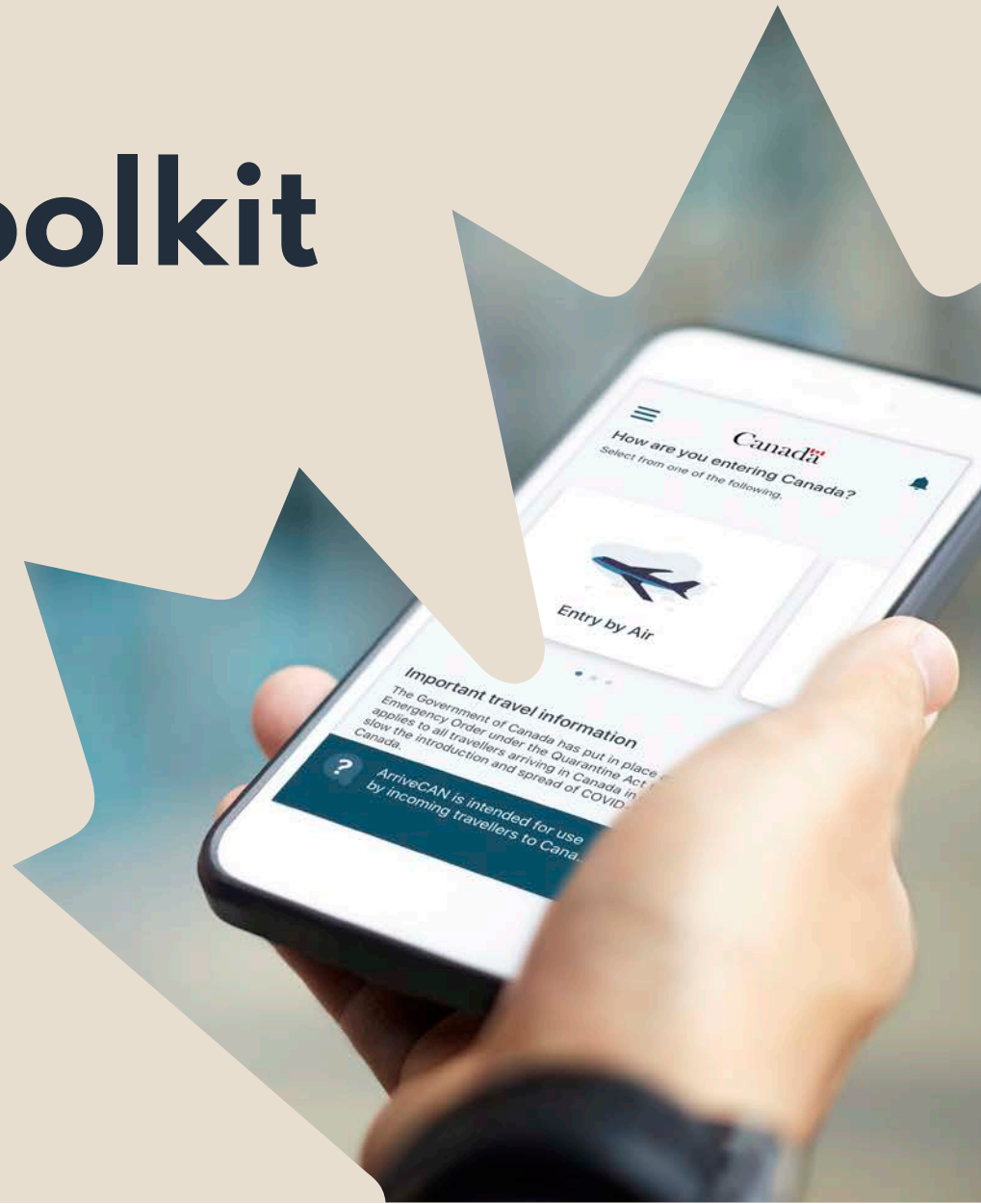


ArriveCAN Awareness Toolkit

For Airline Carriers

start



Public Health
Agency of Canada

Agence de la santé
publique du Canada

Canada

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. It is available as a mobile app or by signing in online. ArriveCAN allows travellers entering Canada by land, air or marine to submit mandatory information as required by [Emergency Orders](#) under the [Quarantine Act](#).

