



## A GUIDE FOR CREW – MANDATORY CONTACT INFORMATION COLLECTION

### General

The Government of Canada remains committed to protecting the health and safety of Canadians and reducing the spread of COVID-19 in Canada.

As part of the Government of Canada's efforts to reduce the spread and prevent importation of COVID-19, all travellers entering Canada regardless by mode, must provide their contact information if requested by a CBSA officer.

As of July 30, 2020, all travellers arriving in Canada, including those exempt from quarantine requirements, are required to provide their contact information to allow persons to be contacted during the 14-day period that begins on the day on which they enter Canada.

At this time, as crew is exempt from the mandatory quarantine requirements, they are not required to provide their address.

Crew, and other persons exempt from quarantine requirements are only required to provide their contact information (phone number and email address).

The information from exempt travellers allows the Public Health Agency of Canada (PHAC) to push notifications to remind them of their obligations under the [Order in Council](#), despite being exempt from the requirement to quarantine.

This would include reminders regarding wearing a mask where physical distancing is not possible, and to abide by the requirements of the isolation order when not working (i.e. avoid public places, don't have visitors, don't stay with vulnerable populations).

Rest assured, asymptomatic crew remains exempt from the quarantine requirement. The provision of contact information from crew does not change this.

### Questions and Answers

#### What information do crew need to provide?

The information crew is required to provide is as follows:

##### Travel Info

- Port of entry
- Date of arrival

##### Traveller Info

- Last name
- First Name
- Date of birth
- Traveller document type (passport, etc.)
- Travel document number

##### Contact Info

- Primary phone number
- Secondary phone number (optional)
- Email address
- Official language of choice

##### Symptoms Declaration

- "Do you currently have a cough, difficulty breathing, or feel you have a fever?"

**Who will use this information and for what purpose?**

The CBSA collects the information on behalf of PHAC. PHAC is responsible for its use and any further disclosure.

The information will be used to push notifications to remind exempt persons of their obligations under the Order in Council, despite being exempt from the requirement to quarantine.

This would include reminders regarding wearing a mask where physical distancing is not possible, and to abide by the requirements of the isolation order when not working (i.e. avoid public places, don't have visitors, don't stay with vulnerable populations).

**Is crew required to provide my information?**

The personal information is collected further to a travellers duty under subsection 15(1) of the Quarantine Act as well as section 2 of the Order in Council 2020-0524 (Emergency Order made under section 58 of the Quarantine Act) and may be used and/or disclosed for the following purposes:

- To monitor, verify and/or enforce a travellers compliance with the Mandatory Isolation Order (while crew are exempt from the mandatory quarantine requirement, they do still have obligations under the order such as wearing a mask when physical distancing is not possible);
- To provide the traveller with information to promote their compliance with the OIC; and
- For public health follow-up.

The information is collected for PHAC to promote, administer and enforce:

- The Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation);
- the Quarantine Program (authorized under the Quarantine Act); and
- For programs or activities of PHAC authorized by the Quarantine Act and/or Department of Health Act.

**What happens if crew refuse to provide my information?**

If a traveller refuses to provide their information, they may be subject to additional measures, such as a requirement to undergo a health assessment that a quarantine officer requires. They could also be charged with an offence under the *Quarantine Act*. Alternatively, local police of jurisdiction may issue a ticket under the *Contraventions Act*. If they continue to refuse and not provide their information, the exempt person will be referred to PHAC quarantine officer.

Failure to provide accurate information is an offence under the *Quarantine Act* and the traveller can be subject to fines and imprisonment.

**How can crew submit their information?**

Crew can use any of the following methods to submit the information:

- ArriveCAN mobile application;
- ArriveCAN web application; or
- PHAC Traveller Contact Information Form

**What is the added benefit for crew members to download the app on their personal devices vs a form at the POE?**

Using the ArriveCAN application will mean that they will be able to submit the information in advance (for example prior to departure), and will facilitate their entry into Canada upon arrival, as they will have already complied with the requirement. They will be able to proceed as they would now. In addition, it will allow crew to create a profile, which will populate much of the information from previous submissions each time they enter into Canada.

Those who choose to use the paper form will be required to fill it out in its entirety each passage.

### **ArriveCAN Mobile Application**

The [ArriveCAN](#) mobile application (app) provides a digital way for travellers entering to provide their basic traveller information and a self-assessment of symptoms as required by recent [Emergency Orders](#) under the [Quarantine Act](#).

The app enables travellers and crew to input and submit their information quickly, easily and securely up to 48 hours in advance of arriving in Canada.

