

# COVID-19 Commercial Update to Industry Stakeholders July 9, 2020

## KEY MESSAGE

**The CBSA wishes to thank our industry partners for their effort and support in keeping essential people and goods moving.**

### Key Issue

On March 31, the CBSA began collecting contact information for all travellers (symptomatic and asymptomatic) entering Canada who are subject to mandatory quarantine or isolation. The majority of passages to date have been exempt persons, and no contact information has been collected from this population. However, based on the need of provinces and territories, Public Health Agency of Canada (PHAC) is now responsible for promoting compliance and conducting potential follow up activities with exempt persons as well. Without contact information, this activity is not possible.

Therefore, on June 30, CBSA started collecting more information from persons (all travellers, including commercial drivers) exempt from quarantine at 6 Port of Entries (POEs). As of July 9th, exempt persons being processed at 12 additional POEs will be required to provide their contact information. Please note that an app for this purpose is being developed and is expected to be launched mid-July. We will provide info as soon as it becomes available.

Exempt persons who are processed at the following POEs will be required to provide their contact information (additional POEs in red):

- *St Stephen 3rd Bridge*
- *St-Armand/Philipsburg*
- *Lansdowne*
- *Queenston-Lewiston Bridge*
- *Coutts*
- *Pacific Highway*
- *Woodstock Road*
- *St Stephen*
- *Stanstead*
- *St-Bernard-de-Lacolle*
- *Sault Ste. Marie*
- *Prescott*
- *Windsor/Detroit Tunnel*
- *Peace Bridge*
- *North Portal*
- *Emerson*
- *Abbotsford-Huntingdon*
- *Aldergrove*

Authority to collect this information is under section 15(1) of the *Quarantine Act*, and section 2(1) of Order in Council 2020-0524.

Border Service Officers (BSOs) are expected to input personal contact information for persons exempt from quarantine, including their email address, primary phone, and secondary phone (if

applicable) into a database that is managed by PHAC. Once collected, the information will self-populate the next time the driver crosses.

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

We expect to take a phased in approach over the next several weeks. All drivers should be prepared to provide personal contact information for this purpose at some point in the future.

### Other Sources of Information

- Official updates on COVID-19 are available on the [Government of Canada website](#).

#### Contacts

If you have any follow-up questions, please send to the BCCC at  
[BCCC-CCACF@CBSA-ASFC.GC.CA](mailto:BCCC-CCACF@CBSA-ASFC.GC.CA)

[Fred.Gaspar@cbsa-asfc.gc.ca](mailto:Fred.Gaspar@cbsa-asfc.gc.ca)

Director General, Commercial

Office # 613-957-3511

Cell # 343-542-9240

[Doug.Band@cbsa-asfc.gc.ca](mailto:Doug.Band@cbsa-asfc.gc.ca)

Director General Trade and Anti-Dumping

Office # 613-954-7338

Cell # 613-295-5992

**Border Information Service (BIS) line:** Within Canada (Toll-free) - 1-800-461-9999  
Outside Canada (Long distance charges apply) - 1-204-983-3500