



**CROSS-BORDER TIPS FOR  
MANUFACTURING SECTOR  
EMPLOYEES DURING COVID-19**



**SECTION 1: INTRODUCTION ..... 3**

**SECTION 1A: ADDENDUM – DECEMBER 1, 2020 ..... 10**

1A.1 CANADIAN EMPLOYEES RETURNING TO CANADA FROM THE U.S .....10

1A.2 U.S. BUSINESS TRAVELERS TO CANADA: .....5

1A.3 TIPS FOR LETTERS OF INTRODUCTION AND LETTERS OF INVITATION .....5

1A.4 NEW! ARRIVECAN .....8

**SECTION 2: CROSSING THE BORDER - DOCUMENTATION ..... 10**

2.1 DOCUMENTATION TO BRING .....10

2.2 ADDITIONAL INFORMATION:.....10

**SECTION 3: CROSSING THE BORDER - TIPS FOR SAFE BUSINESS TRAVEL..... 12**

3.1: TIPS FOR THE BUSINESS TRAVELLER WHILE AWAY FROM HOME (DAY TRIP) .....12

3.2 TIPS FOR THE BUSINESS TRAVELLER WHILE AWAY FROM HOME (OVERNIGHT OR MULTI-DAY TRIPS) .....13

3.3: CONSIDERATIONS FOR SAFE INTERACTIONS WITH BORDER SERVICES OFFICERS:.....13

3.4: WHAT BORDER OPERATORS (BRIDGE AND TUNNEL OPERATORS) ARE DOING TO MITIGATE COVID-19 CONCERNS: .....13

**SECTION 4: WHAT TO EXPECT AT THE BORDER CROSSING ..... 14**

4.1 A CANADIAN BUSINESS TRAVELLER RETURNING HOME TO CANADA.....14

4.2 A CANADIAN BUSINESS TRAVELLER VISITING A CUSTOMER/CLIENT IN THE USA .....15

4.3: A US BUSINESS TRAVELLER RETURNING HOME TO THE USA .....15

4.4: A US BUSINESS TRAVELLER VISITING A CUSTOMER/CLIENT IN CANADA .....16

**SECTION 5: RESOURCES TO SELF-MONITOR AND SELF-ISOLATE..... 17**

5.1 RESOURCES NEEDED TO SELF-MONITOR OR QUARANTINE (SELF-ISOLATE):.....17

5.2 THE FOLLOWING STEPS SHOULD BE TAKEN IF THE EMPLOYEE IS REQUIRED TO SELF-MONITOR: .....17

5.3 THE FOLLOWING STEPS SHOULD BE TAKEN IF THE EMPLOYEE IS REQUIRED TO QUARANTINE (SELF-ISOLATE):.....18

5.4 WHAT TO DO IF COVID-19 SYMPTOMS DEVELOP: .....18

**ANNEX A: ESSENTIAL WORKER TEMPLATE LETTERS ..... I**

ANNEX A.1(i): LETTER OF INTRODUCTION: CANADIAN EMPLOYEE TRAVELING TO THE USA .....I

ANNEX A.1(iA): LETTER OF INTRODUCTION: CANADIAN EMPLOYEE TRAVELING TO THE USA (UPDATED DECEMBER 1, 2020) .....III

ANNEX A.1(ii): LETTER OF INVITATION: CANADIAN EMPLOYEE TRAVELING TO THE USA ..... V

ANNEX A.1(iii): OWNER-OPERATOR LETTER OF ESSENTIAL TRAVEL: CANADIAN BUSINESS TRAVELER ..... VIII

ANNEX A.2(i) LETTER OF INTRODUCTION: U.S. BUSINESS TRAVELLER TO CANADA.....IX

ANNEX A.2(iA) LETTER OF INTRODUCTION: U.S. BUSINESS TRAVELLER TO CANADA (UPDATED DECEMBER 1, 2020) .....XI

ANNEX A.2(ii) LETTER OF INVITATION: U.S. BUSINESS TRAVELLER TO CANADA .....XIII

ANNEX A.2(iii) OWNER-OPERATOR LETTER OF ESSENTIAL TRAVEL: AMERICAN BUSINESS TRAVELER ..... XV

**APPENDIX 1.1: BORDER RELATED RESOURCES..... XVII**

**APPENDIX 1.2: HOW TO SELF-MONITOR ..... XVIII**

**APPENDIX 1.3: SELF-MONITORING VS. SELF-ISOLATION ..... XIX**

**APPENDIX 1.4: CBP REGULATIONS.....XX**

**APPENDIX 1.5: QUARANTINE ACT ..... XXII**

**CROSSING THE BORDER: QUICK TIPS FOR BUSINESS TRAVELERS ..... 33**



## **SECTION 1: INTRODUCTION**

Not unlike the rest of the economy, the manufacturing sector has been hit hard by the COVID-19 pandemic. While the manufacturing sector has been deemed an essential workplace<sup>1</sup> since the outbreak, the sector continues to face a number of challenges with the economy opening up. A key area concern is crossing the border. On March 21, 2020, the Governments of Canada and the USA instituted a temporary 30-day restriction on all non-essential travel at the Canada-U.S. border. The ban on non-essential travel has since been extended to September 21, 2020 and will likely be extended beyond that date. Thus, it is important that border authorities and industrial organizations within Canada and the USA work together to continue to facilitate bi-national trade, including the movement of business travellers that help support our integrated supply chain.

Many manufacturing companies in Canada are closely integrated into a supply chain that transcends the Canadian-US border. Passenger and Commercial vehicles want their border crossing to go smoothly and with fewer delays. The best way to ensure this happens is to know what to expect and be prepared. Whether you are returning home to Canada or entering the USA, this document will provide helpful tips and tools to navigate your trip across the border. This document is intended to serve as an evergreen document to inform the customs security process during COVID-19.

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<sup>1</sup>Public Safety Canada has developed a set of functions deemed essential in the context of the COVID-19 pandemic to help provinces/territories, Indigenous communities, and municipalities protect their communities while maintaining the reliable operation of critical infrastructure services and functions to ensure the health, safety, and economic well-being of the population. These services and functions can also help the private sector self-identify as essential. Public Safety Canada identified ten key sectors that have workers performing duties in an essential service or function, they are: Energy and Utilities; Information and Communication Technologies; Finance; Health; Food; Water; Transportation; Safety; Government; and Manufacturing.



## **SECTION 1A: QUICK TIPS FOR BUSINESS TRAVELLERS: ADDENDUM - DECEMBER 1, 2020**

### **1A.1 Canadian Employees Returning to Canada from the U.S.**

- All business travellers should anticipate a 14-day quarantine order upon their return to Canada or initial entry to Canada
- Plan your travel in advance, as much as possible, to allow for the proper preparation of required documents and for your business traveller(s) to be acquainted with the content of all documents
- Be prepared and informed about the importance and essential nature of your travel (Why is it important/urgent for you to cross at this time?)
- The final determination of a quarantine order or quarantine exemption, is done so on an individual, case-by-case basis, based on the circumstances at the time and the information that is provided; The more information, the better
- **ArriveCAN:** The ArriveCAN app was developed to expedite border crossing through the submission of pre-arrival health screening information. Although it is mandatory for air travel at this time, it can assist with expediting your land crossing, as all information regarding your travel will be in the system
- To limit the number of travellers from within your company, consider organizing a team (4-5), designated as your regular travellers, on rotation, and whom you deem essential to the critical and imminent work to be performed, wherever possible; these could be highly skilled technicians, installation engineers, etc...
- This team of travellers will resonate at the port of entry, as persons who are regular/frequent travelers and thus, essential to the business vs. employees who travel occasionally;
- If the above is not possible, then you must demonstrate further, both the essential nature of the work to be performed and the essential nature of the specialized skills of the individual traveling employee; Just saying it, doesn't make it so; The essential services reference should specifically state how & why it is necessary for the worker to be exempt from quarantine
- Requests for guidance from Public health Agency Canada (PHAC) may be made, but do not guarantee quarantine exemptions; [phac.emergencyorder-decreturgencecovid19.aspc@canada.ca](mailto:phac.emergencyorder-decreturgencecovid19.aspc@canada.ca)
- Always articulate to the CBSA officer how your company uses the [risk-informed decision-making guidelines for workplaces/businesses during the COVID-19 pandemic: https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/risk-informed-decision-making-workplaces-businesses-covid-19-pandemic.html](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/risk-informed-decision-making-workplaces-businesses-covid-19-pandemic.html)



**Additional Resource:** An option as a potential strategy for use in exceptional circumstances  
<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/service-delivery/coronavirus/travel-restrictions.html#national>

## 1A.2 U.S. Business Travelers to Canada

- Refer to the above guidance for Canadian Employees
- Must meet the general rules for entry under the current restrictions: they must be asymptomatic; and their entry must not be for a purpose that is optional or discretionary
- Must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay if required to do so
- Must have a **compelling** reason to be entering Canada for work. (ie essential services, **work that must be completed in person**, ie., specialized technician required to maintain critical equipment etc). The critical nature of the visit should be discussed and referenced in all written letters; Provide compelling documentation that clearly demonstrates why the work cannot be postponed or conducted virtually and how this work is in the economic interest of Canada
- Must expect to satisfy the officer that they are able to comply with the requirement to quarantine OR demonstrate clearly how they meet the certain categories of workers exempt from quarantine, ie specialized technicians daily/weekly cross border worker, etc)

## 1A.3 Tips for Letters of Introduction and Letters of Invitation

(Refer to content in Updated Template Letters and include this language in the previous Templates from the Table of Contents, for all Letters)

- The more information, the better; The letter must give the border services officer enough information to “check all the boxes” on who, how, when, and why
- Both the Canadian and U.S. companies should provide letters of Introduction and Invitation for each crossing, to verify their business relationship and the imminence of the travel and work to be performed
- Should be signed by the CEO, Chief Operations Officer, or Department Supervisor of the company(s);
- All Letters of Introduction and Letters of Invitation should include the following in their content:
  - Written documentation and verbal explanations must be factual and persuasive to clearly articulate the essential purpose of the travel, the imminent, and critical nature of the work that is being performed, the essential/specialized skills of the



travelling employee, their proprietary knowledge of a piece of equipment or process; how it is essential to maintaining your customer-client relationship