The ArriveCAN app will only collect information needed to promote and confirm compliance with travellers obligations under the Emergency Orders. Information collected includes contact information, and self-reported symptoms.

It does not use any other technology or data, such as GPS, to monitor self-isolation. The protection of Canadians' personal information is a priority for the Government of Canada and any tool used to collect personal information undergoes a rigorous privacy assessment.

**Crew is encouraged to download the mobile [ArriveCAN App](#), prior to arrival to help reduce processing times and limit contact at the border.**



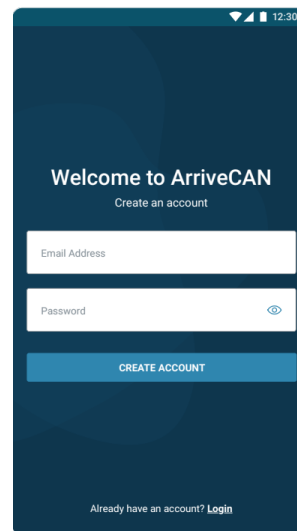
## ArriveCAN Guide for Crew

### Step 1: Download the app.

The ArriveCAN app is available for free on [Google Play](#) and [Apple App](#) stores.

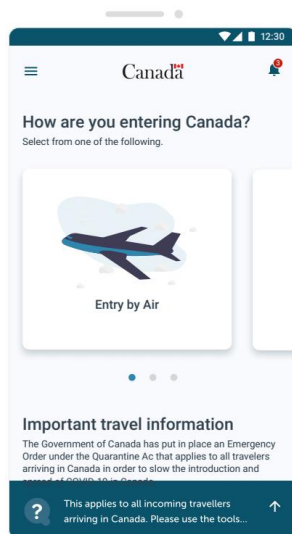


### Step 2: Create account to log in



### Step 3: Select how you are entering Canada.

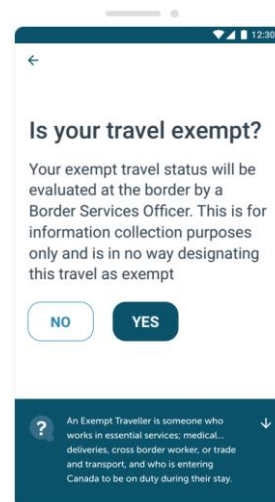
Crew should select “Enter by Air.”



### Step 4: Is your travel exempt?

An active crew member is exempt from quarantine in accordance with section 6(a) of the Order in Council 2020-0524, meaning their travel is exempt.

As such, active crew should select “yes”.



### Step 5: Indicate type of exempt travel

Active crew should select the “Trade and Transport” category.

Please indicate type of Exempt travel you are performing for this trip

- ☒ Trade or transport services
- ☐ Essential services
- ☐ Cross-border services
- ☐ Medical support services

[I am not an exempt traveller](#) **NEXT**

### Step 6: Enter Traveller info

**Add Traveller**

Add your details here. If you are traveling as part of a family or group, you can add multiple travellers after.

**Traveller Details**

Surname

First Name

Initial or Middle Name (optional)

Date of Birth

Year Month Day

**Travel Document**

Document Type

Passport

Passport

NEXUS Card

Permanent Resident Card

Enhanced Drivers Licence

US Permanent Resident Card

Certificate of Indian Status (CIS)

Secure Certificate of Indian Status (CISIS)

### Step 7: Enter contact info

Crew is only required to provide their phone number and email address.

**Contact Info**

Please provide your primary telephone number and email address where you can be reached while in Canada.

+1 Primary Phone Number Mobile

+1 Secondary Phone Number (optional) Home

What is your official language of choice?

Select Language

[Save and Exit](#) **NEXT**

### Step 8: Respond to symptoms question

**Self-Assessment**

Are you or any of the traveller listed on this form experiencing any of the following symptoms?

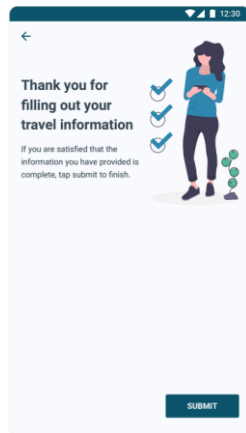
Symptoms are defined as:

- Cough
- Difficulty breathing
- Fever

John P. Smith **NO** **YES**

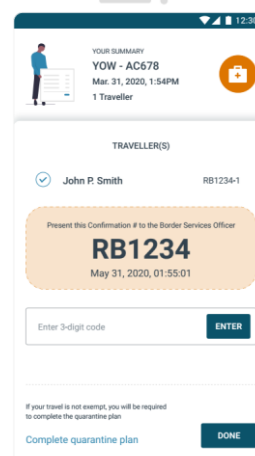
[Save and Exit](#) **NEXT**

### Step 9: Submit



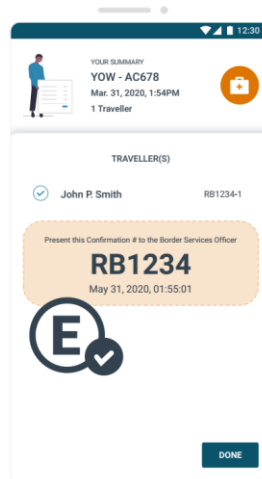
### Step 10: Show submission receipt to CBSA officer

Show your completion screen to the CBSA officer. The CBSA officer will provide you with a 3 digit code to enter into the appropriate box to confirm your exemption.



### Step 11: Exemption validation

Once you enter the 3 digit code your information has been submitted and your exemption from the mandatory quarantine provision is confirmed.



### **ArriveCAN web application**

The ArriveCAN web application provides a digital way for crew entering Canada to provide their basic traveller information and a self-assessment of symptoms as required by Emergency Orders under the Quarantine Act.

The web portal enables travellers and crew to input and submit their information quickly, easily and securely up to 48 hours in advance of arriving in Canada.

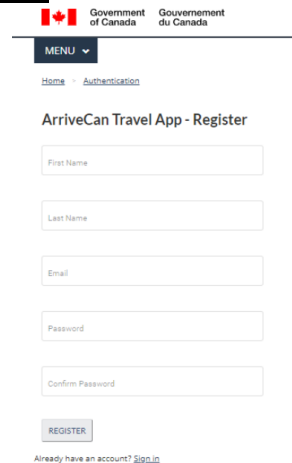
## ArriveCAN web application Guide for Crew

### Step 1: Go to the web link.

The web application can be accessed [here](https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca) (<https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca>).



### Step 2: Register

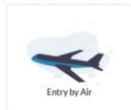


### Step 3: Select how you are entering Canada.

Crew should select “Enter by Air.”

How are you entering Canada?

Select from one of the following:



Important travel information

The government of Canada has put in place an Emergency Order under the Quarantine Act that applies to all travellers arriving in Canada in order to slow the introduction and spread of COVID-19 in Canada.

### Step 4: Is your travel exempt?

An active crew member is exempt from quarantine in accordance with section 6(a) of the Order in Council 2020-0524, meaning their travel is exempt.

As such, active crew should select “yes” and select the category “Trade and Transport”.

#### Exempt Traveller

Your exempt travel status will be evaluated at the border by a Border Services Officer. This is for information collection purposes only and is in no way designating this travel as exempt.

Not sure what exempt traveller is?

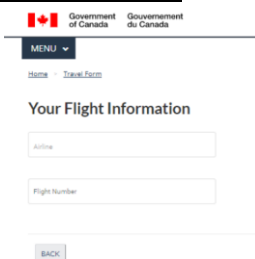
The link below will open up a window with a description of various exempt travellers.

[Learn More](#)

Are you an exempt traveller?

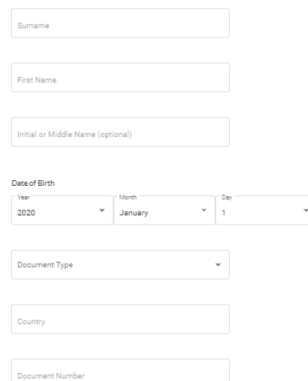
☐ NO ☐ YES


### Step 5: Enter your Travel info



### Step 6: Enter Traveller info

#### Add Traveller



<p><b><u>Step 7: Enter contact info</u></b></p> <p>Crew is only required to provide their phone number and email address.</p> <p><b>Contact Info</b></p> <p>Please provide your primary telephone number and email address where you can be reached while in Canada</p> <p>Primary Phone Number <input type="text"/> Mobile <input type="text"/></p> <p>Secondary Phone Number (optional) <input type="text"/> Home <input type="text"/></p> <p>What is your official language of choice?</p> <p><input type="text"/></p>	<p><b><u>Step 8: Respond to symptoms question</u></b></p> <p><b>Self Assessment</b></p> <p>Are you or any of the travellers listed on this form experiencing any of the following symptoms?</p> <p>Symptoms are defined as:</p> <ul style="list-style-type: none"> <li>Cough</li> <li>Difficult breathing</li> <li>Fever</li> </ul> <p>HAMM HAMMER <input type="radio"/> NO <input type="radio"/> YES</p>
<p><b><u>Step 9: Submit and print</u></b></p> <p>Print off your submissions receipt and bring with you to the airport.</p> <p><b>Travel Documents</b></p>  <p><b>YOUR SUMMARY</b>  <b>Cornwall</b>  2020-07-08T05:00:00.000Z  1 Traveller</p> <p><b>DK00Y1</b>  2020-07-08T05:00:00.000Z  Expires at: May 11, 2021 15:00PM</p> <p>Please print this page and bring it with you when you travel.</p> <p><b>PRINT</b></p> <p>HAMM HAMMER DK00Y1</p>	<p><b><u>Step 10: Show submission receipt to CBSA officer</u></b></p> <p>Show your completion receipt to the CBSA officer.</p>

