GUIDANCE MATERIAL FOR AIR CARRIERS

Guidance for Air Carriers in managing travellers departing from a Canadian aerodrome

This guidance material is intended to provide recommendations and guidance on the operationalization of Transport Canada's Interim Order, *Interim Order Respecting Certain Requirements for Civil Aviation due to COVID-19*.

> **Important Caveat:** Nothing in this guidance document supersedes any requirement or obligation outlined in Transport Canada's Interim Order. It is meant to complement this legal document and provide recommendations and guidance on how to understand and carry out the requirements.

Canada

OVERVIEW

This guidance material is dated April 25, 2022 (V 6.1) replaces the April 1, 2022, version and includes administrative updates only.

SECTION 1 – GENERAL

Purpose

The purpose of this document is to provide guidance to air carriers regarding the implementation of the requirements under the *Interim Order Respecting Certain Requirements for Civil Aviation Due to COVID-19* (the *Interim Order*), including those introduced as part of the Federal Vaccination Mandate, as it pertains to the management of air travellers. All travellers boarding a flight in Canada must be vaccinated unless they meet a limited exception. Advice, guidance, and sample templates are included to support air carriers in the implementation of the *Interim Order* as applicable. The information in this document concerns travellers departing Canadian airport (domestic, transborder or international flight).

Note: The Federal Vaccination Mandate only applies at specific airports, which are listed in Schedule 2 of the *Interim Order*, and Annex F of this guidance document.

SECTION 2 – OBLIGATIONS OF AIR CARRIERS

The following outlines the requirements pertaining to the management of domestic or outbound travellers from a Canadian aerodrome:

2.1 Air Carrier Notification Requirement: Air carriers are required to notify travellers departing a Canadian aerodrome that they:

> (1) must provide proof of their COVID-19 vaccination or approved exception document upon request. Please refer to Annex A, which provides a sample of a notification email that can be sent to travellers to inform them of the vaccination mandate.
> **Note**: the vaccination mandate only applies at designated airports; see Annex F for a list of airports.

> (2) must submit a request to be considered for an exception to the requirement to be vaccinated (if applicable) within the specified timeframe;

> (3) must be in possession of a mask, even if fully vaccinated (for more information on masks, please consult: Non-Medical Masks: About);
> Note: masks continue to be required at the screening checkpoint, during the boarding process, in flight, and while deplaning.

> (4) cannot board an aircraft if they:
> - are exhibiting: (1) a fever and cough; or (2) a fever and breathing difficulties;

- have, or have had COVID-19 in the last 10 days, or have any reason to suspect they have COVID-19, or have developed signs or symptoms of COVID-19 in the past 10 days (see more information below about the health check and the wait periods); Important: Travellers must be notified that they may be subject to a monetary penalty of up to $5,000 if they knowingly provide any false or misleading information about their health status.
- are subject to a mandatory quarantine order as a result of recent travel or because of a local or provincial health order that prohibits them from travelling.

(5) They may be subject to a measure taken by the federal, provincial, or territorial government at the destination airport for that flight to prevent the spread of COVID-19. A summary of the provincial/territorial restrictions and Canadian federal, provincial, and territorial COVID-19 resources can be found in Annex B.

Note: In situations where a traveller is under a mandatory quarantine order, they may still be permitted to travel based on the specific provisions of the order, providing they are symptom-free and confirm their health status. For further information on the federally mandated quarantine provisions, please refer to the *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations)* Emergency Order.

(6) may be liable to a monetary penalty if they knowingly provide false or misleading information about their health status and may be subject to a monetary penalty of up to $5,000.

Transport Canada recommends notifying travellers of the above-noted requirements during the online or in-person check-in process (see Annex C1 and Annex C2 for pre-board messages, and Annex C3 for an example of an in-flight announcement for Canadian Domestic Flights).

2.2 Traveller Confirmation to Air Carrier: travellers must confirm that they:

- do not have or suspect they have COVID-19;
- have not had COVID-19 within the last 10 day or symptoms of COVID-19 have not developed in the past 10 days. If the traveller has had COVID-19 or symptoms, they must confirm that they have in their possession a medical certificate indicating these symptoms are not related to COVID-19 or a valid negative COVID-19 test. See more information below on the health status and the 10-day wait period);
- are not subject to a mandatory quarantine order as a result of recent travel or from a local or provincial health order that does **not permit them to travel**.
- are in possession of a mask (or have a medical certificate stating a reason why they cannot wear a mask) and must wear the mask even if fully vaccinated.
- understand that they may be subject to a provincial, territorial, or federal government measure to prevent the spread of COVID-19 when travelling to and within Canada.

Confirmation of Health Status : 10-day wait period following COVID-19 infection

In the case where a traveller has had COVID-19 or has reason to suspect they had COVID-19 (such as experiencing signs and symptoms of COVID; coming into close contact with someone who was positive), under the Transport Canada *Interim Order,* they must wait 10 days before boarding an aircraft inbound to Canada or departing a Canadian airport. The starting day of the 10-day waiting period is calculated based on whether the traveller has or does not have symptoms. If a traveller developed symptoms but only tested positive days later, they are to use the day **after** they developed symptoms as day 1. If a traveller had no symptoms, but tested positive, the day after they took the test is day 1.