**Provide a clear and concise explanation of your Customer-Client relationship;**

- Employer should clearly state how the travelling employee is essential to the on-site, daily operations of your company; this essential services reference should specifically state how and why it is necessary for the worker to be exempt from quarantine (ie., the employee is a principal member of the leadership team and responsible for all decision making within the company, is the team lead on a current project with a specific customer deadline; the company has a small roster of skilled or qualified/specialized technician employees in various categories, who can perform this job; this can be attributed to the current labour force gaps and challenges) to clarify why the employee cannot be conducting their specialized work remotely, in quarantine, and must return to the onsite company facility immediately as quarantine exempt; state how losing one, or several employees for 14 days will severely impact their ability to complete other work, meet strict production deadlines, sustain operations and employment;
- All critical and essential work must include: the urgency of the work, the strict time-line of the work/visit, critical details about the project, how this aligns with contractual obligations between the customer and client; clearly explain the customer-client relationship and how the contract/agreement is critical to the manufacturing supply chain of the customer, explain the significant benefit to the Windsor-Essex, Ontario, Canadian economy, risk factors involved if the visit/work does not take place imminently (potential loss of the contract and significant investment, possible shift lay-offs, loss of contract to an international competitor – loss of competitive advantage, employee is critical to the oversight of a process for an OEM that must be conducted in-person to finalize a contract that will allow payment to be made to supplier); Apply a value to the project that will demonstrate the economic impact of the project to your company;
- All information must state a strong case to support essential worker and essential work, to satisfy any consideration of a quarantine exemption;
- Remember, in addition to COVID-19 considerations, CBSA must still enforce the policies, regulations and legislation of the Canada Immigration Act



## **Quarantine Act**

COVID-19 Emergency Orders in Council (OIC) pursuant to section 58 of the *Quarantine Act* in effect:

- [\*OIC 33 - Minimizing the Risk of Exposure to COVID-19 in Canada Order \(Mandatory Isolation\) No. 7\*](#)

## **Group Exemption under 6(e) of the Order**

While an exemption from quarantine may be granted under the federal Mandatory Isolation Order, you are encouraged to consult the [provincial and territorial resources](#) for any additional restrictions regarding mandatory quarantine, as stricter measures may apply.

Pursuant to paragraph 6(e) of the *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), No. 7*, issued pursuant to section 58 of the *Quarantine Act*, the Chief Public Health Officer may determine a class of persons who provide an essential service while in Canada.

As determined by the Chief Public Health Officer, at this time, the following class of persons are exempt:

- Persons in the trade or transportation sector who are important for the movement of goods or people, including truck drivers and crew members on any aircraft, shipping vessel or train, and that cross the border while performing their duties or for the purpose of performing their duties;
- Persons who must cross the border regularly [Footnote\\*](#) to go to their normal place of employment, including critical infrastructure workers (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing), provided they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada [Footnote\\*](#);
- Technicians or specialists specified by a government, manufacturer, or company, who enter Canada as required for the purpose of maintaining, repairing, installing or inspecting equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing) and are required to provide their services within 14 days of their entry to Canada and have reasonable rationales for the immediacy of the work and the inability to plan for a 14 day quarantine;
- Refer to the above paragraph, when explaining that you are a technician/specialist returning to Canada from a trip for urgent and essential business, for the purpose of ie., maintaining/repairing robotic equipment, installing a new product from a purchase order, all critical to the manufacturing-automation supply chain and transportation infrastructure



- If you require assistance in interpreting any of the Orders in Council currently in effect, or if you have additional questions about the Emergency Orders, please direct your enquiry to [phac.emergencyorder-decreturgencecovid19.aspc@canada.ca](mailto:phac.emergencyorder-decreturgencecovid19.aspc@canada.ca)

#### 1A.4 NEW! ArriveCAN

All travellers entering Canada are required to provide contact tracing information to the CBSA for furtherance to Public Health Agency Canada (PHAC). **As of November 21, 2020, all travellers entering Canada by air, are required** to submit information digitally via ArriveCAN prior to boarding the aircraft.

The ArriveCAN app was developed to expedite border crossing through the submission of pre-arrival health screening information.

- **All information pertaining to the use of ArriveCAN can be found at <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>**
- **ArriveCAN is available to [download as a mobile app](#) or you can [sign in online](#).**
- ArriveCAN is available via mobile app or web browser.
- Information a traveller can expect to provide includes, but is not limited to, the following:
  - date of arrival in Canada
  - port of entry
  - flight number, airport and airline (if entering by air)
  - purpose of travel
  - any COVID related health symptoms a traveller may be experiencing
  - whether you have a plan to quarantine or isolate for 14 days
  - the address of the place where you'll be staying during your quarantine or isolation period
  - if there are vulnerable persons at that place



## **Land Travel**

- The use of ArriveCAN is encouraged in the land mode, but **is not mandatory at this time.**
- If the traveller chooses to use ArriveCAN to submit their information, they should have their ArriveCAN receipt ready to present to a Border Services Officer upon arrival by taking a screenshot or printing their confirmation in advance.

## **Air Travel**

- Travellers flying into Canada **are required** to submit information digitally via ArriveCAN prior to boarding the aircraft. A Border Services Officer will verify that the information was submitted digitally once the traveller arrives in Canada.
- Travellers should have their ArriveCAN receipt ready to present to a Border Services Officer by taking a screenshot or printing their confirmation prior to arrival.
- If a traveler arriving by air does not submit their information through ArriveCAN, they will not be denied boarding but they may:
  - face additional delays at the border for public health screening;
  - be subject to an enforcement action, which can range from verbal warning to \$1,000 fines

## **Requirements After Arriving in Canada**

- Travellers entering by air, land or sea, must report daily after entry into Canada. The purpose of this reporting is to:
  - confirm that you've arrived at the address you provided for your quarantine or isolation location within 48 hours of your entry into Canada
  - complete daily COVID-19 symptom self-assessments until the completion of your quarantine period or until you report symptoms
- **Travellers who are exempt from mandatory quarantine (ie essential services) are not required to report after entry.**



## **SECTION 2: CROSSING THE BORDER - DOCUMENTATION**

**NOTE:** You should use the Government of Canada’s ArriveCAN app to report your arrival into Canada up to two weeks before you arrive at the point of entry. This can limit contact and accelerate processing times. For more information please visit <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#ua>

### **2.1 Documentation to Bring**

- Passport
- Essential Worker Letter (Please see ANNEX A for a template letter. Please select the letter that best corresponds to your situation. Once completed, the letter signals to the Border Services Officers the business traveller’s ability to move freely through the border and should be presented when requested.)
- For travel to/returning to the United States, it is recommended that business travellers keep a copy of U.S. Customs and Border Protection (CBP) statement on essential travel on hand should it be required for clarification purposes: (APPENDIX 1.4) <https://www.federalregister.gov/documents/2020/06/24/2020-13676/notification-of-temporary-travel-restrictions-applicable-to-land-ports-of-entry-and-ferries-service> (Another Useful document “ What is Essential Travel: [https://help.cbp.gov/s/article/Article-1660?language=en\\_US](https://help.cbp.gov/s/article/Article-1660?language=en_US))
- For travel to/returning to Canada, it is recommended that business travellers keep a copy of the Canadian Government’s List of Acts and Regulations on hand should it be required for clarification purposes. The exact paragraph needed will be found under “Group Exemption” but it is recommended that the entire document be on hand. (APPENDIX 1.5) <https://www.canada.ca/en/public-health/corporate/mandate/about-agency/acts-regulations/list-acts-regulations.html>

### **2.2 Additional Information:**

- All individuals crossing the border should consider keeping up to date with COVID-19 related issues, including jurisdictional curfews and/or lockdowns.
- If possible, employees should have available a copy of building COVID-19 protocols issued by the home company and the customer’s company. These documents may be requested by the Border Services Officers (CBP and CBSA).
- When speaking to a Border Services officer (CBP and CBSA), it will be important to communicate that the purpose of your travel is essential. This is where the Essential Worker Letter will help to communicate the purpose of your trip and the essential nature of the trip. In brief, both Canada and the USA have deemed trade and the movement of people within the manufacturing sector to be essential travel<sup>2</sup>.

<sup>2</sup>For Canada, please refer to *Canada’s National Strategy for Critical Infrastructure*; for USA, please refer to the *Presidential Policy Directive -- Critical Infrastructure Security and Resilience* (PPD-21)



- As of mid-April, CBSA officers began enforcing the order by Public Health Agency of Canada requiring that persons that are exempt from mandatory quarantine are still required to wear an appropriate mask or face covering upon entry into Canada, and that all travellers arriving in Canada will be required to wear a non-medical mask or face covering to proceed to their final destination within Canada to mitigate the potential spread of COVID-19.
- While it is not yet necessary, should you have been recently tested for COVID-19, you may want to have your results on hand.
- Be courteous and respectful at all times.

**NOTE:** It may be beneficial to Call CBSA / CBP before attempting to cross the border. However, the final decision for entry / refusal rests with the border official at the port of entry and officers cannot guarantee passage over the phone. You can contact CBSA / CBP at:

- CBP: Locate phone numbers for the relevant US ports of entry that will be used here: <https://www.cbp.gov/contact>
- CBSA: Within Canada 1-800-461-9999 (hotline)

**NOTE:** The Public Health Agency of Canada (PHAC) gained increased powers to ask for personal information, at the Canada-U.S. border through an Order in Council (OIC) on June 29. CBSA has stated that PHAC officials, like CBSA officers, are not restricted to any specific questioning and that questions from public health officials at the border are solely intended to identify the potential public health risk and how it could be best managed. As with any border crossing, drivers can still expect to be questioned about their recent travel, whether they are symptomatic, or have recently come into contact with someone who has contracted the virus. Essential workers crossing the border could be asked to provide personal information, such as their contact info, to public health officials. Additional questioning can be expected when entering Canada from the United States until August 31, which is the date the OIC is repealed.



## **SECTION 3: CROSSING THE BORDER - TIPS FOR SAFE BUSINESS TRAVEL**

**NOTE:** When crossing the border, you **MUST** have a quarantine plan in the event an officer mandates that you quarantine. If your quarantine plan is insufficient you will immediately be escorted to a secure government location where you will spend the following 14 days in quarantine.

