



## COVID-19 Commercial Update to Industry Stakeholders July 21, 2020

### KEY MESSAGE

**The Canada Border Services Agency is focused on the safety and security of all Canadians.**

### Key Issue

- On July 20<sup>th</sup>, CBSA officers at all land Ports of Entry (POE) with the exception of Ambassador Bridge, Cornwall and Bluewater Bridge, started collecting personal contact information from exempt travellers to allow the person to be contacted during the 14-day confinement period that begins on the day on which they enter Canada.
- Exempt persons seeking entry at Cornwall, Blue Water Bridge and Ambassador Bridge POEs are not required to provide their contact information at this time unless requested by the CBSA officer.
- Public Health Agency of Canada and the CBSA will continue to take a phased in approach when it comes to expanding exempt traveller contact information collection. All exempt travellers should be prepared to provide personal contact information for this purpose at some point in the future.
- Exempt persons are encouraged to download the [ArriveCAN](#) mobile application to submit the required information prior to arriving at the border. Using the [ArriveCAN](#) mobile application is the best way to facilitate a travellers arrival and processing into Canada. The [ArriveCAN](#) mobile application is available to download for free on [Google Play](#) and [Apple App](#) stores.
- Commercial Truck Drivers are encouraged to use the [ArriveCAN](#) mobile application prior to arrival at a POE to reduce the need for exchange of information and input by the Border Services Officer in the Primary Inspection Line, and ultimately prevent excessive Border Wait Times.

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