As of November 21, 2020, it is mandatory for all travellers returning or travelling to Canada via air to provide their information digitally through ArriveCAN **before they board their flight**. Travellers must provide their travel and contact information, quarantine plan and COVID-19 symptom 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.

The resources in this toolkit will help you communicate with air travellers about the new mandatory requirements. We encourage you to share these materials with all those planning to travel or return to Canada to ensure their border process is seamless.

Your efforts will help reduce the spread of COVID-19 in Canada.

About the toolkit

The digital engagement kit contains:

- **Key messages & infographic:** Key messages and ready-to-print Infographic which highlights new mandatory requirements specific to air travellers.
- **Emails to air travellers:** Examples of emails to travellers entering Canada about the mandatory requirements.
- **Pre-boarding & in-flight announcements:** Examples of pre-board and in-flight announcements about the mandatory requirements.
- **General:** Additional general key messages about ArriveCAN, including a ready-to-print poster.
- **Social media:** Content ready to publish and share on your social media channels.
- **Video:** Promotional video on ArriveCAN, highlighting new mandatory requirements.
- **Tools:** Links to the ArriveCAN and Canada.ca website.

For more information, visit: Canada.ca/ArriveCAN



Key Messages for Air Travellers

As of November 21, 2020, it is **mandatory** for all travellers flying to Canada to submit their COVID-related information digitally through **ArriveCAN**. Share this important information with all air travellers.

- ArriveCAN is available as a mobile app or by signing in online.
- You **must** use ArriveCAN before you board your flight, to provide your:
 - » Travel and contact information
 - » Quarantine plan (unless exempt under conditions set out in the Mandatory Isolation Order)
 - » COVID-19 symptom 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.
- If you are an in-transit passenger whose final destination is not Canada, you do not have to submit your information.
- Unless exempt under conditions set out in the Mandatory Isolation Order, you **must** use ArriveCAN **within 48 hours of entering Canada** to:
 - » Confirm you have arrived at your place of quarantine or isolation
 - » Complete a daily COVID-19 symptom self-assessment during your quarantine period

Flying to Canada during COVID-19?
As of November 21, 2020, it is **mandatory** for all travellers flying to Canada to submit their COVID-related information digitally through ArriveCAN

Before you board your flight
You **must** use ArriveCAN to provide you:

- Travel and contact information
- Quarantine plan (unless exempt under conditions set out in the Mandatory Isolation Order)
- COVID-19 symptom self-assessment

You must be ready to show your ArriveCAN receipt when seeking entry into Canada; a border services officer will verify that you have submitted your information digitally.
If you are an in-transit passenger whose final destination is not Canada, you do not have to submit your information.

After you enter Canada
Unless you are exempt under conditions set out in the Mandatory Isolation Order, you **must** use ArriveCAN within **48 hours of entering Canada** to:

- Confirm you have arrived at your place of quarantine or isolation
- Complete a daily COVID-19 symptom self-assessment during your quarantine period

Use ArriveCAN by signing in online or by downloading the mobile app through Google Play or the Apple App store.