### **3.1: Tips for the Business traveller while away from home (Day Trip)**

Do **NOT** make **ANY** unessential stops while in the United States. Any travel that can be deemed non-essential is subject to 14-day quarantine. Thus, all employees should:

- Travel in a safe reliable car
- Ensure one has enough gas to transport to and from work
- Bring a lunch unless there is food available at the worksite
- Do NOT stop anywhere besides the worksite
- Try to limit the number of people crossing the border
- There should be NO more than 1 person occupying the car
- Wear a mask while visiting customer
- Attempt to limit the frequency of face-to-face contact (minimum of 2m distance)
- If possible, keep all document sharing electronic
- Attempt to limit casual (social) interactions that normally occur at work
- Do not report to work if yourself or a member of your household is sick
- Try and take breaks away from large groups
- Practice cough/sneezing etiquette (covering mouth, away from co-workers, using one's sleeve, etc.)
- Carry hand sanitizer and frequently wash hands
- Wash or sanitize hands after making or receiving deliveries.
- Bring sanitized wipes (if they are not provided) and clean all workstations
- Do NOT touch your face
- Where possible, wear gloves when interacting with high contact areas. Do not touch your face with gloved hands. Take care when removing gloves. Ensure you wash your hands after removing them
- Wash your clothes as soon as you get home
- If possible, work behind barriers (plexiglass, etc.)
- Be mindful of high touch areas and conduct regular cleaning in the plant and in the offices
  - If cleaning cannot be done ensure hands are disinfected after contact.

**High contact areas include but are not limited to:**

- Door handles
- Lights
- Bathrooms



- Community Office Supplies (Copiers, Pens, Etc.)
- Service counters
- Card payment machines
- Break rooms

### **3.2 Tips for the Business traveller while away from home (Overnight or Multi-Day Trips)**

Business travellers that are taking overnight or multiday trips should follow the tips referenced in section 3.1 with the exception of not stopping anywhere but the workplace. The business traveller should still ensure that no unnecessary risks are taken. If the border officer believes that non-essential activities occurred during the trip the employee can be subject to quarantine.

Additional Tips for Overnight / Multi-day Business Travelers:

- Keep track of your daily schedule and stops. This will help ensure the Border Officer knows that no unnecessary risks were taken
- If possible, have food / supplies delivered to your place of residence
- Try to limit human contact both at and outside of work

### **3.3: Considerations for safe interactions with Border Services Officers:**

- Avoid handling cash and paperwork, directly, use medical gloves, if possible and wash hands immediately after completing your task
- Business travellers should avoid placing their Identification in their mouth while pulling up the primary inspection lane to hand to a Border Services Officer
- When travelling, ensure wipes and sanitizers are available on-hand.
- As per Public Health Agency of Canada requirements, persons that are exempt from mandatory quarantine are still required to wear an appropriate mask or face covering upon entry into Canada, and that all travellers arriving in Canada are required to wear a non-medical mask or face coverings

### **3.4: What Border Operators (Bridge and Tunnel Operators) Are Doing to Mitigate Covid-19 Concerns:**

- Modifying shift schedules for operations staff (toll attendants and janitorial) to minimize overlaps and internal contact between staff
- Removing lane / booth rotations within single shifts for toll attendants
- Increased sanitization of all operational areas for staff, including modifying procurement practices to use stronger cleansing products
- Implementing cashless transactions for passenger vehicles to reduce probability of contamination for drivers and officers
- Duty-Free stores remaining open (Ambassador Bridge) 24/7 to provide gas, restrooms, and the ability to purchase products and parking for rest periods
- U.S. bound duty-free store at the Blue Water Bridge remains open which has washroom facilities, coffee shop, fax services and currency exchange



## **SECTION 4: WHAT TO EXPECT AT THE BORDER CROSSING**

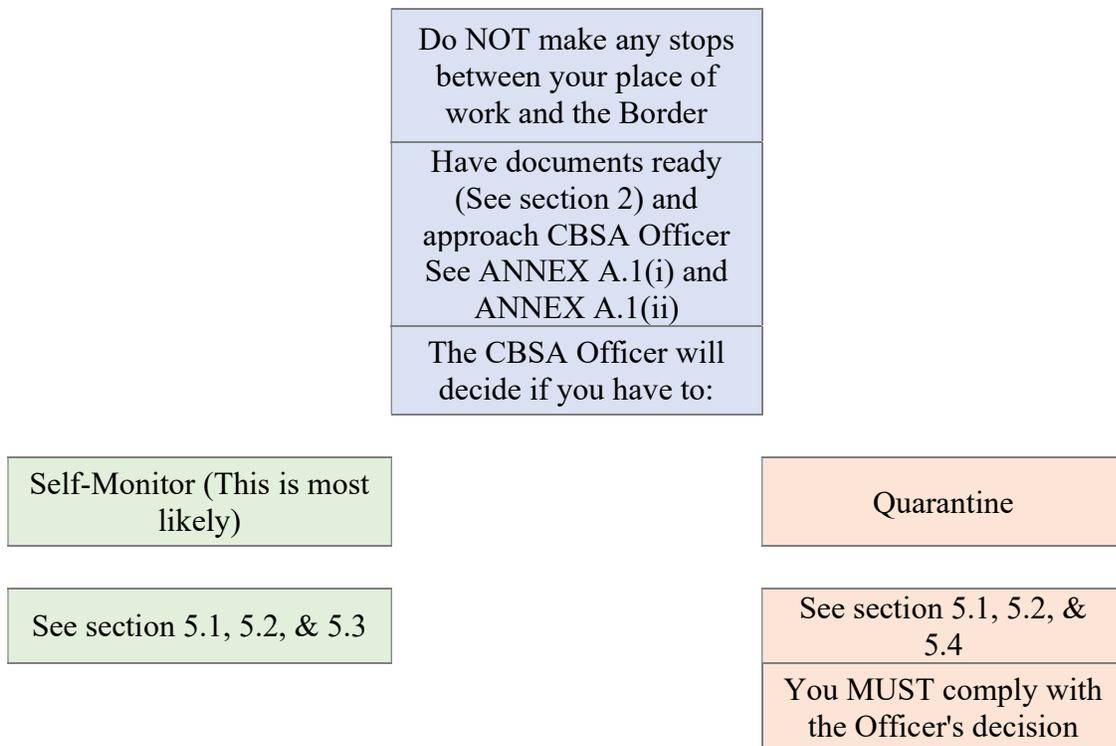
**NOTE:** In Canada the term quarantine is used. It is synonymous with self-isolate which is the term used in America.

**NOTE:** Depending on the crossing type you may need to pay a toll before or after crossing through the security screening. Consider using a CC at one of the cashless options where limited human contact is offered.

The following section provides a summary of four possible scenarios and what a business traveler is likely to face when crossing.

- 4.1: A Canadian Business Traveller returning home to Canada**
- 4.2: A Canadian Business Traveller visiting a customer/client in the USA**
- 4.3: A US Business Traveller returning to the USA**
- 4.4: A US Business Traveller visiting a customer/client in Canada**

### **4.1 A Canadian Business Traveller returning home to Canada**





## 4.2 A Canadian Business Traveller visiting a customer/client in the USA

Have documents ready (See section 2) and approach CBP Officer  
See ANNEX A.1(i) and ANNEX A.1(ii)

If you are let through:

If you are not let through:

Proceed to place of work (Do NOT make any stops between the Border and your place of work)

Proceed back to Canada and inform the CBSA Officer that you did not enter the USA

Follow the tips given in section 3.1

For Canadian residents **ONLY** CBSA Officers can mandate quarantine **NOT** CBP Officers

## 4.3: A US Business Traveller Returning Home to the USA

Do NOT make any stops between your place of work and the Border

Have documents ready (See section 2) and approach CBP Officer  
See ANNEX A.2(i) and ANNEX A.2(ii)

The CBP Officer will decide if you have to:

Self-Monitor (This is most likely)

Self-Isolate

See section 5.1, 5.2, & 5.3

See section 5.1, 5.2, & 5.4

You **MUST** comply with the Officer's decision



#### 4.4: A US Business Traveller visiting a customer/client in Canada

Have documents ready (See section 2) and approach CBSA Officer  
See ANNEX A.2(i) and ANNEX A.2(ii)

If you are let through:

Proceed to place of work  
(Do NOT make any stops between the Border and your place of work)

Follow the tips given in section 3.1

If you are not let through:

Proceed back to the United States and inform the CBP Officer that you did not enter Canada

For American Residents ONLY CBP Officers can mandate self-isolation NOT CBSA Officers

**If you are a returning Canadian that has any issue with the decision made by the CBSA office you can further plea your case at: <https://www.cbsa-asfc.gc.ca/contact/com-eng.html> or email: [phac.emergencyorder-decreturgencecovid19.aspc@canada.ca](mailto:phac.emergencyorder-decreturgencecovid19.aspc@canada.ca)**



## **SECTION 5: RESOURCES TO SELF-MONITOR AND SELF-ISOLATE**

While cross-border travellers affiliated with the manufacturing sector are exempt from the 14-day quarantine requirements for business purposes (barring that they meet all of the necessary conditions), once they return to Canada, they should abide by recommendations of local and national public health authorities, including recommendations relating to social distancing.

