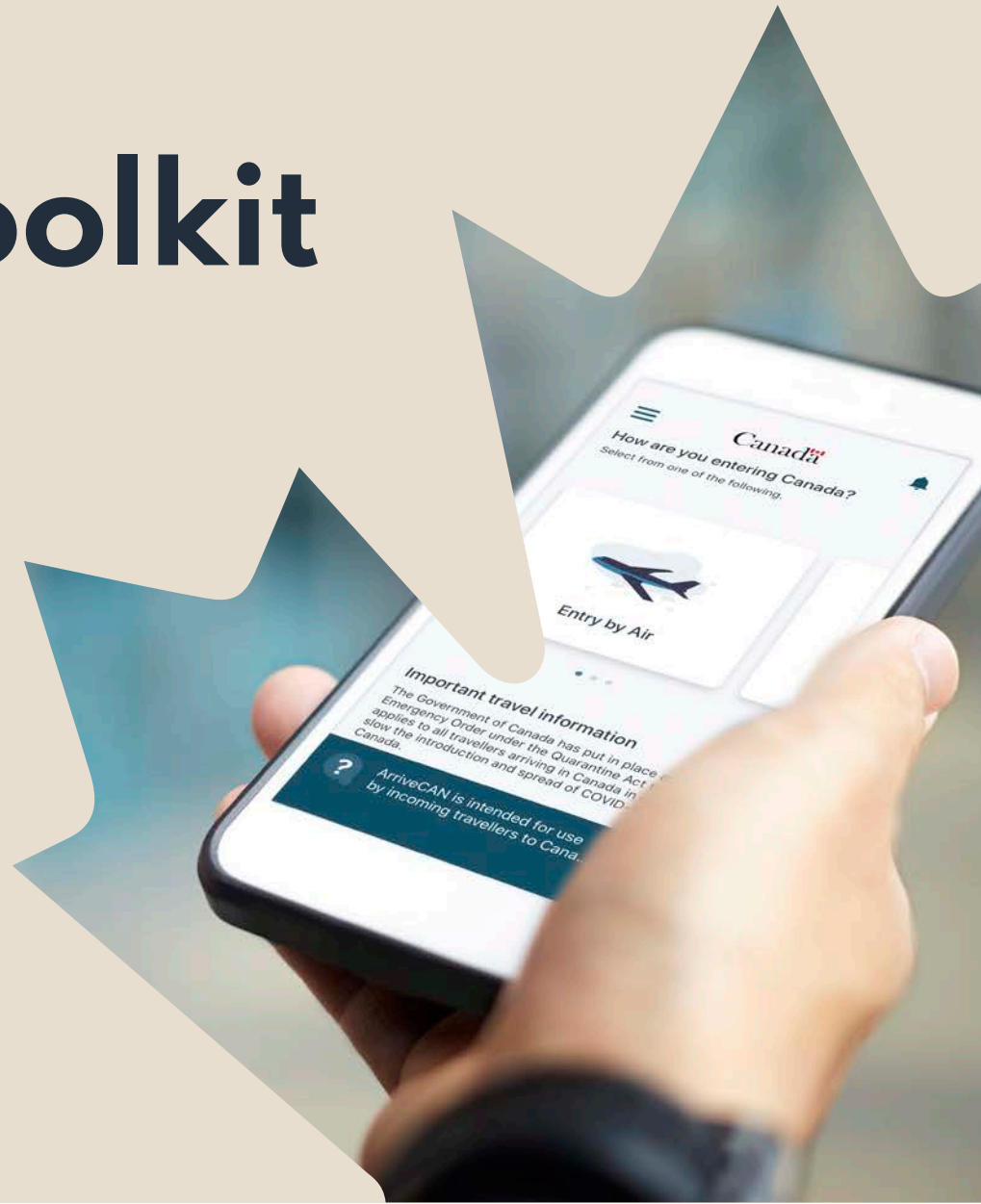


ArriveCAN Awareness Toolkit

For General Use

start



Public Health
Agency of Canada

Agence de la santé
publique du Canada

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As the COVID-19 global situation continues to evolve rapidly, the Government of Canada is taking a variety of measures at the border as part of its efforts to reduce the spread of COVID-19 in Canada.

ArriveCAN was created as a secure and user-friendly tool to help travellers comply with these border measures. It is available as a mobile app or by signing in online. ArriveCAN allows travellers entering Canada by land, air or marine to submit mandatory information as required by [Emergency Orders](#) under the [Quarantine Act](#).

The Government of Canada announced, as of November 21, 2020, new mandatory requirements applicable to travellers to Canada to submit COVID-related information digitally.

The resources in this toolkit outline the details of these mandatory requirements. We encourage you to share these materials with all those who are planning to travel or return to Canada.

Your efforts will help reduce the spread of COVID-19 across the country.