For example: a traveller began to cough and developed a fever on February 1 and then tested positive using a rapid antigen test on February 3. They would begin counting their 10-day period on February 2 (i.e., the day after they began showing symptoms) and as such be able to travel on February 10.

Provincial/Territorial isolation periods: in most provinces and territories the isolation periods for people who have tested positive for COVID-19 have been reduced to either five or seven days, depending on vaccination status.   As such, if a traveller has tested positive for COVID-19, has fulfilled the required provincial or territorial isolation period in full **AND** has either: 1) a negative COVID-19 test that meets all the requirements or 2) medical certificate indicating they do not have COVID-19, they are permitted to board an aircraft, as long as all other requirements are met. **Air carriers are not obligated to verify the actual COVID-19 test result, but the traveller will need to confirm they have a medical certificate or a negative COVID-19 test result as part of the confirmation process. During boarding, however, a person who exhibits symptoms must produce their certificate or test result to the gate agent to be allowed to board.**

Note: the traveller can only use a valid test result or a medical certificate in the context of 1) signs and symptoms of COVID-19 and 2) if they had COVID or suspected to have had COVID in the last 10 days. A negative test result OR a medical certificate cannot "override" the requirement for the individual to fulfil the requirements of a provincial or territorial isolation/quarantine order OR the quarantine order as a result of recent travel.

<u>Confirmation of Health Status requirements for crew:</u> if a crew member is travelling in the following circumstances, they are exempt from the requirement to confirm their health status:
1) When an off-duty crew member is boarding a flight <u>to become</u> an active crew member on another aircraft **within 72 hours** of the initial scheduled departure time of their flight.
2) When an off-duty crew member is boarding a flight <u>after having been</u> active crew member on another aircraft **within 72 hours** of the initial scheduled departure time of their flight.
3) When an off-duty crew member is boarding a flight in order to participate in required training related to aircraft operations, or returning from having participated in **within 72 hours** of the initial scheduled departure time of their flight.

   <u>Note</u>: If a crew member is travelling outside the 72 hour window as noted above they must confirm their health status.

2.3 Air carriers must implement a process for approving/denying exceptions:

Air carriers are required to have a process in place to assess, approve or deny exception requests (requirement to be fully vaccinated to travel by air) from travellers and to notify them if their application has been approved or denied for the following circumstances:

- Medical inability to be vaccinated;
- Sincerely held religious belief; or
- Essential medical services and treatment.

Air carriers must keep a record of the number of requests for exceptions received, and the number of approvals/denials that were issued. The records must be kept for 12 months and made available to the Minister of Transport upon request. A copy of the request made by the traveller must also be kept for 90 days and made available to the Minister upon request. For more details on reporting requirements, please refer to the SUPPLEMENTARY BULLETIN – INTERIM ORDER RESPECTING CERTAIN REQUIREMENTS FOR CIVIL AVIATION DUE TO COVID-19 (SSCIMS 133469).

Note: 705 operators to report using the Electronic Collection of All Transportation Statistics (ECATS).

2.4 Boarding Process - Requirements for AIR CARRIERS:

In addition to ensuring that travellers have a mask in their possession and are free of any visible symptoms of COVID-19, air carriers must verify proof documents to ensure all travellers are either fully vaccinated (by the Canadian definition) or have an approved exception (note: the federal vaccination mandate only applies at specified airports; see Annex F for a list of airports).
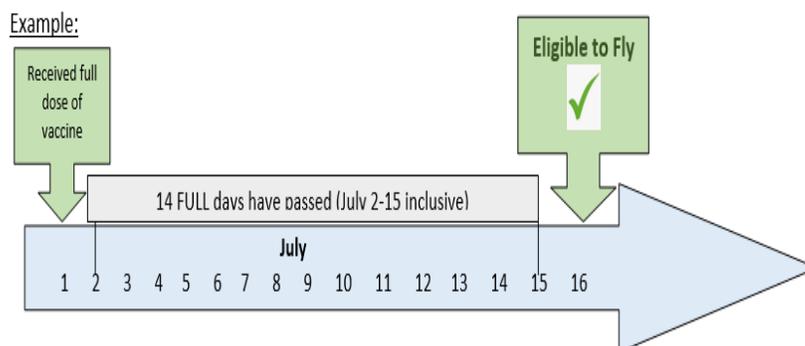
It should be noted that there are exceptions that require pre-approved by the air carrier. These include: travellers who are **medically unable to be vaccinated**, with **sincerely held religious beliefs** and who must obtain **essential services or attend a medical appointment**. Other traveller exceptions are in place that do not require pre-approved by the air carrier include but not limited to: travelling at the request of the Minister of Health, those who have a temporary resident visa, and coming for diplomatic affairs.

Below are examples of possible scenarios for travellers with proof of vaccinations and exceptions.

2.4.1 Scenario #1 - Verification - Elements for the proof of vaccination

Air carriers are required to verify the following elements, for all travellers 12 years of age + 4 months and older:
- Full name (family name and given name(s)) of the person who received the vaccine;
- The name of the government / non-government entity who issued the proof document;
- The manufacturer of the vaccine and number of doses (refer to: COVID-19 vaccinated travellers entering Canada - Travel restrictions in Canada – Travel.gc.ca for information on the accepted vaccines/regimens).
- The date the traveller received their last dose. This date must be at least 14 full days prior to their date of travel. For example, if the last dose was administered on Thursday July 1, then Friday July 16 would be the first day that the traveller would meet the 14-day condition).