**NOTE:** This document may not be reflective of the most up to date medical information available. It is to be used as a quick reference only. For current government regulations and guidelines please visit:

- <https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html>
- <https://www.michigan.gov/coronavirus/>
- <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/coronavirus-disease-covid-19-how-to-self-isolate-home-exposed-no-symptoms.html>

### **5.1 Resources needed to self-monitor or quarantine (self-isolate):**

- Instructions on how to self-monitor
- A small supply of surgical masks
- Thermometers
- Soap, water, and /or alcohol-based hand sanitizer

### **5.2 The following steps should be taken if the employee is required to self-monitor:**

- Monitor for fever, cough and difficulty breathing
  - Take and write down temperature every day
  - Try not to use medicines that reduce fever (e.g. acetaminophen, ibuprofen, etc.)
    - If these medications are taken temperature should be taken 4 hours after the last dose
  - Monitor for muscle aches, fatigue, sore throat, headache, loss of appetite, chills, runny nose, nausea and vomiting, diarrhea, loss of sense of smell or taste
- Avoid public and crowded spaces
- Try to avoid taking public transit
- Practice physical distancing (minimum of 2m)
- When leaving the house wear a mask
- Stay away from seniors, people with chronic medical conditions, and people who live / work in healthcare facilities
- Frequently clean hands with alcohol-based sanitizer or soap.
- Ensure everyone living in the home takes extra precautions



The essential employee **MUST** self-monitor until at least 14 days after their last cross-border trip. Notify Employer to allow them to decide if further precautions need to be taken with other staff should symptom warrant a COVID-19 test

### **5.3 The following steps should be taken if the employee is required to quarantine (self-isolate):**

- Notify Employer to allow them to decide if further precautions need to be taken with other staff
- Immediately proceed home NOT stopping anywhere along the way
- If someone at home is elderly or immunocompromised alternate living arrangements should be made
- Do NOT leave living quarters for any reason besides emergency medical appointments
- Monitor for fever, cough and difficulty breathing
  - Take and write down temperature every day
  - Try not to use medicines that reduce fever (e.g. acetaminophen, ibuprofen, etc.)
    - If these medications are taken temperature should be taken 4 hours after the last dose
  - Monitor for muscle aches, fatigue, sore throat, headache, loss of appetite, chills, runny nose, nausea and vomiting, diarrhea, loss of sense of smell or taste
- Separate from all other household members and pets
- When in common living spaces wear a mask
- Do not share any utensils, dishes, cups, bedding, towels, and other personal items
- Clean and disinfect high touch surfaces daily (phones, remotes, counters, tables, doorknobs, bathrooms, toilets, keyboards, devices, light switches, etc.)
- Frequently clean hands with alcohol-based sanitizer or soap
- Make arrangements to receive essential items (food, medical supplies, etc.)
- Do not have visitors
- Monitor mental health (for help go to [https://www.ccohs.ca/products/courses/mh\\_awareness/](https://www.ccohs.ca/products/courses/mh_awareness/))

### **5.4 What to do if COVID-19 symptoms develop:**

- Follow the directive set by public health officials
- Self-isolate immediately (following the same steps as quarantine)
- Inform employer of symptom development
- Inform everyone with whom you have been in close contact with
- If a healthcare professional is needed:
  - Call ahead and warn of COVID-19 Symptoms
- When traveling to/from the hospital / healthcare provider
  - Do NOT use public transit
  - If a driver is needed
    - Arrange a ride with a family member, friend, taxi, or ride share



- Ensure the driver is aware of the situation
  - All parties should wear a mask
  - Sit in the back seat with the windows open
  - If it is a taxi / ride share, record company name and operator number
- **If tested positive:**
    - all people living in the house should self-monitor/self-isolate
    - employer should be informed
    - anyone in close contact with the employee should be informed

**If the essential employee is placed under quarantine they MUST continue to quarantine until at least 14 days after last potential contact with COVID-19.**

**If the essential employee develops symptoms they MUST remain in quarantine until 14 days after the symptoms develop, even if the symptoms go away.**

## **ANNEX A: Essential Worker Template Letters**

### **ANNEX A.1(i): Letter of Introduction: Canadian Employee Traveling to the USA** (Letter of Introduction: Canadian Business Traveler)

#### **(On Canadian Company Letterhead)**

Insert Date

Border Services Officers  
U.S. Customs and Border Protection (CBP)  
Port of Entries: Ambassador Bridge / Windsor-Detroit Tunnel

#### **Attention: CBP Officer**

**RE: Letter of Introduction for (insert Name of Business Traveler) - Business Visitor**  
**(insert Name of your Company)**

Dear Sir/Madam:

I, (Name of Company Exec. & Title), (Name of Company), respectfully submit this Letter of Introduction on behalf of (Insert Name of Business Traveler, Insert Title) with (Insert Name of Company), in support of his/her travel to conduct essential business with (Insert Name of Client /Customer Company with full address).

(Insert Name of Business Traveler) is expected to visit (Insert Name of Client/Customer Company) on (Insert Date). (Insert Name of Client/Customer Company) is a client/customer of (Insert Name of your Company) and the visit is necessary because (Insert purpose of visit - refer to Purchase Order, avoid any reference to a sales meetings) (Note: Please ensure Business Traveler has a copy of the Purchase Order).

(Insert Name of Business Traveler) will be returning to Canada on (Insert Date). During his/her time in the U.S, (Insert Names of Business Traveler) will not be entering the U.S. labour market and all of his/her accommodations and expenses will be covered by the Employer (Insert Name of your Company). Please note that (Insert name of your Company) understands the seriousness of COVID-19 and the safety of our employees, our clients and our communities is critically important. To this end, (Insert Name of Business Traveler) has been fully equipped with all necessary personal protection equipment (PPE) and is eligible to travel as per the COVID-19 Guidelines of the Government of Canada, the Department of Homeland Security, and the Center for Disease Control (CDC). Similarly, I am confident that (Insert Name of Business Traveler) will continue to follow safe practices during the visit in a manner that is respectful of the Client's/Customer's COVID-19 Guidelines. (Please see attached Company Policies)

**Business Traveler Information:**

**Name:**

**Date of Birth:**

**Title/Position:**

**Name of Company:**

**Address of Company:**

**Mobile Number:**

I respectfully request that (Insert Name of Business Traveler) be admitted into the United States as a Business traveler for the purposes of (meetings, consultations and after-sales servicing) that requires specialized knowledge essential to (Name of your Company)'s contractual obligations as per the Purchase Order between (Name of your Company) and (Name of Client/Customer Company). During the visit, the point of contact at (Insert Name of Client/Customer Company) is: (Insert Contact's Name, Title and Mobile Phone Number).

(Insert Name of your Company) and (Insert Name of Client/Customer Company) are designated as essential businesses in accordance to Canadian and U.S. directives to maintain the manufacturing supply chain and to support trade and commerce between Canada and the USA. This trip is essential to maintain and strengthen the manufacturing supply chain between our two companies.

I greatly appreciate your consideration of this letter of introduction for (Insert Name of Business Traveler) and his/her entry to the U.S. as a Business Traveler because this trip is essential to support trade between Canada and the United States of America. If you require additional information, please feel free to contact me directly. I can be reached by phone at: (Insert Mobile Number) or via email at (Insert email address).

Sincerely,

Name of Canadian Company Executive

Title

Company Name

**Necessary Documents:**

Purchase Order

COVID-19 Company Policies (Canadian and US Company)

Travel Itinerary

Note: This is not a legal document, nor does it provide legal advice. This document has no affiliation with the Government of Canada, the Department of Homeland Security, Canada Border Services Agency, or Customs and Border Patrol.

**ANNEX A.1(iA): Letter of Introduction: Canadian Employee Traveling to the USA**

**(On Canadian Company Letterhead)**

**Insert Date**

**Border Services Officers  
U.S. Customs and Border Protection (CBP)  
Ports of Entry: Ambassador Bridge /Windsor-Detroit Tunnel**

**Attention: CBP Officer**

**RE: Letter of Introduction - Essential Services Admission to the U.S.A. for (Purpose of Visit, i.e, After Sales Services, Technical Installation, Equipment Evaluation) (Name of Canadian Business Traveler) - Business Visitor  
(Name of Canadian company)**

Dear Sir/Madam:

I, (Name of Company Exec. & Title), (Name of Company), respectfully submit this Letter of Introduction on behalf of (Insert Name of Business Traveler, Insert Title) with (Insert Name of Company), in support of his/her travel to conduct essential business with (Insert Name of Client /Customer Company in the U.S. with full address).

(Insert Name of Business Traveler) is a Canadian Citizen and is expected to visit (Insert Name of Client/Customer Company) on (Insert Date). (Insert Name of Client/Customer Company) is a client/customer of (Insert Name of your Company) and the visit is essential because (Insert purpose of visit including the imminent work that must be performed, how it is necessary to support the critical manufacturing infrastructure of the company, employee's specialized proprietary knowledge of company's equipment and processes, how it is critical to minimize the down time to prevent interruptions to our production schedule, respect our critical obligations to supply parts to your customers and maintain the employment of your local employees. etc.. - refer to Purchase Order, avoid any reference to a sales meeting) (Note: Please ensure Business Traveler has a copy of the Purchase Order).

(Insert Name of Business Traveler) will be returning to Canada on (Insert Date). During his/her time in the U.S.A., (Insert Names of Business Traveler) will not be entering the U.S. labor market and all of his/her accommodations and expenses will be covered by the Employer (Insert Name of your Company).

Provide a brief but detailed description of your Canadian company, and its relative relation to the U.S. company you are visiting, underscoring the critical nature of the visit.



Please note that my Company understands the seriousness of COVID-19 and the safety of our employees, our clients and our communities is critically important. To this end, (Insert Name of Business Traveler) has been fully equipped with all necessary personal protection equipment (PPE) and is eligible to travel as per the COVID-19 Guidelines of the Government of Canada, the Department of Homeland Security, and the Center for Disease Control (CDC). Similarly, I am confident that (Insert Name of Business Traveler) will continue to follow safe practices during the visit in a manner that is respectful of the Client's/Customer's COVID-19 Guidelines. (Please see attached Company Policies)



## ANNEX A.1(ii): Letter of Invitation: Canadian Employee Traveling to the USA (Letter of Invitation by U.S. Company for Canadian Business Traveler)

**(On U.S. Company Letterhead)**

**Insert Date**

Border Services Officers  
U.S. Customs and Border Protection (CBP)  
Port of Entries: Ambassador Bridge / Windsor-Detroit Tunnel

**Attention: CBP Officer**

**RE: Letter of Invitation for (Insert Name of Business Traveler) - Business Visitor  
(insert Name of U.S. Company)**

Dear Sir/Madam:

I, (Name of Company Exec. & Title), (Name of Company), respectfully submit this Letter of Invitation on behalf of (Insert Name of Business Traveler, Insert Title) employed by (Insert Name of Canadian Company) in support of his/her travel to conduct essential business with my company (Insert Name of U.S. Company with full address).

(Insert Name of Business Traveler) is expected to visit my Company on (Insert Date). (Insert Name of Canadian Company) is a client/customer of (Insert Name of your Company) and the visit is necessary because (Insert purpose of visit - refer to Purchase Order, avoid any reference to a sales meetings) (Note: Please ensure Business Traveler has a copy of the Purchase Order).