Need help with ArriveCAN?
Visit: Canada.ca/ArriveCAN

Public Health Agency of Canada / Agence de la santé publique du Canada

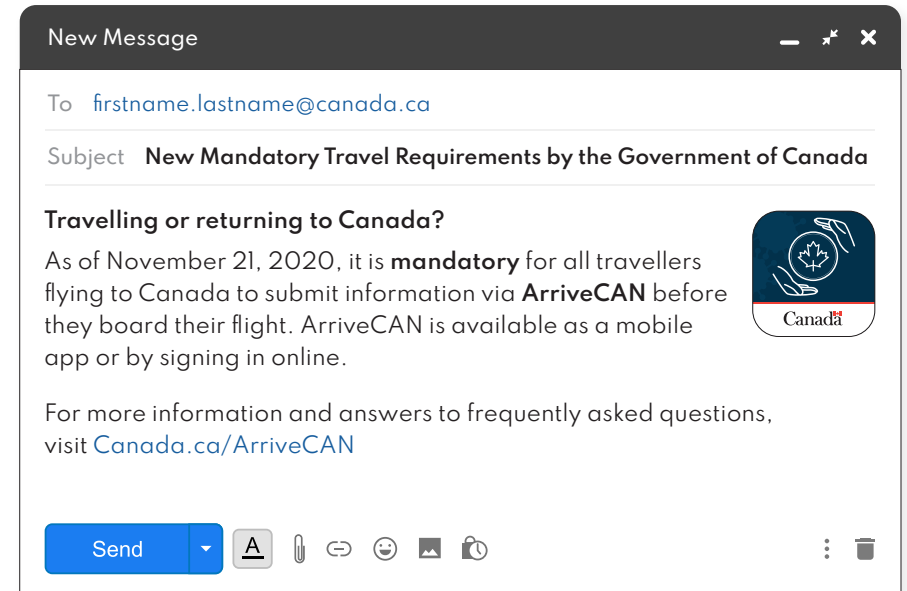
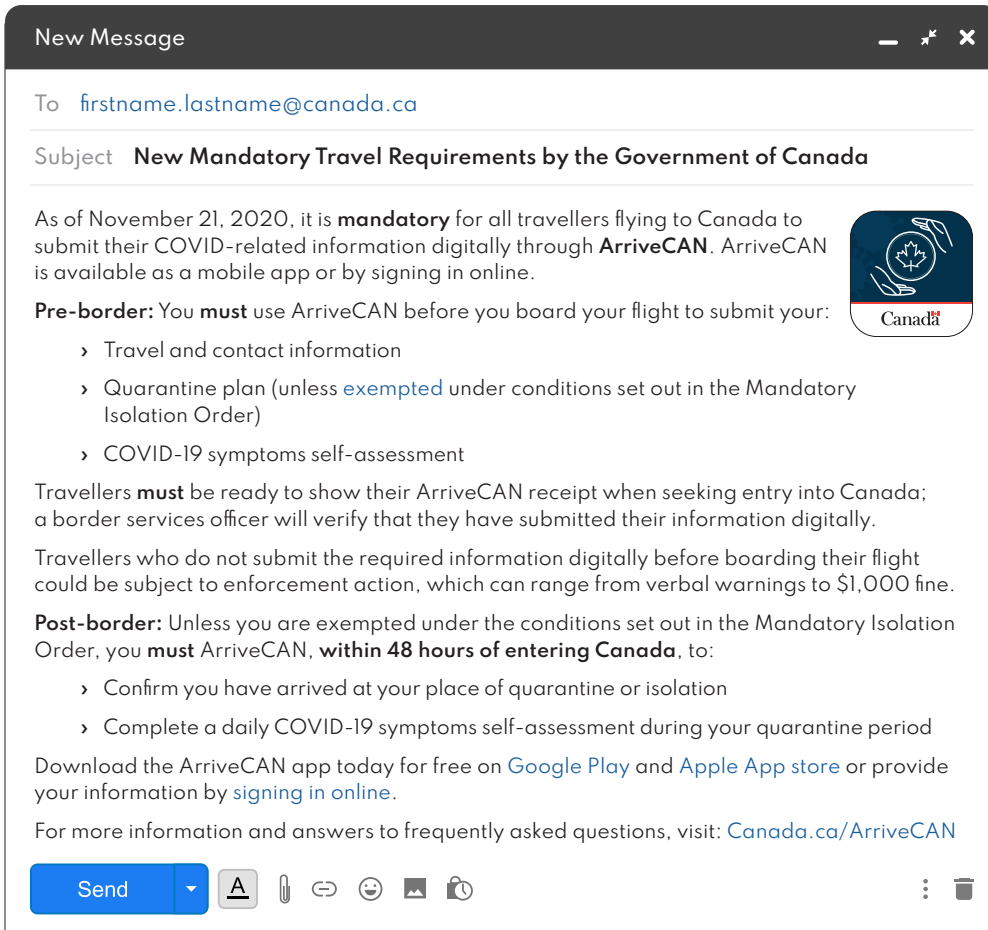
Infographic for Air Travellers