Example:

Received full dose of vaccine

Eligible to Fly ✓

14 FULL days have passed (July 2-15 inclusive)

July
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

Note: the proof of vaccination can be presented in paper or digital copies, and **must** have been issued in English or French otherwise a certified translation is required.

Federal Proof of Identification and Provincial Proof of Vaccination
There may be circumstances in which the name on the proof of identification does not match the name on the provincial or territorial proof of vaccination. For example, in the province of Quebec a female's name at birth may appear on the proof of vaccination, while their married name may appear on a federal identification document such as a passport. Other examples include those from remote or Indigenous communities where formal identification can be more challenging to obtain. Please note that the air carrier, in these cases, has flexibility to accept a proof of vaccination that does not perfectly match a traveller's identification documents, as long as the traveller is able to establish their vaccination credential through other means (e.g., health card or letter from Indigenous community leader).

2.4.2 Scenario #2 – Verification of exception documentation + COVID-19 test

Under this scenario, a traveller will present the exception documentation for either a medical contraindication, religious belief or for essential service/medical appointment (including escorts) issued by the air carrier indicating approval of the exception.

The following elements must be included in the COVID-19 test result for travellers 12 years of age plus 4 months and older:

- **COVID-19 Molecular Test**
    - a **negative** COVID-19 molecular test result performed by an accredited laboratory or testing provider within 72 hours of the initial scheduled departure time OR
    - a **previous positive** test result taken at least 10 calendar days and no more than 180 calendar days before your initial scheduled departure time. Counting starts the day following the day of testing.

        Example: a traveller who takes a test on February 1 will be eligible to fly on February 11.

        Date of Test: February 1
        - Day 1: February 2

- Day2: February 3
- Day 3: February 4
- Day 4: February 5
- Day 5: February 6
- Day 6: February 7
- Day 7: February 8
- Day 8: February 9
- Day 9: February 10

Day 10 - Eligible to fly - February 11

- **COVID-19 Antigen Test**
  - A **negative** antigen test performed by an accredited laboratory or testing provider no more than one calendar day before the initial scheduled departure time; or
    - Example: a traveller would be eligible to travel at any time on March 2 if they have a valid rapid antigen test result from March 1.

Self-administered tests: Self-administered molecular test and antigen test results are also accepted. The test must be observed by an authorized entity, the results are verified, and the requirements noted above are followed. Positive antigen test results are not accepted regardless of whether they are performed or observed by authorized entity.

2.4.3. Scenario #3 – Other exceptions (not approved by the air carrier)

In some cases, the traveller will present documents indicating they meet other exceptions as noted below. A valid COVID-19 test result that meets the criteria noted above must also be presented. These exceptions may include:

- **Transiting foreign nationals** – the proof document is their boarding pass that indicates their onward travel is within 24 hours of their scheduled flight to Canada.

- **Foreign Nationals leaving Canada** – a boarding pass which indicates a foreign national is boarding a flight in Canada for the purposes of travelling out of Canada (e.g., returning home) is required.

- **Person invited by Minister of Health** – a document from the Minister of Health indicating that this person was invited to assist with the response efforts to COVID-19.

- **Person delivering emergency services** - a document from a government or non-government entity indicating the traveller was asked to enter Canada to deliver emergency services (paragraph 186 (t) of the *Immigration and Refugee Protection Regulations*).

- **Person who has been issued a permanent resident or temporary resident visa** - a document from the Department of Immigration, Refugees and Citizenship Canada that confirms the traveller has been issued a permanent resident visa or temporary visa.

- **Diplomatic/Consular Affairs** – a document confirming the traveller is travelling for diplomatic or consular affairs and has a D1, O1, or C1 visa, and is travelling for a purpose related to diplomatic or consular affairs.

Note: other exemptions are in place which may apply to the traveller. In these cases, they would need to have supporting documentation, specific to their circumstance.

Important Note on **The Vaccine Control Group**: The Vaccine Control Group is a worldwide, independent, long-term study that is seeking to collect baseline data from unvaccinated individuals for research purposes. Participants in this study apply to receive a photo ID card confirming their admission to the research program. Study participation letters, signed by a doctor, are also available to download. This vaccine control group is **not** recognized by Health Canada (HC) or any G7 country. ID Cards from this Vaccine Control Group are **not** recognized by Transport Canada (TC) . Unless exempted by a provincial or territorial government, participants in a HC-recognized COVID-19 vaccine trial must apply through the TC NIE Program: https://wwwapps.tc.gc.ca/Saf-Sec-Sur/13/ves-sev/?GoCTemplateCulture=en-CA.

Reporting to Transport Canada: False or Misleading Information

> If the air carrier suspects that the traveller has provided false or misleading information relating to a proof of vaccination document, an exception document managed by the air carrier or a COVID-19 test result, Transport Canada is to be notified within 72 hours. The following information is to be included:
> - the person's name;
> - contact information (home address, telephone number, email address);
> - date and flight number; and
> - description of the potential non-compliance issue.
>
> For more details, please refer to Supplementary Bulletin – Interim Order Respecting Certain Requirements for Civil Aviation due to COVID-19 (SSCIMS #133469).