(Insert Name of Business Traveler) will be returning to Canada on (Insert Date). During his/her time in the U.S, (Insert Names of Business Traveler) will not be entering the U.S. labour market and all of his/her accommodations and expenses will be covered by the Employer (Insert Name of Canadian Company). Please note that my Company understands the seriousness of COVID-19 and the safety of our employees, our clients and our communities is critically important. To this end, (Insert Name of Business Traveler) has been fully equipped with all necessary personal protection equipment (PPE) and is eligible to travel as per the COVID-19 Guidelines of the Government of Canada, the Department of Homeland Security, and the Center for Disease Control (CDC). Similarly, I am confident that (Insert Name of Business Traveler) will continue to follow safe practices during the visit in a manner that is respectful of my Company's COVID-19 Guidelines. (Please see attached Company Policies)

**Business Traveler Information:**

**Name:**

**Date of Birth:**

**Title/Position:**

**Name of Company:**

**Address of Company:**

**Mobile Number:**

I respectfully request that (Insert Name of Business Traveler) be admitted into the United States as a Business Traveler for the purposes of (meetings, consultations and after-sales servicing) that require specialized knowledge essential to my Company's Purchase Order with (Name of Canadian Company). During the visit, the point of contact at (Insert Name of U.S. Company) is: (Insert Contact's Name, Title and Mobile Phone Number).

I have informed (Insert Name of Business Traveler) is subject to my Company's strict COVID-19 screening and safety protocols and I am confident that that these practices and protocols will avoid placing the (Insert Name of Business Traveler) from any risky behavior associated with contracting COVID-19.

(Insert Name of U.S. Company) and (Insert Name of Canadian Company) are designated as essential businesses in accordance to U.S. and Canadian directives to maintain the manufacturing supply chain and to support trade and commerce between Canada and the USA. This trip is essential to maintain and strengthen the manufacturing supply chain between our two companies.

I greatly appreciate your consideration of this letter of invitation for (Insert Name of Business Traveler) and his/her entry to the U.S. as a Business Traveler because this trip is essential to support trade between Canada and the United States of America. If you require additional information, please feel free to contact me directly. I can be reached by phone at: (Insert Mobile Number) or via email at (Insert email address).

Sincerely,

Name of U.S. Company Executive

Title

Company Name

**Necessary Documents:**

Purchase Order

COVID-19 Company Policies (Canadian and US Company)

Travel Itinerary

Note: This is not a legal document, nor does it provide legal advice. This document has no affiliation with the Government of Canada, the Department of Homeland Security, Canada Border Services Agency, or Customs and Border Patrol.

**ANNEX A.1(iii): Owner-Operator Letter of Essential Travel: Canadian Business Traveler**

(Letter of Confirmation by Canadian Company for Canadian Business Owner)

**(On Canadian Company Letterhead)**

**Insert Date**

Border Services Officers  
U.S. Customs and Border Protection (CBP)  
Port of Entries: Ambassador Bridge / Windsor-Detroit Tunnel

**Attention: CBP Officer**

**RE: Letter of Essential Travel for (insert Name of Business Traveler) - Business Visitor (insert Name of your Company)**

Dear Sir/Madam:

I, (Name of Company Exec. & Title), (Name of Company), respectfully submit this Letter of Essential Travel on behalf of my company, (Insert Name of Company), to conduct essential business with (Insert Name of Client /Customer Company with full address).

I will be visiting (Insert Name of Client/Customer Company) on (Insert Date). (Insert Name of Client/Customer Company) is a client/customer of (Insert Name of your Company) and the visit is necessary because (Insert purpose of visit - refer to Purchase Order, avoid any reference to a sales meetings) (Note: Please ensure Business Traveler has a copy of the Purchase Order).

I will be returning to Canada on (Insert Date). During my time in the U.S, I will not be entering the U.S. labour market and all of accommodations and expenses will be covered by my Company. Please note that my Company understands the seriousness of COVID-19 and the safety of our employees, our clients and our communities is critically important. To this end, I have been fully equipped with all necessary personal protection equipment (PPE) and I am eligible to travel as per the COVID-19 Guidelines of the Government of Canada, the Department of Homeland Security and the Center for Disease Control (CDC). Similarly, I want to affirm that I will continue to follow safe practices during the visit in a manner that is respectful of the Client's/Customer's COVID-19 Guidelines. (Please see attached Company Policies)

I respectfully request that I be admitted into the United States as a Business Traveler for the purposes of (meetings, consultations and/or after-sales servicing) that requires specialized knowledge essential to my Company's contractual obligations as per the Purchase Order between (Name of your Company) and (Name of Client/Customer Company). During the visit, the point of contact at (Insert Name of Client/Customer Company) is: (Insert Contact's Name, Title and Mobile Phone Number).

**Insert Name of your Company)** and **(Insert Name of Client/Customer Company)** are designated as essential businesses in accordance to Canadian and U.S. directives to maintain the manufacturing supply chain and to support trade and commerce between Canada and the USA. This trip is essential to maintain and strengthen the manufacturing supply chain between our two companies.

I greatly appreciate your consideration of this letter for my entry to the U.S. as a Business Traveler because this trip is essential to support trade between Canada and the United States of America.

Sincerely,

Name of Canadian Company Executive  
Title  
Company Name

**Necessary Documents:**

Purchase Order  
COVID-19 Company Policies (Canadian and US Company)  
Travel Itinerary

**Note: This is not a legal document, nor does it provide legal advice. This document has no affiliation with the Government of Canada, the Department of Homeland Security, Canada Border Services Agency, or Customs and Border Patrol.**

**ANNEX A.2(i) Letter of Introduction: U.S. Business Traveller to Canada  
(Letter of Introduction by U.S. Company for U.S. Business Traveler)**

**(On U.S. Company Letterhead)**

**Insert Date**

Border Services Officers  
Canada Border Services Agency (CBSA)  
Port of Entries: Ambassador Bridge / Windsor-Detroit Tunnel

**Attention: CBSA Officer**

**RE: Letter of Introduction for (Name of U.S. Business Traveler) - Business Visitor  
(Name of U.S. company)**

Dear Sir/Madam:

I, (Name of Company Exec. & Title), (Name of Company), respectfully submit this Letter of Introduction on behalf of (Insert Name of Business Traveler, Insert Title) with (Insert Name of Company), in support of his/her travel to conduct essential business with (Insert Name of Client /Customer Company in Canada with full address).

(Insert Name of Business Traveler) is expected to visit (Insert Name of Client/Customer Company) on (Insert Date). (Insert Name of Client/Customer Company) is a client/customer of (Insert Name of your Company) and the visit is necessary because (Insert purpose of visit - refer to Purchase Order, avoid any reference to a sales meetings) (Note: Please ensure Business Traveler has a copy of the Purchase Order).

(Insert Name of Business Traveler) will be returning to the United States of America on (Insert Date). During his/her time in Canada, (Insert Names of Business Traveler) will not be entering the Canadian labor market and all of his/her accommodations and expenses will be covered by the Employer (Insert Name of your Company). Please note that my Company understands the seriousness of COVID-19 and the safety of our employees, our clients and our communities is critically important. To this end, (Insert Name of Business Traveler) has been fully equipped with all necessary personal protection equipment (PPE) and is eligible to travel as per the COVID-19 Guidelines of the Government of Canada, the Department of Homeland Security, and the Center for Disease Control (CDC). Similarly, I am confident that (Insert Name of Business Traveler) will continue to follow safe practices during the visit in a manner that is respectful of the Client's/Customer's COVID-19 Guidelines. (Please see attached Company Policies)

**Business Traveler Information:**

**Name:**

**Date of Birth:**

**Title/Position:**

**Name of Company:**

**Address of Company:**

**Mobile Number:**

I respectfully request that (Insert Name of Business Traveler) be admitted into Canada as a Business Traveler for the purposes of (meetings, consultations and after-sales servicing) that requires specialized knowledge essential to (Name of your Company)'s contractual obligations as per the Purchase Order between (Name of your Company) and (Name of Client/Customer Company). During the visit, the point of contact at (Insert Name of Client/Customer Company) is: (Insert Contact's Name, Title and Mobile Phone Number).

(Insert Name of U.S. Company) and (Insert Name of Canadian Company) are designated as essential businesses in accordance to U.S. and Canadian directives to maintain the manufacturing supply chain and to support trade and commerce between Canada and the USA. This trip is essential to maintain and strengthen the manufacturing supply chain between our two companies.

I greatly appreciate your consideration of this letter of introduction for (Insert Name of Business Traveler) and his/her entry to Canada as a Business Traveler because this trip is essential to support trade between Canada and the United States of America. If you require additional information, please feel free to contact me directly. I can be reached by phone at: (Insert Mobile Number) or via email at (Insert email address).

Sincerely,

Name of U.S. Company Executive

Title

Company Name

**Necessary Documents:**

Purchase Order

COVID-19 Company Policies (Canadian and US Company)

Travel Itinerary

Note: This is not a legal document, nor does it provide legal advice. This document has no affiliation with the Government of Canada, the Department of Homeland Security, Canada Border Services Agency, or Customs and Border Patrol.

## ANNEX A.2(iA) Letter of Introduction: U.S. Business Traveller to Canada

### Letter of Introduction: U.S. Business Traveller to Canada

**(On U.S. Company Letterhead)**

**Insert Date**

Border Services Officers  
Canada Border Services Agency (CBSA)  
Ports of Entry: Ambassador Bridge / Windsor-Detroit Tunnel

**Attention: CBSA Officer**

**RE: Letter of Introduction - Essential Services Admission to Canada for (Purpose of Visit, i.e, After Sales Services, Technical Installation, Equipment Evaluation) (Name of U.S. Business Traveler) - Business Visitor (Name of U.S. company)**

Dear Sir/Madam:

I, (Name of Company Exec. & Title), (Name of Company), respectfully submit this Letter of Introduction on behalf of (Insert Name of Business Traveler, Insert Title) with (Insert Name of Company), in support of his/her travel to conduct essential business with (Insert Name of Client /Customer Company in Canada with full address).

(Insert Name of Business Traveler) is a citizen of the U.S. and is expected to visit (Insert Name of Client/Customer Company) on (Insert Date). (Insert Name of Client/Customer Company) is a client/customer of (Insert Name of your Company) and the visit is essential because (Insert purpose of visit including the imminent work that must be performed, how it is necessary to support the critical manufacturing infrastructure of the company, employee's specialized proprietary knowledge of company's equipment and processes, how it is critical to minimize the down time to prevent interruptions to our production schedule, respect our critical obligations to supply parts to your customers and maintain the employment of your local employees. etc.. - refer to Purchase Order, avoid any reference to a sales meeting) (Note: Please ensure Business Traveler has a copy of the Purchase Order).

