

GMS Flash Alert

Immigration Edition

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Canada – COVID-19 Update: New Mandatory Requirements for Inbound Travellers

To reduce the spread of COVID-19 and enhance the health and safety of Canadians, the government of Canada has announced that **effective November 21, 2020, air travellers entering Canada must provide specific information using the ArriveCAN app or website**. ArriveCAN is a secure and user-friendly tool designed to help travellers comply with Canadian border measures.

WHY THIS MATTERS

The new requirements will help with limiting the spread of the coronavirus and help immigration authorities monitor the health conditions of travellers entering Canada.

Submitting the required information, such as travel details and quarantine plans, ahead of entry will also help speed up processing at the border and limit points of contact.

Failure to disclose the required information before and after entering Canada may result in additional delays at the border, public health questioning, and a fine of up to CAD 1,000. Exceptions will be made for those unable to submit documents electronically due to personal circumstances, such as disability or inadequate infrastructure.

Before Travelling to Canada

Requirements for Travellers Entering Canada by Air

As of November 21, 2020, air travellers must use ArriveCAN to submit their:

- Travel details, such as their date of arrival, flight number, or port of entry;
- Contact information, such as their name, date of birth, email address, phone number, and travel document details;
- Quarantine plan, unless exempted; and

- On-going COVID-19 symptom self-assessments.

Travellers **must** submit their information **before boarding their flight to Canada** and be ready to show their ArriveCAN receipt when seeking entry into Canada, which will be verified by a border services officer.

Requirements for Travellers Entering Canada by Land

Travellers entering by land or marine modes are **strongly encouraged** to submit their travel information to ArriveCAN before arriving to Canada. Travellers should show their ArriveCAN receipt to the border services officer.

If travellers do not use ArriveCAN, they **must** verbally submit their information to a border services officer or fill out a paper form at the port of entry.

After Arriving in Canada

All travellers entering by air, land, or water must provide information **after** entering Canada. They must use ArriveCAN or call 1-833-641-0343 to:

- confirm that they have arrived at the address they provided for their quarantine or isolation location within 48 hours of entering Canada; and
- complete daily COVID-19 symptom self-assessments during their quarantine period.

Travellers who do not use ArriveCAN to submit their information before entering Canada will be required to call the 1-833-641-0343 toll-free number each day of their quarantine period to provide their post-entry information. They will not be able to revert to using ArriveCAN. Travellers who fail to submit the mandatory information required after entering Canada will be considered a high priority for follow-up calls by public health officials.

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

KPMG NOTE

Immediate Action Steps for Employers & Items of Note for Employees

- Make sure employees seeking entry to Canada are aware of the obligation to provide required information in ArriveCAN, which is available for download on Google Play for Android or through the App Store for iOS. Travellers can also submit their information by [signing in online](#).
- Inform employees to provide the required information in ArriveCAN before travelling to Canada and after entering Canada. Travellers should be prepared to provide daily COVID-19 symptom self-assessments during their 14-day quarantine period.
- Employees might appreciate that using ArriveCAN may facilitate faster processing at some major international airports including Vancouver International Airport, Calgary International Airport, Toronto Pearson International Airport, and the Montréal Pierre-Elliott Trudeau International Airport.

Employees and travellers who have concerns about their travel and next steps are encouraged to contact KPMG Law LLP for further guidance.

RESOURCES:

- 1 See: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>.
- 2 See: <https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca/privacy>.

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Contact us

For additional information or assistance, please contact your local GMS or People Services professional* or one of the following professionals with the KPMG International member firm in Canada:



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