2.5 Onward Travel Domestically

The following summarizes the requirements, with some exceptions, for onward travel:

Type of Traveller	Onward/domestic travel rules
Fully vaccinated traveller	✓ **permitted onward travel**
Unvaccinated Canadian Citizen, permanent resident or a person registered under the *Indian Act* *	X **no onward travel permitted**
Unvaccinated foreign nationals (who are allowed entry into Canada)	✓ **permitted onward travel** (within 24 hours of the scheduled departure of their flight to Canada).

*Air carriers are <u>not to issue domestic boarding passes</u> to Canadian citizens, permanent residents, and persons registered under the *Indian Act* if they are not fully vaccinated.

2.6 Denial of boarding

Air carriers are required to deny boarding in the following circumstances:

1. If a traveller fails to provide their proof of vaccination, or proof that they meet an exception (with a valid COVID-19 test result where applicable).

Air carriers must also keep a record of any denials of boarding due to lack of proof of vaccination or valid COVID-19 test result. Records are to be made available to Transport Canada on request and retained for at least 12 months.

The records must include:
- Person's name;
- Contact Information (home address, telephone number and email address);
- Date and flight number; and
- Circumstances related to the refusal to comply.

For more details, please refer to Supplementary Bulletin – Interim Order Respecting Certain Requirements for Civil Aviation due to COVID-19 (SSCIMS #133469) for further information on reporting schedules.

2. If the air operator observes an air traveller with COVID-19 symptoms, the air operator will be required to deny boarding for travel for a period of 10 days or until a medical certificate is presented that confirms that the symptoms that the person is exhibiting are not related to the COVID-19 virus.

3. The air carrier is also required to deny boarding if the air traveller:
   - does not meet the requirements of the health status verification;
   - does not have a mask in their possession (unless a medical certificate is provided); or
   - refuses to comply with an instruction given by a crew member or gate agent with respect to wearing a mask.

Note: travellers who are under a quarantine order are <u>NOT to be denied boarding</u> in the case where the order has provisions that allow them to travel, as long as they meet all other requirements (e.g., are symptom-free and pass the health check). For further information on the federally mandated quarantine provisions, please refer to the *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations)* Emergency Order.

If a denial of boarding situation occurs, the air operator should follow these steps:

1. **Provide explanation for future travel** – Air carriers will explain to air travellers who are denied boarding, based on the health status or observation of symptoms, that they will need to wait 10 days before they are able to fly or that they will need to provide a medical certificate indicating the symptoms that they are exhibiting are not related to the COVID-19 virus OR a negative COVID-19 test result.

2. **Advise air travellers to follow local health authority guidance related to COVID-19** – Air carriers should advise air travellers who have been denied boarding due to COVID-19 symptoms to follow the guidance/direction from their provincial/territorial health authorities for dealing with COVID-19.

2.7 In-flight – To be conducted as appropriate in accordance with the *Interim Order*:

- Air carriers must require crew members and travellers to wear a mask during the flight, even if they are fully vaccinated.

- If, during a flight, a traveller refuses to comply with an instruction given by a crew member with respect to wearing a mask, the air operator must inform Transport Canada of the incident as soon as possible (generally expected within 24-48 hours after the incident or sooner), keep a record of the incident for a period of 12 months and provide a copy of the record to the Minister upon request the:
  - date and flight number;
  - traveller's name and contact information, including the person's date of birth, home address, telephone number and email address;
  - traveller's seat number on the flight; and
  - circumstances related to this refusal to comply.

  Ensuring this information related to the incident is as complete and accurate as possible will be essential in facilitating Transport Canada's ability to conduct a suitable investigation. Having the support and assistance of air carriers in this process will be key to ensuring there is sufficient evidence to take enforcement action, if required.

2.8 Deplaning process (Domestic flights only) – to be conducted upon landing:

- Air carriers are to advise travellers that they are required to wear a mask during the deplaning process. While there is no requirement from Transport Canada for travellers to wear a mask while deplaning at a location outside of Canada, please note that the department strongly recommends this practice, in accordance with ICAO CART recommendations (https://www.icao.int/covid/cart/Pages/default.aspx).

SECTION 3 - EXCEPTIONS/ACCOMMODATIONS TO THE FEDERAL VACCINATION MANDATE

There are limited exceptions and few exemptions to the requirement for a traveller to be fully vaccinated. Please refer to Annex D for a decision-making tool to assist air carriers in navigating the exceptions and exemptions that are in place related to the federal vaccination mandate.

The following exceptions are noted directly in the *Interim Order*:

3.1: Air Carrier Administered Temporary Exceptions for Passengers
Travellers must apply directly to the air carrier in advance of their flight to be considered for the following set of limited exceptions to the vaccination mandate, to obtain the necessary approval documents.
- Medical inability to be vaccinated
- Sincerely held religious belief

- Essential medical services and treatment (including those requiring an escort)

Travellers must provide the following information to the air carrier to apply for these exceptions:
- Name of person seeking exception
- Address of person seeking exception
- Name and address of person making the request (if different from the person seeking the exception)
- The date of the flight (s)
- The aerodrome of departure
- The aerodrome of arrival
- The flight(s) number

For travellers claiming a **medical contraindication**, the form must be signed by a medical doctor or nurse practitioner indicating that the person seeking the exception cannot complete a COVID-19 vaccination regimen due to a medical condition. The license number of either the medical doctor or nurse practitioner must also be provided. This request must be made by the traveller 21 days in advance of the scheduled departure date, however, should air carriers be able to process the request in a shorter timeframe that is at their discretion.