For more information, visit: Canada.ca/ArriveCAN



Emails to Air Travellers

Below is an example of messaging to include in your e-mails to travellers to Canada, including at ticket purchase, booking confirmation, early check-in and itinerary emails, etc.



For more information, visit: Canada.ca/ArriveCAN



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Pre-boarding & In-flight Announcements

Below are examples of messaging to include in your pre-boarding and in-flight announcements to travellers to Canada.

Pre-boarding Announcement (As of November 3, 2020)

Attention all travellers to Canada: 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.

For more information, or if you require assistance, visit Canada.ca/ArriveCAN.

Pre-boarding Announcement (As of November 21, 2020)

Attention all travellers to Canada: As part of Canada's efforts to reduce the spread of COVID-19, it is now **mandatory** for all travellers flying to Canada to submit information via ArriveCAN before you board your flight. ArriveCAN is available as a mobile app available for download through Google Play or the Apple App store or by signing in online. You **must** provide your travel and contact information, quarantine plan (unless exempt under the conditions set out in the Mandatory Isolation Order) and COVID-19 symptom 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.

For more information, or if you require assistance, visit Canada.ca/ArriveCAN.

pre-boarding & in-flight announcements >

For more information, visit: Canada.ca/ArriveCAN



Pre-boarding & In-flight Announcements

Examples (cont.):

In-flight Announcement (As of November 3, 2020)

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.

For more information, or if you require assistance, visit Canada.ca/ArriveCAN.

In-flight Announcement (As of November 21, 2020)

This is a reminder that it is now **mandatory** for all travelers flying to Canada to use ArriveCAN to submit your travel and contact information, quarantine plan and COVID-19 symptom 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.

For more information, or if you require assistance, visit Canada.ca/ArriveCAN.

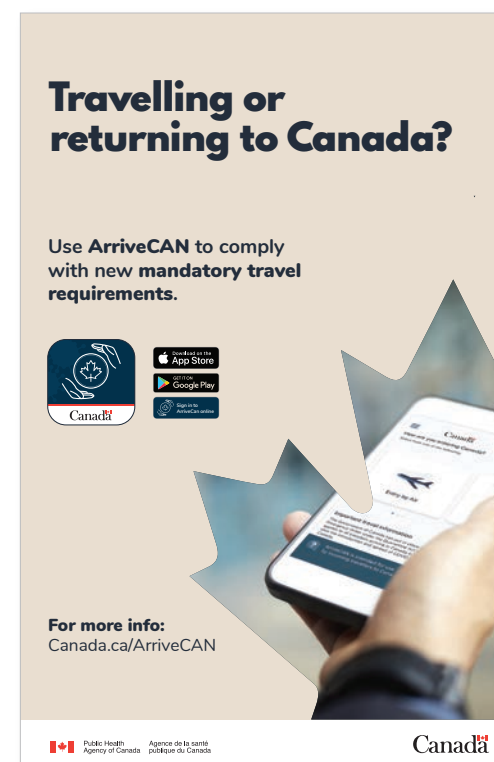
For more information, visit: Canada.ca/ArriveCAN



Key Messages on ArriveCAN

Below are some additional talking points on ArriveCAN should air travellers have general questions about the app and website:

- As part of Canada's efforts to reduce the spread and limit importation of COVID-19, all travellers are required to provide specific information upon and after entry into Canada.
- ArriveCAN was created as a secure and user-friendly tool to help travellers comply with these border measures. It is available as a mobile app or by signing in online.
- ArriveCAN provides an easy and secure way to:
 - » Enter contact and travel information
 - » Provide information on quarantine plans
 - » Complete the COVID-19 symptom self-assessment
- Using ArriveCAN will speed up processing time at the border, limit contact with others and keep travellers and Canadians safe.
- ArriveCAN does not use any other technology or data, such as GPS, to monitor traveller movements.
- The ArriveCAN app is available on [Google Play](#) for Android, the [App Store](#) for iOS. Travellers can also submit their information by [signing in online](#).



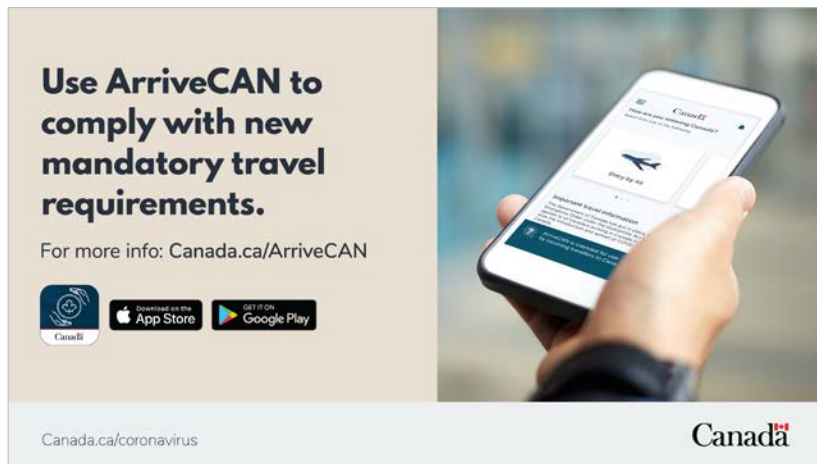
ArriveCAN Poster [↓](#)

For more information, visit: Canada.ca/ArriveCAN

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Social Media

Below are sample posts that you can use on your social media channels (e.g., Twitter, Facebook, LinkedIn) to inform travellers to Canada of the mandatory requirements and encourage them to download and use ArriveCAN. Please ensure to tag our corporate accounts so we can respond to any questions that may come up.




social media (cont.) >

For more information, visit: Canada.ca/ArriveCAN



Social Media

Samples (cont.):




Health Canada and PHAC  @GovCanHealth · 10h
 Submitting [#COVID19](#) info through [#ArriveCAN](#) can offer a more seamless travel experience. Benefits include:

- Faster processing at the border
- Less paperwork
- Fewer points of contact

 Learn more: [Canada.ca/ArriveCAN](#)

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Health Canada and PHAC  @GovCanHealth · 1h
[#ArriveCAN](#) provides an easy and secure way for travellers to Canada to submit COVID-related info:

- submit your contact and travel info and quarantine plan
- take a [#COVID19](#) symptom self-assessment

 Learn more: [Canada.ca/ArriveCAN](#)

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Connect With Us

We invite you to connect with us and Like, Share, Retweet our ArriveCAN messaging through your channels.



