

On behalf of Regional Director General Christine Durocher,

To all,

Many of you have reached out to us seeking clarification of the many changes that occurring to our work environment as a result of the COVID-19 pandemic.

We greatly appreciate your patience as the strategies to implement the changes were formalized.

Below you will find some key messages that will assist you and your clients in better understanding the aspects of the changes and timelines associated with it.

The agency is continuing to work to disseminate this information in as widespread a manner as possible and using all available media options.

The information can be shared with any of the stakeholders your operations may be engaged with either directly or via the cross border and emergency management groups that exist.

Again, thank you for your patience.

Respectfully,

Christine Durocher

Regional Director General, Operations Branch

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Key Messages for POE Stakeholders - March 20, 2020

- Canada and the United States are taking further aggressive action to combat the spread of COVID-19 by temporarily restricting non-essential travel.
- All commercial and work related travel is continuing unimpeded, while entry for purposes such as tourism and recreation is not permitted at this time.
- These new measures will take effect at 12:01 EDT on Saturday, March 21, 2020 for 30 days at which point the measures will be reviewed.
- While discretionary travel is being restricted, movements necessary to keep our economies moving and supply chains open will be unaffected.
- This means that commercial vehicles carrying legitimate goods will be allowed entry, as well as people crossing the border for work.

- CBSA continues to process all commercial goods and cargo for entry at all Ports of Entry whether by land, sea, air, rail or post.
- Border crossings by healthy people for essential non-economic reasons are also allowed, such as medical or compassionate reasons, provided they have not been outside the United States or Canada in the previous 14 days.
- Indigenous Peoples who live at the Canada/US border are still able to cross the border as usual.
- CBSA has implemented enhanced health screening measures at all Canadian Ports of Entry. Border officers are querying travellers on the state of their health and observing for signs of respiratory infection. Protocols provided by the Public Health Agency of Canada will continue to be followed including advice to self isolate and practice social distancing.
- Anyone showing signs and symptoms of COVID-19 will be prohibited from boarding an aircraft to Canada.
- All flights will continue to be funneled to four Canadian airports except for flights from the United States, Mexico and the Caribbean.
- Canadians and Permanent Residents can cross the border to return home and will be asked to self-isolate for 14 days.
- Self-isolation does not apply to persons who must cross the border for work and are not showing symptoms.