For travellers claiming a **sincerely held religious belief,** the form must be signed by a person appointed as a Commissioner of Oaths in Canada and must include a description of how the belief renders them unable to be vaccinated. This request must be made by the traveller 21 days in advance of the scheduled departure date, however, should air carriers be able to process the request in a shorter timeframe that is at their discretion.

For travellers claiming the need to **travel for an essential medical service or appointment**, the documentation must include: the signature of a medical doctor or nurse practitioner who is licensed to practice in Canada and their accompany licence numbers, the date and location of the appointment/essential service, the date on which the document was signed and an indication if an escort is required (if yes, the name and contact information of this person is required and the reason the accompaniment is required (e.g., the person is under 18 years of age, has a disability, or needs assistance communicating). This request must be made by the traveller 14 days in advance of the scheduled departure date; should air carriers be able to process the request in a shorter timeframe that is at their discretion. Also, please refer to Annex E for an information sheet that can be provided to travellers.

For more detailed information, please refer to the - Guidelines on requirements coming into force on November 30, 2021 – Common Content Considerations for Passengers (SSCIMS #133389).

3.2: Other exceptions that do not require pre-approval in advance from an air carrier but requires a COVID-19 test result.

In the cases where the traveller presents proof of documentation to support the following exceptions, they must also have a valid COVID-19 test result:

1) **Foreign Nationals**: a foreign national leaving Canada to return home or to go to another country is not required to be fully vaccinated to board an aircraft. This provision allows foreign nationals to leave Canada to return home or to continue travelling as the intent of the federal vaccination mandate is not to strand foreign nationals in Canada. However, given the highly publicized rules that are now implemented, it is expected that this exception will only be in place until **August 31, 2022**, at which time it is anticipated that all foreign nationals would need to be fully vaccinated to board a flight in Canada, whether travelling domestically or internationally.

2) **International to Domestic Travel (foreign nationals only)**: Under the Public Health Agency of Canada Orders in Council for entry, certain foreign nationals who arrive from an international or transborder last point of departure will be allowed to enter Canada without being fully vaccinated. In this instance, and to allow coherence between the international entry measures and the Transport Canada domestic rules, foreign nationals who are permitted to enter Canada are also allowed to connect to a flight to travel elsewhere within Canada without having proof of vaccination. In that instance, where the unvaccinated foreign national can demonstrate continuous travel (same 24-hour period as their international inbound flight), they will be allowed to use their boarding pass (from their inbound journey) in lieu of proof of vaccination to board a domestic connecting flight.

   Example: a foreign national flying from London, England with a scheduled departure at 06:00 arriving in Toronto at 12:00, and then a connecting to a flight from Toronto to Ottawa scheduled to depart at 17:00, should be allowed onward travel. The foreign national would need to show their boarding pass in lieu of proof of vacation since their inbound flight was at 06:00, and their connecting domestic flight is at 17:00 (within 24 hours). Operators should ensure they are calculating the 24 hours based on a single time zone (e.g., GMT) for both the schedule departure to Canada and the scheduled departure of the connecting flight in Canada.

3) **A person invited by the Minister of Health to assist with COVID-19 response** - A person who has been asked by the Minister of Health to assist with COVID-19 response efforts is not required to be fully vaccinated. However, they must provide a valid COVID-19 test result and have a letter from the Minister of Health to present to the air carrier when boarding the flight.

4) **A person who provides emergency services** (entering Canada to deliver these services) –those travelling for the distinct purpose of delivering emergency services are not required to be fully vaccinated. However, they must provide a valid COVID-19 test result and have document from a government or non-government entity indicating that the traveller was asked to enter Canada to deliver emergency services.

5) **A person who has been issued a permanent resident visa or a temporary resident visa** –a traveller who has been issued a permanent resident visa is not required to be fully vaccinated. However, they must provide a valid COVID-19 test result and present a document from Immigration, Refugees and Citizenship Canada (for new permanent residents, a *Confirmation of Permanent Residence* document for example) confirming the traveller has been issued a permanent resident visa.

6) **Diplomatic/Consular affairs** – a person travelling for the purposes of diplomatic or consular affairs (e.g., an accredited person, a person holding a D1, O1, or C1 visa who is taking up post to become an accredited person, or a diplomatic or consular courier) is not required to be fully vaccinated. However, they must provide a valid COVID-19 test result and present a document confirming they are boarding the aircraft for the purposes of diplomatic or consular affairs.

3.3 – Exemptions

In addition to the exceptions noted within the *Interim Order*, Transport Canada is also issuing the following **exemptions** (e.g., outside of the *Interim Order*). Please note that official details are available in each specific exemption document that is available in Transport Canada's Secure Supply Chain Information Management System (SSCIMS). Should you require access to SSCIMS, please contact the Aviation Security inbox: TC.AviationSecurity-Sureteaerienne.TC@tc.gc.ca.