(Insert Name of Business Traveler) will be returning to the United States of America on (Insert Date). During his/her time in Canada, (Insert Names of Business Traveler) will not be entering the Canadian labor market and all of his/her accommodations and expenses will be covered by the Employer (Insert Name of your Company).

Provide a brief but detailed description of your company, and its relation to the Canadian company you are visiting, underscoring the critical nature of the visit.



Please note that my Company understands the seriousness of COVID-19 and the safety of our employees, our clients and our communities is critically important. To this end, (Insert Name of Business Traveler) has been fully equipped with all necessary personal protection equipment (PPE) and is eligible to travel as per the COVID-19 Guidelines of the Government of Canada, the Department of Homeland Security, and the Center for Disease Control (CDC). Similarly, I am confident that (Insert Name of Business Traveler) will continue to follow safe practices during the visit in a manner that is respectful of the Client's/Customer's COVID-19 Guidelines. (Please see attached Company Policies)



## **ANNEX A.2(ii) Letter of Invitation: U.S. Business Traveller to Canada (Letter of Invitation by Canadian Company for U.S. Business Traveler)**

**(On U.S. Canadian Company Letterhead)**

**Insert Date**

Border Services Officers  
Canada Border Services Agency (CBSA)  
Port of Entries: Ambassador Bridge / Windsor-Detroit Tunnel

**Attention: CBSA Officer**

**RE: Letter of Invitation for (Name of U.S. Business Traveler) - Business Visitor  
(Name of U.S. Company)**

Dear Sir/Madam:

I, (Name of Company Exec. & Title), (Name of Company), respectfully submit this Letter of Invitation on behalf of (Insert Name of Business Traveler, Insert Title) with (Insert Name of Company), in support of his/her travel to conduct essential business with my Company (Insert Name of Client /Customer Company in Canada with full address).

(Insert Name of Business Traveler) is expected to visit (Insert Name of Canadian Company) on (Insert Date). (Insert Name of Client/Customer Company) is a client/customer of (Insert Name of your Company) and the visit is necessary because (Insert purpose of visit - refer to Purchase Order, avoid any reference to a sales meetings) (Note: Please ensure Business Traveler has a copy of the Purchase Order).

(Insert Name of Business Traveler) is a U.S. citizen and holds a valid U.S. passport. (Insert Name of Business Traveler) will be returning to the United States of America on (Insert Date). During his/her time in Canada, (Insert Names of Business Traveler) will not be entering the Canadian labor market and all of his/her accommodations and expenses will be covered by the Employer (Insert Name of U.S. Company). Please note that my Company understands the seriousness of COVID-19 and the safety of our employees, our clients and our communities is critically important. To this end, (Insert Name of Business Traveler) has been fully equipped with all necessary personal protection equipment (PPE) and is eligible to travel as per the COVID-19 Guidelines of the Government of Canada, the Department of Homeland Security, and the Center for Disease Control (CDC). Similarly, I am confident that (Insert Name of Business Traveler) will continue to follow safe practices during the visit in a manner that is respectful of my Company's COVID-19 Guidelines. (Please see attached Company Policies)

**Business Traveler Information:**

**Name:**

**Date of Birth:**

**Title/Position:**

**Name of Company:**

**Address of Company:**

**Mobile Number:**

I respectfully request that (Insert Name of Business Traveler) be admitted into Canada as a Business Traveler for the purposes of (meetings, consultations and after-sales servicing) that requires specialized knowledge essential to the contractual obligations as per the Purchase Order between (Name of your Company) and (Name of Client/Customer Company). During the visit, the point of contact at (Insert Name of Client/Customer Company) is: (Insert Contact's Name, Title and Mobile Phone Number).

(Insert Name of U.S. Company) and (Insert Name of Canadian Company) are designated as essential businesses in accordance to U.S. and Canadian directives to maintain the manufacturing supply chain and to support trade and commerce between Canada and the USA. This trip is essential to maintain and strengthen the manufacturing supply chain between our two companies.

I greatly appreciate your consideration of this letter of introduction for (Insert Name of Business Traveler) and his/her entry to Canada as a Business Traveler because this trip is essential to support trade between Canada and the United States of America. If you require additional information, please feel free to contact me directly. I can be reached by phone at: (Insert Mobile Number) or via email at (Insert email address).

Sincerely,

Name of Canadian Company Executive

Title

Company Name

**Necessary Documents:**

Purchase Order

COVID-19 Company Policies (Canadian and US Company)

Travel Itinerary

**ANNEX A.2(iii) Owner-Operator Letter of Essential Travel: American Business Traveler**

(Letter of Essential Travel by U.S. Company for U.S. Business Owner)

**(On U.S. Company Letterhead)**

**Insert Date**

Border Services Officers  
Canada Border Services Agency (CBSA)  
Port of Entries: Ambassador Bridge / Windsor-Detroit Tunnel

**Attention: CBSA Officer**

**RE: Letter of Essential Travel for (Name of U.S. Business Traveler) - Business Visitor (Name of Canadian company)**

Dear Sir/Madam:

I, (Name of Company Exec. & Title), (Name of Company), respectfully submit this Letter of Essential Travel on behalf of my company, (Insert Name of Company), to conduct essential business with (Insert Name of Client /Customer Company with full address).

I will be visiting (Insert Name of Client/Customer Company) on (Insert Date). (Insert Name of Client/Customer Company) is a client/customer of (Insert Name of your Company) and the visit is necessary because (Insert purpose of visit - refer to Purchase Order, avoid any reference to a sales meetings) (Note: Please ensure Business Traveler has a copy of the Purchase Order).

I will be returning to the United States on (Insert Date). During my time in the Canada, I will not be entering the Canadian labour market and all of accommodations and expenses will be covered by my Company. Please note that my Company understands the seriousness of COVID-19 and the safety of our employees, our clients and our communities is critically important. To this end, I have been fully equipped with all necessary personal protection equipment (PPE) and I am eligible to travel as per the COVID-19 Guidelines of the Government of Canada, the Department of Homeland Security and the Center for Disease Control (CDC). Similarly, I want to affirm that I will continue to follow safe practices during the visit in a manner that is respectful of the Client's/Customer's COVID-19 Guidelines. (Please see attached Company Policies)

I respectfully request that I be admitted into Canada as a Business Traveler for the purposes of (meetings, consultations and/or after-sales servicing) that requires specialized knowledge essential to my Company's contractual obligations as per the Purchase Order between (Name of your Company) and (Name of Client/Customer Company). During the visit, the point of contact at (Insert Name of Client/Customer Company) is: (Insert Contact's Name, Title and Mobile Phone Number).

(Insert Name of your Company) and (Insert Name of Client/Customer Company) are designated as essential businesses in accordance to Canadian and U.S. directives to maintain the manufacturing supply chain and to support trade and commerce between Canada and the USA. This trip is essential to maintain and strengthen the manufacturing supply chain between our two companies.

I greatly appreciate your consideration of this letter for my entry to the U.S. as a Business Traveler because this trip is essential to support trade between Canada and the United States of America.

Sincerely,

Name of Canadian Company Executive  
Title  
Company Name

**Necessary Documents:**

Purchase Order  
COVID-19 Company Policies (Canadian and US Company)  
Travel Itinerary

Note: This is not a legal document, nor does it provide legal advice. This document has no affiliation with the Government of Canada, the Department of Homeland Security, Canada Border Services Agency, or Customs and Border Patrol.

## **APPENDIX 1.1: BORDER RELATED RESOURCES**

- The Canada Border Service Agency's Border Information Service (BIS) is now accessible 24/7. For the latest and most up to date information related to cross-border travel and COVID-19, please call 1-800-461-9999. More information can be found at <https://www.cbsa-asfc.gc.ca/contact/bis-sif-eng.html>
- U.S. Customs and Border Protection (CBP) resources related to COVID-19 can be found at <https://www.dhs.gov/coronavirus>

# APPENDIX 1.2: HOW TO SELF-MONITOR

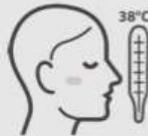
Coronavirus Disease 2019 (COVID-19)

## How to self-monitor

Follow the advice that you have received from your health care provider.

If you have questions, or you start to feel worse, contact your health care provider, Telehealth (1-866-797-0000) or your public health unit.

### Monitor for symptoms for 14 days after exposure



Fever



Cough



Difficulty breathing

### Avoid public spaces

- Avoid crowded public spaces and places where you cannot easily separate yourself from others if you become ill.

### What to do if you develop these or any other symptoms

- Self-isolate immediately and contact your public health unit and your health care provider.
- To self-isolate you will need:
  - Instructions on [how to self-isolate](#)
  - Soap, water and/or alcohol-based hand sanitizer to clean your hands
- When you visit your health care provider, avoid using public transportation such as subways, taxis and shared rides. If unavoidable, wear a mask and keep a two metre distance from others or use the back seat if in a car.