### PHAC Traveller Contact Information Form

Crew who wish to submit their information can do so at the airport.

Once the relevant portions of the form are completed it can be provided to the CBSA officer who will make it as exempt.



# PHAC Traveller Contact Information Form Guide for Crew



Government of Canada  
Gouvernement du Canada

Protected "B" when completed  
Protégé "B" lorsque rempli

## TRAVELER CONTACT INFORMATION FORM FORMULAIRE DE COORDONNÉES DU VOYAGEUR

FOR AGENCY USE ONLY RÉSERVÉ À L'AGENCE SEULEMENT		<input type="checkbox"/> QO - Sym	<input type="checkbox"/> QO - Accom	<input type="checkbox"/> QO - Vul	<input type="checkbox"/> QO - BN	<input type="checkbox"/> QO - MF	<input type="checkbox"/> EX
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<b>Traveler Information - Information sur le voyageur (1 FORM PER TRAVELER - 1 FORMULAIRE PAR VOYAGEUR)</b>							
Surname - Nom de famille		First name - Prénom		Initial or middle name - Initiale ou deuxième prénom			
Date of birth (yyyy-mm-dd) Date de naissance (aaaa-mm-jj)		Email address - Adresse électronique			Official language Langue officielle		
					<input type="checkbox"/> Eng. <input type="checkbox"/> Ang. <input type="checkbox"/> Fr.		
Country code Code de pays	Primary phone number Numéro de téléphone principal		Country code Code de pays	Secondary phone number (optional) Numéro de téléphone secondaire (facultatif)			

Date of arrival (yyyy-mm-dd) Date d'arrivée (aaaa-mm-jj)		<input type="checkbox"/> Air Air	<input type="checkbox"/> Land Terre	Port of Entry (if land or marine) Port d'entrée (si par terre ou marin)	
			<input type="checkbox"/> Marine Marin		
Airport - Aéroport			Name of airport (if other) Nom de l'aéroport (si autre)		
<input type="checkbox"/> Toronto Pearson <input type="checkbox"/> Vancouver <input type="checkbox"/> Montreal <input type="checkbox"/> Other Autre					
Airline - Compagnie aérienne			Flight N° - N° de vol		
Country that issued the travel document Pays qui a délivré le document de voyage			Travel document number Numéro du document de voyage		
Type of travel document - Type de document de voyage					

<b>Canadian Destination Information - Information sur la destination au Canada</b>					
Destination type - Type de destination		Destination type description (if other) - Description du type de destination (si autre)			
<input type="checkbox"/> Home Maison	<input type="checkbox"/> Other Autre				
Street name and number - Nom et numéro de rue		Prov./Terr.	Postal Code Code postal		
City - Ville		Purpose of travel (if applicable) - But du voyage (si applicable)			
		<input type="checkbox"/> Family reunification Regroupement familial <input type="checkbox"/> Temporary foreign worker Travailleur étranger temporaire			

Type of exempt travel - Type de voyages exemptés					
<input type="checkbox"/> Trade or transport services Commerce ou services de transport					
<input checked="" type="checkbox"/> Medical support services Services de soutien médical					
<input type="checkbox"/> Essential services Services essentiels		<input type="checkbox"/> Cross-border work services Services de travail transfrontalier			

<b>Attestation - Attestation</b>	
I attest that the information provided in this form is true, accurate, and complete - J'atteste que les informations fournies dans ce formulaire sont véridiques, exactes, et complètes	
Signature [of parent or legal guardian for individuals 16 years of age or younger] Signature [du parent ou de tuteur légal pour les personnes de 16 ans ou moins]	Date of signature (yyyy-mm-dd) Date de la signature (aaaa-mm-jj)

See back of page for privacy notice - Veuillez consulter l'avis de confidentialité au dos de la page

GC 648 (2020-04)



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