Section 4 - Air carrier assistance

The following are different ways to seek assistance from Transport Canada as the requirements under the federal vaccination mandate are being operationalized.

Circumstance	Contact Information
General **air carrier** questions (non-urgent)	Aviation Security inbox: TC.AviationSecurity-Sureteaerienne.TC@tc.gc.ca
Urgent issue happening on the ground **and** your Air carrier's HQ/Support Center doesn't have an answer	Contact the Transport Canada Situation Centre: 1-888-857-4003
Where to direct your **travellers** for information or to ask questions	Service Canada: 1-800-O-CANADA (1-800-622-6232) This link can also be provided to direct travellers to Service Canada: https://www.canada.ca/en/contact/contact-1-800-o-canada.html

ANNEX A – SAMPLE EMAIL TO TRAVELLERS

Subject: Federal Vaccine Mandate – all travellers must be vaccinated to board a plane at Canadian airports

Hello,

Thank you for booking your flight with [insert name of air carrier].

Please be advised that Transport Canada is mandating that all travellers 12 years of age plus 4 months and older that are departing a Canadian Airport, for travel within Canada or abroad, to be fully vaccinated to enter the restricted area of an airport and subsequently to board their flight. There are limited exceptions to this requirement.

To be considered fully vaccinated, you must have been vaccinated with one of the Public Health Agency of Canada's approved vaccine regimens. Please refer to the following link: COVID-19 Vaccines: Authorized vaccines - Canada.ca for more information.

Proof of vaccination will be required during your travel journey, so be sure to have your documentation readily available. The documentation can be digital or in a paper form; however, you are encouraged to have a paper copy as a back-up to your digital proof. If you do not have proof of vaccination you risk being denied boarding.

There is a process in place for travellers to submit an exception request to the air carrier, if any of the following situations apply:
- Medical inability to be vaccinated
- Sincerely held religious belief
- Essential medical services and treatment

More information on exemptions for passengers is available here: COVID-19 Boarding flights, trains and cruise ships in Canada – Travel restrictions in Canada – Travel.gc.ca

Please be advised that travellers who knowingly provide false or misleading information may be subject to a monetary penalty.

Please visit travel.gc.ca for more details.

ANNEX B: PROVINCIAL/TERRITORIAL RESTRICTIONS

Please note that provincial and territorial information changes on a frequent basis. It is recommended that the following provincial/territorial government websites be consulted to obtain the latest travel information:

Province/Territory	Provincial / Territorial Web link
Alberta	Travellers should consult Alberta COVID-19
British Columbia	Travellers should consult British Columbia COVID-19
Manitoba	Travellers should consult Manitoba COVID-19
New Brunswick	Travellers should consult New Brunswick COVID-19
Newfoundland and Labrador	Travellers should consult Newfoundland and Labrador COVID-19
Northwest Territories	Travellers should consult Northwest Territories COVID-19
Nova Scotia	Travellers should consult Nova Scotia COVID-19
Nunavut	Travellers should consult Nunavut COVID-19
Ontario	Travellers should consult Ontario COVID-19
Prince Edward Island	Travellers should consult Prince Edward Island COVID-19
Quebec	Travellers should consult Quebec COVID-19
Saskatchewan	Travellers should consult Saskatchewan COVID-19
Yukon	Travellers should consult Yukon COVID-19

Available COVID-19 Resources:

Government of Canada: **1-833-784-4397** or visit **www.canada.ca/coronavirus**

Provincial and territorial:

Alberta: 811	British Columbia: 811	Manitoba: 1-888-315-9257
New Brunswick: 811	Newfoundland and Labrador: 811 or 1-888-709-2929	Northwest Territories: 811
Nova Scotia: 811	Nunavut: 1-888-975-8601	Ontario: 1-866-797-0000
Prince Edward Island: 811	Quebec: 1-877-644-4545	Saskatchewan: 811
Yukon: 811		

ANNEX C1: PRE-BOARD NOTIFICATION TO DOMESTIC TRAVELLERS

The pre-board notification process can be done at automated check-in kiosks, by agents at the check-in counter, or any other means, at the discretion of the air operator; however, it is recommended that the traveller be made aware of the requirement to have a mask in their possession prior to arriving at the airport.

PRE-BOARD NOTIFICATION TO DOMESTIC TRAVELLERS

The Government of Canada, along with provincial and territorial authorities, has put measures in place to manage the spread of COVID-19.

Please be advised that all travellers 12 years of age plus 4 months and older must be fully vaccinated to board a flight at most airports in Canada, unless they meet a limited exception.

Additionally, even if vaccinated, all travellers are required to have a removable mask to cover their mouth, nose, and chin to prevent the spread of COVID-19, even if you are fully vaccinated. Failure to comply with wearing a mask may result in the traveller receiving a fine and being denied boarding.

As a reminder, no person should board a flight when they are feeling ill as this could potentially put others at risk. Should symptoms such as a fever, cough or difficulty breathing develop while in flight, please notify a crew member immediately.

When arriving at your destination, you may be subject to further measures taken by the provincial or territorial government to prevent the spread of COVID-19. Please remember it is your responsibility to be familiar with potential restrictions at your final destination.

It is important to understand that providing false or misleading information could result in a maximum fine of $5,000.