@CPHO_Canada
@GovCanHealth



@HealthyCdns



@healthycdns



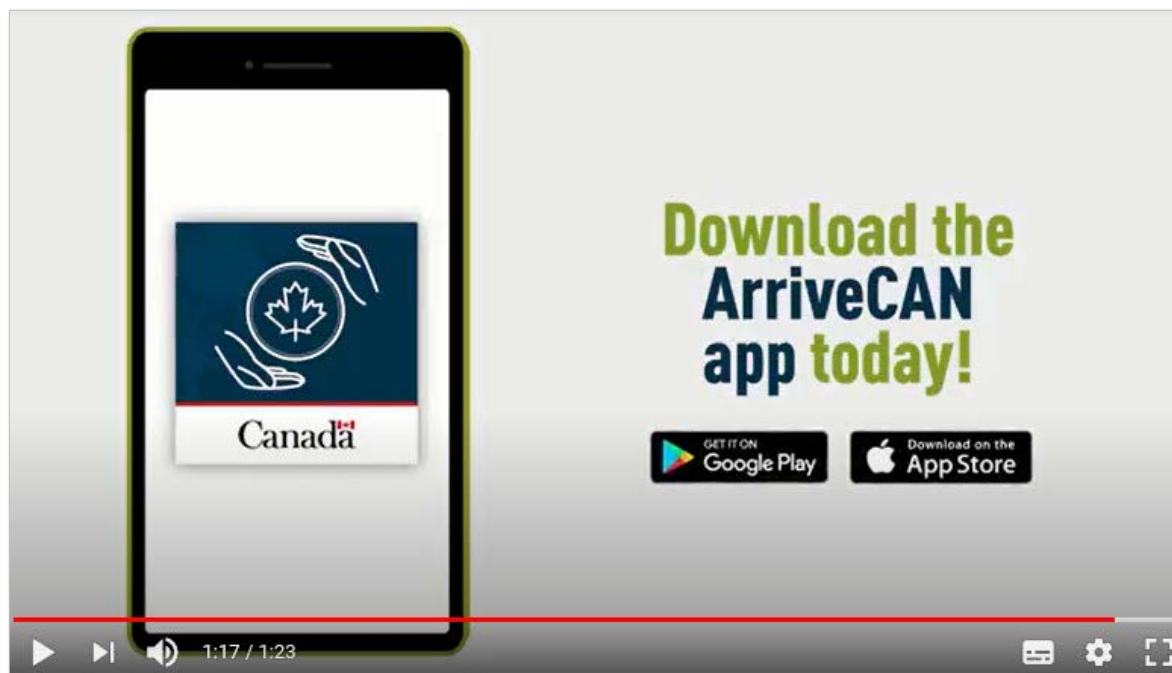
@health-canada

For more information, visit: [Canada.ca/ArriveCAN](#)



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Stay tuned! Look to Canada.ca/ArriveCAN on November 21, 2020 for a video on ArriveCAN and the new mandatory requirements.



ArriveCAN Video 

For more information, visit: Canada.ca/ArriveCAN

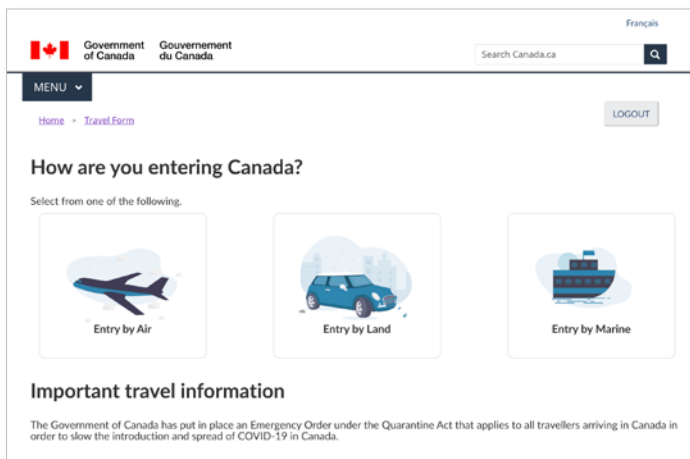


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ArriveCAN mobile app



Sign in online



For more information

- Visit Canada.ca/ArriveCAN for more information, frequently asked questions and troubleshooting, and to submit your travel information.

For more information, visit: Canada.ca/ArriveCAN



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Canada

Government of Canada Wordmark

The Canada wordmark is displayed on materials. It cannot be cropped, modified or removed.

Modification of Materials

Material downloaded from the Digital Engagement Kit via Canada.ca are to be used as provided. They may not be modified in any way.

Official Languages

All materials are available in both English and French.
We invite you to publish and distribute all materials in both official languages.

For more information, visit: Canada.ca/ArriveCAN