### Contact your public health unit:

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### Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: [ontario.ca/coronavirus](https://ontario.ca/coronavirus)

The information in this document is current as of May 17, 2020

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# APPENDIX 1.3: SELF-MONITORING VS. SELF-ISOLATION

## KNOW THE DIFFERENCE: SELF-MONITORING, SELF-ISOLATION, AND ISOLATION FOR COVID-19

### SYMPTOMS OF COVID-19



FEVER



COUGH



DIFFICULTY BREATHING

### SELF-MONITORING



You have:

- ▶ no symptoms
- AND
- ▶ a history of possible exposure to the novel coronavirus that causes COVID-19, in the last 14 days

### SELF-ISOLATION

You have:

- ▶ no symptoms
- AND
- ▶ a history of possible exposure to the novel coronavirus due to travel outside of Canada or close contact with a person diagnosed with COVID-19

### ISOLATION

You have:

- ▶ symptoms, even if mild
- AND
- ▶ you have been **diagnosed with COVID-19** or are waiting for the results of a lab test for COVID-19



**SELF-MONITOR** means to:

- ▶ **monitor yourself** for 14 days for one or more symptoms of COVID-19
- ▶ go about your day but **avoid crowded places** and increase your personal space from others, whenever possible

**SELF-ISOLATE** means to:

- ▶ **stay at home** and monitor yourself for symptoms, even if mild, for 14 days
- ▶ **avoid contact with other people** to help prevent the spread of disease in your home and in your community in the event you become symptomatic

To be **ISOLATED** means to:

- ▶ **stay at home** until your Public Health Authority advises you that you are no longer at risk of spreading the virus to others
- ▶ **avoid contact with other people** to help prevent the spread of disease in your home and in your community, particularly people at high risk of severe illness outcomes such as older adults or medically vulnerable people



You need to **self-monitor** if:

- ▶ you have reason to believe you have been **exposed to a person** with COVID-19



OR

- ▶ you are in **close contact** with older adults or medically vulnerable people

OR

- ▶ you have **been advised to self-monitor** for any other reason by your Public Health Authority

**Self-isolate** if:

- ▶ you have travelled **outside of Canada** within the last 14 days

OR

- ▶ your Public Health Authority has identified you as a **close contact** of someone diagnosed with COVID-19

You need to **isolate** if:

- ▶ you have been **diagnosed** with COVID-19

OR

- ▶ you are **waiting to hear the results** of a laboratory test for COVID-19

OR

- ▶ you have been **advised to isolate at home** for any other reason by your Public Health Authority



If you develop symptoms, **isolate yourself from others immediately** and contact your **Public Health Authority** as soon as possible

If you develop symptoms, even if mild, **stay home, avoid other people** and contact your **Public Health Authority** as soon as possible

If your symptoms get worse, immediately contact your healthcare provider or **Public Health Authority** and **follow their instructions**

**WE CAN ALL DO OUR PART IN PREVENTING THE SPREAD OF COVID-19. FOR MORE INFORMATION:**

1-833-784-4397

@ [canada.ca/coronavirus](https://canada.ca/coronavirus)

✉ [phac.info.aspc@canada.ca](mailto:phac.info.aspc@canada.ca)



Public Health  
Agency of Canada

Agence de la santé  
publique du Canada

Canada

# APPENDIX 1.4: CBP REGULATIONS

37744 Federal Register / Vol. 85, No. 122 / Wednesday, June 24, 2020 / Rules and Regulations

operated by, or affiliated with, the offeror or counterparty seller (or their respective execution venues) and received by a separate, independent, appropriately licensed, depository or blockchain address in which the customer maintains possession and control in accordance with Example 2.

*Example 4:* Actual delivery will not have occurred if, within 28 days of entering into a transaction, a book entry is made by the offeror or counterparty seller purporting to show that delivery of the virtual currency has been made to the customer, but the counterparty seller or offeror has not, in accordance with the methods described in Example 1 or Example 2, actually delivered the entire quantity of the virtual currency purchased, including any portion of the purchase made using leverage, margin, or financing, regardless of whether the agreement, contract, or transaction between the purchaser and offeror or counterparty seller purports to create an enforceable obligation<sup>173</sup> to deliver the commodity to the customer.

*Example 5:* Actual delivery will not have occurred if, within 28 days of entering into a transaction, the agreement, contract, or transaction for the purchase or sale of virtual currency is rolled, offset against, netted out, or settled in cash or virtual currency (other than the purchased virtual currency) between the customer and the offeror or counterparty seller (or persons acting in concert with the offeror or counterparty seller).

Issued in Washington, DC, on May 27, 2020, by the Commission.

**Robert Sidman,**

*Deputy Secretary of the Commission.*

**Note:** The following appendix will not appear in the Code of Federal Regulations.

## Appendix to Retail Commodity Transactions Involving Certain Digital Assets—Commission Voting Summary

On this matter, Chairman Tarbert and Commissioners Quintenz, Behnam, Stump, and Berkovitz voted in the affirmative. No Commissioner voted in the negative.

[FR Doc. 2020-11827 Filed 6-23-20; 8:45 am]

**BILLING CODE 6351-01-P**

<sup>173</sup> As discussed earlier, this “enforceable obligation” language relates to an element of a separate exception to CEA section 2(c)(2)(D) that is limited by its terms to a commercial transaction involving two commercial entities with a pre-existing line of business in the commodity at issue that is separate and distinct from the business of engaging in a retail commodity transaction. See 7 U.S.C. 2(c)(2)(D)(ii)(III)(bb).

## DEPARTMENT OF HOMELAND SECURITY

### U.S. Customs and Border Protection

#### 19 CFR Chapter I

#### Notification of Temporary Travel Restrictions Applicable to Land Ports of Entry and Ferries Service Between the United States and Canada

**AGENCY:** Office of the Secretary, U.S. Department of Homeland Security; U.S. Customs and Border Protection, U.S. Department of Homeland Security.

**ACTION:** Notification of continuation of temporary travel restrictions.

**SUMMARY:** This document announces the decision of the Secretary of Homeland Security (Secretary) to continue to temporarily limit the travel of individuals from Canada into the United States at land ports of entry along the United States-Canada border. Such travel will be limited to “essential travel,” as further defined in this document.

**DATES:** These restrictions go into effect at 12 a.m. Eastern Daylight Time (EDT) on June 23, 2020 and will remain in effect until 11:59 p.m. EDT on July 21, 2020.

**FOR FURTHER INFORMATION CONTACT:** Alyce Modesto, Office of Field Operations, U.S. Customs and Border Protection (CBP) at 202-344-3788.

**SUPPLEMENTARY INFORMATION:**

#### Background

On March 24, 2020, DHS published notice of the Secretary’s decision to temporarily limit the travel of individuals from Canada into the United States at land ports of entry along the United States-Canada border to “essential travel,” as further defined in that document.<sup>1</sup> The document described the developing circumstances regarding the COVID-19 pandemic and stated that, given the outbreak and continued transmission and spread of COVID-19 within the United States and globally, the Secretary had determined that the risk of continued transmission and spread of COVID-19 between the United States and Canada posed a “specific threat to human life or national interests.” The Secretary later published a series of notifications

<sup>1</sup> 85 FR 16548 (Mar. 24, 2020). That same day, DHS also published notice of the Secretary’s decision to temporarily limit the travel of individuals from Mexico into the United States at land ports of entry along the United States-Mexico border to “essential travel,” as further defined in that document. 85 FR 16547 (Mar. 24, 2020).

continuing such limitations on travel until 11:59 p.m. EDT on June 22, 2020.<sup>2</sup>

The Secretary has continued to monitor and respond to the COVID-19 pandemic. As of June 18, there are over 8.2 million confirmed cases globally, with over 445,000 confirmed deaths.<sup>3</sup> There are over 2.1 million confirmed and probable cases within the United States,<sup>4</sup> over 99,000 confirmed cases in Canada,<sup>5</sup> and over 154,000 confirmed cases in Mexico.<sup>6</sup>

#### Notice of Action

Given the outbreak and continued transmission and spread of COVID-19 within the United States and globally, the Secretary has determined that the risk of continued transmission and spread of COVID-19 between the United States and Canada poses an ongoing “specific threat to human life or national interests.”

U.S. and Canadian officials have mutually determined that non-essential travel between the United States and Canada poses additional risk of transmission and spread of COVID-19 and places the populace of both nations at increased risk of contracting COVID-19. Moreover, given the sustained human-to-human transmission of the virus, returning to previous levels of travel between the two nations places the personnel staffing land ports of entry between the United States and Canada, as well as the individuals traveling through these ports of entry, at increased risk of exposure to COVID-19. Accordingly, and consistent with the authority granted in 19 U.S.C. 1318(b)(1)(C) and (b)(2),<sup>7</sup> I have

<sup>2</sup> See 85 FR 31059 (May 22, 2020); 85 FR 22352 (Apr. 22, 2020). DHS also published parallel notifications of the Secretary’s decisions to continue temporarily limiting the travel of individuals from Mexico into the United States at land ports of entry along the United States-Mexico border to “essential travel.” See 85 FR 31057 (May 22, 2020); 85 FR 22353 (Apr. 22, 2020).

<sup>3</sup> WHO, Coronavirus disease 2019 (COVID-19) Situation Report—150 (June 18, 2020), available at [https://www.who.int/docs/default-source/coronavirus/situation-reports/20200618-covid-19-sitrep-150.pdf?sfvrsn=aa9fe9cf\\_2](https://www.who.int/docs/default-source/coronavirus/situation-reports/20200618-covid-19-sitrep-150.pdf?sfvrsn=aa9fe9cf_2).

<sup>4</sup> CDC, Cases of COVID-19 in the U.S. (last updated June 17, 2020), available at <https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html>.

<sup>5</sup> WHO, Coronavirus disease 2019 (COVID-19) Situation Report—150 (June 18, 2020).

<sup>6</sup> *Id.*

<sup>7</sup> 19 U.S.C. 1318(b)(1)(C) provides that “[n]otwithstanding any other provision of law, the Secretary of the Treasury, when necessary to respond to a national emergency declared under the National Emergencies Act (50 U.S.C. 1601 *et seq.*) or to a specific threat to human life or national interests,” is authorized to “[t]ake any . . . action that may be necessary to respond directly to the national emergency or specific threat.” On March 1, 2003, certain functions of the Secretary of the Treasury were transferred to the Secretary of

determined that land ports of entry along the U.S.-Canada border will continue to suspend normal operations and will only allow processing for entry into the United States of those travelers engaged in “essential travel,” as defined below. Given the definition of “essential travel” below, this temporary alteration in land ports of entry operations should not interrupt legitimate trade between the two nations or disrupt critical supply chains that ensure food, fuel, medicine, and other critical materials reach individuals on both sides of the border.