Stay safe and be informed about COVID-19 measures from Canadian national, provincial and territorial health authorities that apply in the region where you are heading.

ANNEX C2: PRE-BOARD NOTIFICATION TO TRAVELLERS DEPARTING CANADA

The pre-board notification process can be done at automated check-in kiosks, by agents at the check-in counter, or any other means, at the discretion of the air operator; however, it is recommended that the traveller be made aware of the requirement to have a mask in their possession prior to arriving at the airport.

PRE-BOARD NOTIFICATION TO TRAVELLERS DEPARTING CANADA

The Government of Canada has put measures in place to manage the spread of COVID-19.

Please be advised that all travellers 12 years of age plus 4 months and older must be fully vaccinated to board a flight at most airports in Canada, unless they meet a limited exception.

All travellers, even if vaccinated, are required to have a removable mask to cover their mouth, nose, and chin to prevent the spread of COVID-19. Failure to comply with wearing a mask may result in the traveller receiving a fine and being denied boarding.

As a reminder, no person should board a flight when they are feeling ill as this could potentially put others at risk. Should symptoms such as a fever, cough or difficulty breathing develop while in flight, please notify a crew member immediately.

Prior to your return to Canada, it is recommended that you pre-register for an on-arrival COVID-19 test to avoid lengthy lines and processing delays, should you be selected for testing upon arrival. Information can be found at travel.gc.ca/testing.

It is important to understand that providing false or misleading information could result in a maximum fine of $5,000.

Stay safe and be informed about COVID-19 measures from Canadian national, provincial and territorial health authorities that apply in the region where you are heading.

ANNEX C3: IN-FLIGHT ANNOUNCEMENT FOR A CANADIAN DOMESTIC FLIGHT

In light of the global pandemic related to COVID-19, the Government of Canada, in cooperation with provincial/territorial public health authorities, has put in place important measures to help limit the spread of COVID-19 in Canada. P

Please be advised that all travellers 12 years of age plus 4 months and older must be fully vaccinated to board a flight at most airports in Canada, unless they meet a limited exception.

Prior to your return to Canada, it is recommended that you pre-register for an on-arrival COVID-19 test, to avoid lengthy lines and processing delays. Information can be found at travel.gc.ca/testing.

Travellers are also reminded that they must use their mask during their journey, regardless of their vaccination status. Upon landing, travellers will be required to wear their mask when gathering their belongings and leaving the aircraft, and until they are outside the air terminal building.

Stay safe and be informed about COVID-19 measures from Canadian national, provincial and territorial health authorities that apply in the region where you are heading.

ANNEX D – DECISION-MAKING TOOL TO ASSIST AIR CARRIERS – BOARD/NO-BOARD ASSESSMENT FOR TRAVELLERS BOARDING A FLIGHT AT A SPECIFIED AIRPORT

FEDERAL VACCINATION MADNATE: DECISION-MAKING TOOL TO ASSIST AIR CARRIERS - BOARD/NO-BOARD ASSESSMENT FOR TRAVELLERS BOARDING A FLIGHT AT A SPECIFIED CANADIAN AIRPORT

START

Step 1 – Assessment of IO Provisions

Does the traveller:
- pass the health check (i.e., asymptomatic)
- have a mask
- confirm they are symptom free, have a mask and understand they may be subject to provincial/territorial/other federal measures upon arrival

NO → **DENY BOARDING**

YES →

Step 2 – Is the traveller fully vaccinated?

Is the traveller fully vaccinated according to the Canadian standard?
Note: this only applies to travellers age 12 years of age + 4 months

YES → **Board Traveller**

NO ↓

Step 3 – Does traveller have an <u>approval document from the air carrier</u> indicating they meet an exception?

Does the traveller have an approval document from the air carrier indicating they meet once of the following exceptions: 1) medical contraindication; 2) sincere religious belief; or 3) essential service/medical appointment (with an escorting if applicable) **AND a valid COVID-19 test result**.

YES → **Board Traveller**

NO ↓

Step 4 – Does another exception apply?

In the following cases the traveller will need proof documents AND **a valid COVID-19 test result:**
- Transiting foreign nationals
- Foreign nationals leaving Canada
- A traveller coming to Canada to assist with COVID-19 response (at the Minister's request)
- A traveller coming to Canada to deliver emergency services
- A traveller who has been issued a permanent resident VISA
- An accredited person
- A person who holds a D1, O1, or C1 visa to become an accredited person
- A diplomatic/consular courier

YES → **Board Traveller**

NO →

Step 5 – Does an exemption apply?

- Inmates / Deportations / Extraditions
- Child custody arrangements
- Medical emergencies
- 14 day directed quarantine
- Passengers do not disembark the aircraft
- Remote communities (self-administered testing)
- Remote communities – lack of availability of test kits
- Data elements for Proof of Vaccination
- National Interest Exemption

YES → **Board Traveller**

NO → **DENY BOARDING**

Note: this is a general decision-making tool and does note supersede any requirement or obligation outlined in Transport Canada's Interim Order or the Public Health Agency of Canada's Emergency Orders.

