Spanish. Consideration is being made to add additional languages to the sign-in online platform. Timing for this is yet to be determined.

Future of ArriveCAN

ArriveCAN was created to enable travellers to provide mandatory information to the Government of Canada as required under Emergency Orders under the *Quarantine Act* for entry into Canada. The collection of mandatory information will cease upon expiry of the Emergency Orders under the Act.

ArriveCAN is separate from other digital tools, such as the eDeclaration app. We will continue to evaluate opportunities to add new features or integrate other COVID-related requirements as we progress with implementation.

Annex A: Stakeholders

This document is a response to the 139 comments and questions we received by air carriers, air authorities, associations, and Transport Canada in writing and during the in-person consultation meetings in September.

The stakeholders we received feedback from were:

- ATAC and its operator members,
- Aviation Security
- United Airlines
- Lufthansa Group
- Transport Canada
- Air Transport Association
- National Airlines Council of Canada
- Airlines for America
- Sunwing Airlines
- Delta Airlines
- Air Canada
- Americas Japan Airlines
- Japan Airlines YVR
- National Airlines Council of Canada
- WestJet
- Vancouver Airport
- Toronto Airport.

Annex B: Resources

For additional information about ArriveCAN, air operators can refer to the following resources:
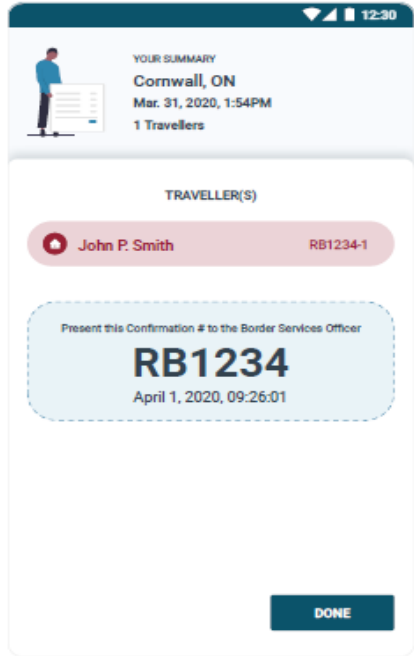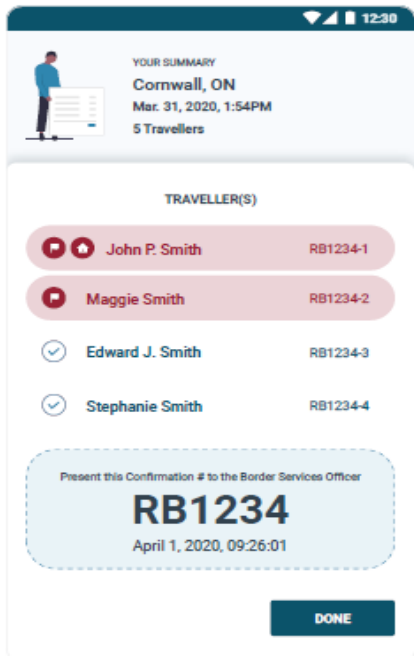
ArriveCAN – Screenshots - EN: https://bit.ly/3lVwjOO

ArriveCAN – Screenshots - FR: https://bit.ly/342u7Pr

ArriveCAN – Background deck - EN: https://bit.ly/3du14Yo

ArriveCAN – Background deck - FR: https://bit.ly/2SZZkwy

Annex C: ArriveCAN Receipts

These are examples of ArriveCAN receipts.

	This is a valid ArriveCAN receipt. The icon next to the traveller's name means that they will be referred to PHAC upon entry for additional questions and does not mean they would be denied entry to Canada.
	This is a valid ArriveCAN receipt for a group submission. The first two travellers will be referred to PHAC upon entry for additional questions.
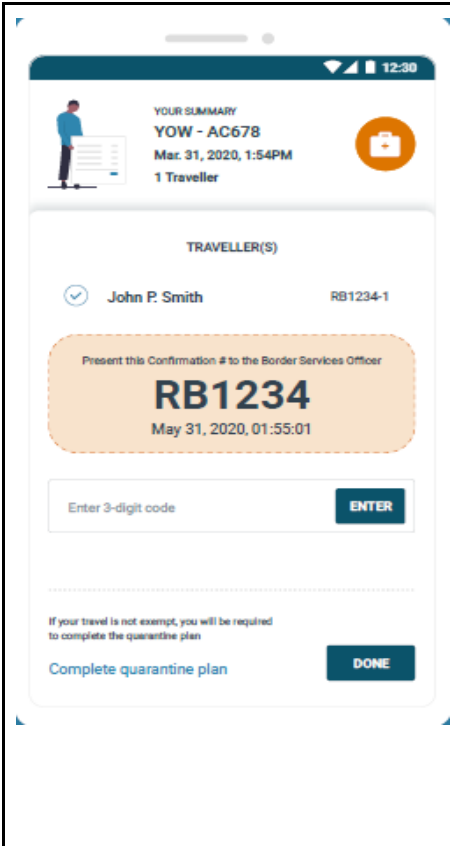
This is a valid ArriveCAN receipt for an exempt traveller entering Canada via air. After the Canada Border Services Officer confirms their exempt status, they are provided a 3-digit code to enter into the app.
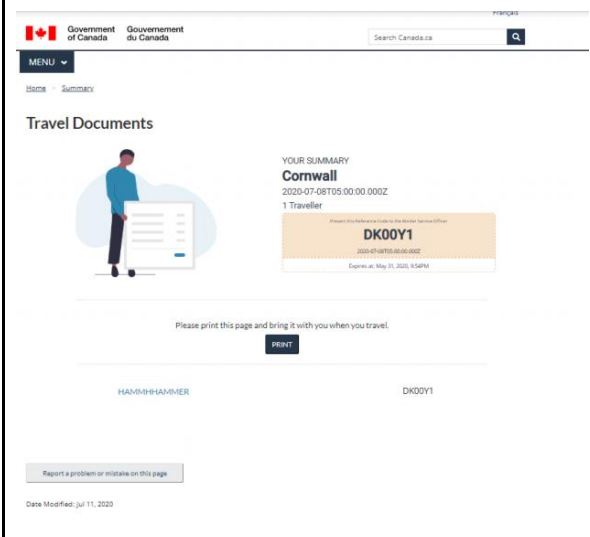
This is an example of an ArriveCAN receipt from a traveller who submitted their information by signing in online. The receipt is similar to the mobile app receipt and contains a summary of the travel and confirmation code. Travellers are asked to screenshot or print this page before boarding their flight to Canada and to present it to the Border Services Officer upon entry to Canada.