For purposes of the temporary alteration in certain designated ports of entry operations authorized under 19 U.S.C. 1318(b)(1)(C) and (b)(2), travel through the land ports of entry and ferry terminals along the United States-Canada border shall be limited to “essential travel,” which includes, but is not limited to—

- U.S. citizens and lawful permanent residents returning to the United States;
- Individuals traveling for medical purposes (e.g., to receive medical treatment in the United States);
- Individuals traveling to attend educational institutions;

- Individuals traveling to work in the United States (e.g., individuals working in the farming or agriculture industry who must travel between the United States and Canada in furtherance of such work);

- Individuals traveling for emergency response and public health purposes (e.g., government officials or emergency responders entering the United States to support federal, state, local, tribal, or territorial government efforts to respond to COVID-19 or other emergencies);
- Individuals engaged in lawful cross-border trade (e.g., truck drivers supporting the movement of cargo between the United States and Canada);
- Individuals engaged in official government travel or diplomatic travel;

Homeland Security. See 6 U.S.C. 202(2), 203(1). Under 6 U.S.C. 212(a)(1), authorities “related to Customs revenue functions” were reserved to the Secretary of the Treasury. To the extent that any authority under section 1318(b)(1) was reserved to the Secretary of the Treasury, it has been delegated to the Secretary of Homeland Security. See Treas. Dep’t Order No. 100-16 (May 15, 2003), 68 FR 28322 (May 23, 2003). Additionally, 19 U.S.C. 1318(b)(2) provides that “[n]otwithstanding any other provision of law, the Commissioner of U.S. Customs and Border Protection, when necessary to respond to a specific threat to human life or national interests, is authorized to close temporarily any Customs office or port of entry or take any other lesser action that may be necessary to respond to the specific threat.” Congress has vested in the Secretary of Homeland Security the “functions of all officers, employees, and organizational units of the Department,” including the Commissioner of CBP. 6 U.S.C. 112(a)(3).

- Members of the U.S. Armed Forces, and the spouses and children of members of the U.S. Armed Forces, returning to the United States; and
- Individuals engaged in military-related travel or operations.

The following travel does not fall within the definition of “essential travel” for purposes of this Notification—

- Individuals traveling for tourism purposes (e.g., sightseeing, recreation, gambling, or attending cultural events).

At this time, this Notification does not apply to air, freight rail, or sea travel between the United States and Canada, but does apply to passenger rail, passenger ferry travel, and pleasure boat travel between the United States and Canada. These restrictions are temporary in nature and shall remain in effect until 11:59 p.m. EDT on July 21, 2020. This Notification may be amended or rescinded prior to that time, based on circumstances associated with the specific threat.

The Commissioner of U.S. Customs and Border Protection (CBP) is hereby directed to prepare and distribute appropriate guidance to CBP personnel on the continued implementation of the temporary measures set forth in this Notification. The CBP Commissioner may determine that other forms of travel, such as travel in furtherance of economic stability or social order, constitute “essential travel” under this Notification. Further, the CBP Commissioner may, on an individualized basis and for humanitarian reasons or for other purposes in the national interest, permit the processing of travelers to the United States not engaged in “essential travel.”

The Acting Secretary of Homeland Security, Chad F. Wolf, having reviewed and approved this document, is delegating the authority to electronically sign this document to Chad R. Mizelle, who is the Senior Official Performing the Duties of the General Counsel for DHS, for purposes of publication in the **Federal Register**.

**Chad R. Mizelle,**  
*Senior Official Performing the Duties of the General Counsel, U.S. Department of Homeland Security.*

[FR Doc. 2020-13676 Filed 6-22-20; 11:15 am]

**BILLING CODE 9112-PP-P**

**DEPARTMENT OF HOMELAND SECURITY**

**U.S. Customs and Border Protection**

**19 CFR Chapter I**

**Notification of Temporary Travel Restrictions Applicable to Land Ports of Entry and Ferries Service Between the United States and Mexico**

**AGENCY:** Office of the Secretary, U.S. Department of Homeland Security; U.S. Customs and Border Protection, U.S. Department of Homeland Security.

**ACTION:** Notification of continuation of temporary travel restrictions.

**SUMMARY:** This document announces the decision of the Secretary of Homeland Security (Secretary) to continue to temporarily limit the travel of individuals from Mexico into the United States at land ports of entry along the United States-Mexico border. Such travel will be limited to “essential travel,” as further defined in this document.

**DATES:** These restrictions go into effect at 12 a.m. Eastern Daylight Time (EDT) on June 23, 2020 and will remain in effect until 11:59 p.m. EDT on July 21, 2020.

**FOR FURTHER INFORMATION CONTACT:** Alyce Modesto, Office of Field Operations, U.S. Customs and Border Protection (CBP) at 202-344-3788.

**SUPPLEMENTARY INFORMATION:**

**Background**

On March 24, 2020, DHS published notice of the Secretary’s decision to temporarily limit the travel of individuals from Mexico into the United States at land ports of entry along the United States-Mexico border to “essential travel,” as further defined in that document.<sup>1</sup> The document described the developing circumstances regarding the COVID-19 pandemic and stated that, given the outbreak and continued transmission and spread of COVID-19 within the United States and globally, the Secretary had determined that the risk of continued transmission and spread of COVID-19 between the United States and Mexico posed a “specific threat to human life or national interests.” The Secretary later published a series of notifications

<sup>1</sup> 85 FR 16547 (Mar. 24, 2020). That same day, DHS also published notice of the Secretary’s decision to temporarily limit the travel of individuals from Canada into the United States at land ports of entry along the United States-Canada border to “essential travel,” as further defined in that document. 85 FR 16548 (Mar. 24, 2020).

## APPENDIX 1.5: QUARANTINE ACT

### Quarantine Act

The purpose of this Act is to protect public health by taking comprehensive measures to prevent the introduction and spread of communicable diseases. The Act authorizes the Minister of Health to establish quarantine stations and quarantine facilities anywhere in Canada, and to designate various officers including quarantine officers, environmental health officers, and screening officers. The Act authorizes measures that can be taken in respect of international travellers, or other persons at an entry or departure point, who have or might have a communicable disease (one that poses a risk of significant harm to public health). It also authorizes measures that can be taken in respect of conveyances arriving in or departing from Canada, and cargo on those conveyances, which could be the source of a communicable disease.

COVID-19 Emergency Orders in Council (OIC) pursuant to section 58 of the *Quarantine Act* in effect:

- ***OIC 10 - Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation) No. 2***

#### ▼ Group Exemptions under 6(e) of the order

Effective June 11, 2020, the Chief Public Health Officer of Canada amended the group exemptions for technicians to include the installation of essential equipment to support critical infrastructure. While an exemption from quarantine may be granted under the federal Mandatory Isolation Order, you are encouraged to consult the provincial and territorial resources for any additional restrictions regarding mandatory quarantine, as stricter measures may apply.

Pursuant to paragraph 6(e) of the *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation), No. 2*, issued pursuant to section 58 of the *Quarantine Act*, the Chief Public Health Officer may determine a class of persons who provide an essential service while in Canada.

As determined by the Chief Public Health Officer, at this time, the following class of persons are exempt:

- Persons in the trade or transportation sector who are important for the movement of goods or people, including truck drivers and crew members on any aircraft, shipping vessel or train, and that cross the border while performing their duties or for the purpose of performing their duties;
- Persons who must cross the border regularly to go to their normal place of employment, including critical infrastructure workers (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing), provided they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada;
- Technicians or specialists specified by a government, manufacturer, or company, as required to install, inspect, maintain or repair equipment necessary to support critical infrastructure (Energy and Utilities, Information and Communication Technologies, Finance, Health, Food, Water, Transportation, Safety, Government and Manufacturing); and
- Persons, including a captain, deckhand, observer, inspector, scientist, veterinarian and any other person supporting commercial or research open water aquaculture-related activities, who enter Canada for the purpose of carrying out aquaculture-related activities, including fishing, transporting fish to and from the aquaculture facility, treating fish for pests or pathogens, repairs, provisioning of aquaculture-related vessels or aquaculture facilities or exchange of crew and who proceed directly to an open water facility or vessel upon entry to Canada.

Upon arriving at a point of entry into Canada, those who fall under the above categories, will not be prohibited from entering the country, provided documentation related to the essential service is presented and verified by a Canada Border Service Agency Screening Officer.

Please be aware that the mandatory 14-day isolation period for asymptomatic people does not apply to those who meet the exemption criteria. Persons exempt from mandatory quarantine are still required to wear an appropriate mask or face covering upon entry into Canada and while in transit, and should otherwise respect the intent of the Order to minimize the spread of COVID-19 in Canada.

Should any person - with no exception - arrive at the border exhibiting symptoms of COVID-19, they are subject to the isolation orders issued by a Quarantine Officer under the [Quarantine Act](#). This could include home isolation, a quarantine facility chosen by the Chief Public Health Officer of Canada or even immediate referral to a health care facility. Symptomatic persons arriving at the Canadian land border will not be permitted entry unless they have the right to access Canadian health care. This is in the best interest of both the traveller and all other Canadians.



## **Crossing the Border: Quick Tips for Business Travelers**

The following is an abridged summary of the key tips that any Cross-Border Business Traveler should have handy. It can be used as a reference for employees but does NOT contain all the information needed for safe travel.

### **Crossing the Border – Documentation**

Documentation to Bring:

- Passport
- Essential Workers Letter
- CBP Statement on Essential Travel
- Government of Canada's List of Acts and Regulations

### **Additional Information:**

- Keep up to date with all COVID-19 curfews and lockdowns
- Have a copy of COVID-19 building protocols
- Emphasize that the purpose of trip is essential
- A mask MUST be worn upon entry to Canada and the United States

### **Crossing the Border- Tips for Safe Business Travel**

Do NOT make ANY unessential stops while in the United States. Any travel that can be deemed non-essential is subject to 14-day quarantine.

- Travel in a safe reliable car with enough gas to transport to and from work
- Wear a mask and limit face to face contact
- If possible, keep all document sharing electronic
- Do NOT report to work if you or a member of your household is sick
- Carry hand sanitizer and frequently wash hands
- Bring sanitized wipes (if not provided) and wipe down all workstations
- Do NOT touch your face
- Be mindful of high touch areas and conduct regular cleaning
- Where possible, wear gloves when interacting with high contact areas. Do not touch your face with gloved hands. Take care when removing gloves. Ensure you wash your hands after removing them.
- Wash your clothes as soon as you get home
- Practice cough/sneezing etiquette (covering mouth, away from co-workers, using one's sleeve, etc.)

### **Considerations for Safe Interactions with Border Services Officers:**

- Avoid handling cash and paperwork, directly, use medical gloves, if possible and wash hands immediately after completing your task
- Business travellers should avoid placing their Identification in their mouth while pulling up the primary inspection lane to hand to a Border Services Officer
- When travelling, ensure wipes and sanitizers are available on-hand if possible