ANNEX E: TRAVELLING TO ATTEND A MEDICAL APPOINTMENT WITHIN CANADA

Government of Canada COVID-19 response

The Government of Canada has put in place several layers of measures to limit the spread of COVID-19, including the introduction of a mandatory vaccination requirement for all travellers who are travelling within Canada.   There are a few limited exceptions to this requirement, which includes travelling to attend a medical appointment.

I'm unvaccinated and need to travel for an appointment. What does this mean for me?

If you are a Canadian citizen, permanent resident, or a person registered under the *Indian Act*, you will still be able to travel within Canada to attend a medical appointment if you are not fully vaccinated. However, you will be required to present a valid COVID-19 test result to board the flight.

Do I need proof I'm travelling for a medical appointment?

Yes. Travellers that are unvaccinated and travelling for a medical appointment will need to submit a form to the air carrier at least 14 days prior to their schedule flight. Either a medical doctor or nurse practitioner **must** sign the form and receive confirmation from the air carrier for this travel. Should you need an escort or travel companion, these individuals will be allowed to travel with you. They – and you - will need a valid COVID-19 test result, if travelling unvaccinated.

Contact your air carrier to get this form. The air carrier will approve or deny your request based on the information provided. Once approved, your form will be valid for your return trip home as well.

What if my appointment is less than 14 days from now?

You are encouraged to plan ahead as much as possible if travelling for a medical appointment. However, if there are unforeseen circumstances you are encouraged to speak to your air carrier to see if they can process your request in a shorter timeframe.

Do I need to fill out a form each time?

Yes, unvaccinated travellers must complete this process each time they need to fly to a medical appointment from a specified airport in Canada, unless transiting from or returning to a remote community, in which case a different process may apply. Unvaccinated residents in Canada who must travel by air or train are strongly encouraged to get vaccinated for their own safety and the protection of those around them.

Please visit travel.gc.ca for more details.

ANNEX F- LIST OF SPECIFIED AIRPORTS IN CANADA

#	Airport Name	ICAO
	**List of Specified Airports**	
1	Abbotsford	CYXX
2	Alma	CYTF
3	Bagotville	CYBG
4	Baie-Comeau	CYBC
5	Bathurst	CZBF
6	Brandon Municipal	CYBR
7	Calgary International	CYYC
8	Campbell River	CYBL
9	Castlegar (West Kootenay Regional)	CYCG
10	Charlo	CYCL
11	Charlottetown	CYYG
12	Chibougamau / Chapis	CYMT
13	Churchill Falls	CZUM
14	Comox	CYQQ
15	Cranbrook	CYXC
16	Dawson Creek	CYDQ
17	Deer Lake	CYDF
18	Edmonton International	CYEG
19	Fort McMurray	CYMM
20	Fort St. John	CYXJ
21	Fredericton International	CYFC
22	Gander International	CYQX
23	Gaspé	CYGP
24	Goose Bay	CYYR
25	Grand Prairie	CYQU
26	Greater Moncton International	CYQM
27	Halifax (Robert L. Stanfield International)	CYHZ
28	Hamilton	CYHM
29	Iles-de-la-Madeleine	CYGR
30	Iqaluit	CYFB
31	Kamloops	CYKA
32	Kelowna	CYLW
33	Kingston	CYGK
34	Kitchener / Waterloo Regional	CYKF
35	La Grande Rivière	CYGL
36	Lethbridge	CYQL
37	Lloydminster	CYLL
38	London	CYXU
39	Lourdes-de-Blanc-Sablon	CYBX
40	Medicine Hat	CYXH
41	Montréal International (Mirabel)	CYMX

42	Mont-Joli	CYYY
43	Montreal-Pierre Elliott Trudeau International Airport	CYUL
44	Montreal (St Hubert)	CYHU
45	Nanaimo	CYCD
46	North Bay	CYYB
47	Ottawa (Macdonald-Cartier International)	CYOW
48	Penticton	CYYF
49	Prince Albert	CYPA
50	Prince George	CYXS
51	Prince Rupert	CYPR
52	Québec International (Jean Lesage International)	CYQB
53	Quesnel	CYQZ
54	Red Deer Regional	CYQF
55	Regina	CYQR
56	Rivière-Rouge (Mont-Tremblant International)	CYFJ
57	Rouyn-Noranda	CYUY
58	Saint John	CYSJ
59	Sarnia (Chris Hadfield)	CYZR
60	Saskatoon (John G. Diefenbaker International)	CYXE
61	Sault Ste. Marie	CYAM
62	Sept-Îles	CYZV
63	Smithers	CYYD
64	St. Anthony	CYAY
65	St. John's International	CYYT
66	Stephenville	CYJT
67	Sudbury	CYSB
68	Sydney	CYQY
69	Terrace	CYXT
70	Thompson	CYTH
71	Thunder Bay	CYQT
72	Timmins	CYTS
73	Toronto (City Centre)	CYTZ
74	Toronto (Lester B/ Pearson International)	CYYZ
75	Toronto/Buttonville Municipal	CYKZ
76	Val-d'Or	CYVO
77	Vancouver (Coal Harbour)	CYHC
78	Vancouver International	CYVR
79	Victoria International	CYYJ
80	Wabush	CYWK
81	Whitehorse International	CYXY
82	Williams Lake	CYWL
83	Windsor	CYQG
84	Winnipeg (James Armstrong Richardson International)	CYWG
85	Yellowknife	CYZF