About the toolkit

The digital engagement kit contains:

- **Air travellers:** Key messages and ready-to-print Infographic which highlights new mandatory requirements specific to air travellers.
- **Land/Marine travellers:** Key messages and ready-to-print Infographic which highlights new mandatory requirements specific for land/marine travellers.
- **General:** Additional general key messages about ArriveCAN, including a ready-to-print poster and fact sheet.
- **Social media:** Content ready to publish and share on your social media channels.
- **Video:** Promotional video on ArriveCAN, highlighting new mandatory requirements.
- **Tools:** Links to ArriveCAN and Canada.ca website.

For more information, visit: Canada.ca/ArriveCAN



Key Messages for Air Travellers

As of November 21, 2020, it is **mandatory** for all travellers flying to Canada to submit their COVID-related information digitally through **ArriveCAN**.

Share this important information with all air travellers.

- ArriveCAN is available as a mobile app or by signing in online.
- You **must** use ArriveCAN before you board your flight, to provide your:
 - » Travel and contact information
 - » Quarantine plan (unless exempt under conditions set out in the Mandatory Isolation Order)
 - » COVID-19 symptom self-assessment
- Travellers **must** be ready to show their ArriveCAN receipt when seeking entry into Canada; a border services officer will verify that they have submitted their information digitally.
- Travellers who do not submit the required information digitally before boarding their flight could be subject to enforcement action, which can range from verbal warnings to \$1,000 fine.
- If you are an in-transit passenger whose final destination is not Canada, you do not have to submit your information.
- Unless exempt under the conditions set out in the Mandatory Isolation Order, you **must** use ArriveCAN within **48 hours of entering Canada** to:
 - » Confirm you have arrived at your place of quarantine or isolation
 - » Complete a daily COVID-19 symptom self-assessment during your quarantine period

Flying to Canada during COVID-19?
As of November 21, 2020, it is **mandatory** for all travellers flying to Canada to submit their COVID-related information digitally through ArriveCAN

Before you board your flight
You **must** use ArriveCAN to provide you:

- Travel and contact information
- Quarantine plan (unless exempt under conditions set out in the Mandatory Isolation Order)
- COVID-19 symptom self-assessment

You must be ready to show your ArriveCAN receipt when seeking entry into Canada; a border services officer will verify that you have submitted your information digitally.
If you are an in-transit passenger whose final destination is not Canada, you do not have to submit your information.

After you enter Canada
Unless you are exempt under conditions set out in the Mandatory Isolation Order, you **must** use ArriveCAN within **48 hours of entering Canada** to:

- Confirm you have arrived at your place of quarantine or isolation
- Complete a daily COVID-19 symptom self-assessment during your quarantine period

Use ArriveCAN by signing in online or by downloading the mobile app through Google Play or the Apple App store.

Need help with ArriveCAN?
Visit: Canada.ca/ArriveCAN

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Infographic for Air Travellers

For more information, visit: Canada.ca/ArriveCAN

Key Messages for Land and Marine Travellers

Share this important information with all land and marine travellers.

- ArriveCAN is available as a mobile app or by signing in online.
- Before you cross the border, use ArriveCAN to submit your:
 - » Travel and contact information
 - » Quarantine plan (unless exempted under conditions set out in the Mandatory Isolation Order)
 - » COVID-19 symptom self-assessment
- If you do not use ArriveCAN, you must verbally submit your information to a Border Services Officer or fill out a paper form at the port of entry.
- As of November 21, 2020, it is **mandatory** (unless you are exempted under conditions set out in Mandatory Isolation Order), within **48 hours of crossing the border**, to:
 - » Confirm you have arrived at your place of quarantine or isolation
 - » Complete a daily COVID-19 symptom self-assessment during your quarantine period
- If you used ArriveCAN to submit information before you crossed the border, it is **mandatory** to use it again to submit this required information post-border.
- If you verbally submitted your information to a border services officer or filled out a paper form when entering Canada, you **must** call the 1-833-641-0343 toll-free line to submit your information post-border.

Entering Canada by land or marine vessel during COVID-19?

Before you cross the border
Use ArriveCAN to provide your:

- Travel and contact information
- Quarantine plan (unless exempt under conditions set out in the Mandatory Isolation Order)
- COVID-19 symptom self-assessment

If you do not use ArriveCAN, you must verbally submit your information to a border services officer or fill out a paper form at the port of entry.

After you cross the border
As of November 21, 2020, it is **mandatory** (unless you are exempt under conditions set out in the Mandatory Isolation Order), within **48 hours of crossing the border**, to:

- Confirm you have arrived at your place of quarantine or isolation
- Complete a daily COVID-19 symptom self-assessment during the quarantine period

If you used ArriveCAN to submit information before crossing the border:
You must continue to use ArriveCAN to submit the required information after you cross the border.

If you submitted information verbally to a border services officer or filled out a paper form at the border:
You must call the 1-833-641-0343 toll-free line to submit the required information.

Need help with ArriveCAN?
Visit: Canada.ca/ArriveCAN

Use ArriveCAN by signing in online or by downloading the mobile app through Google Play or the Apple App store.

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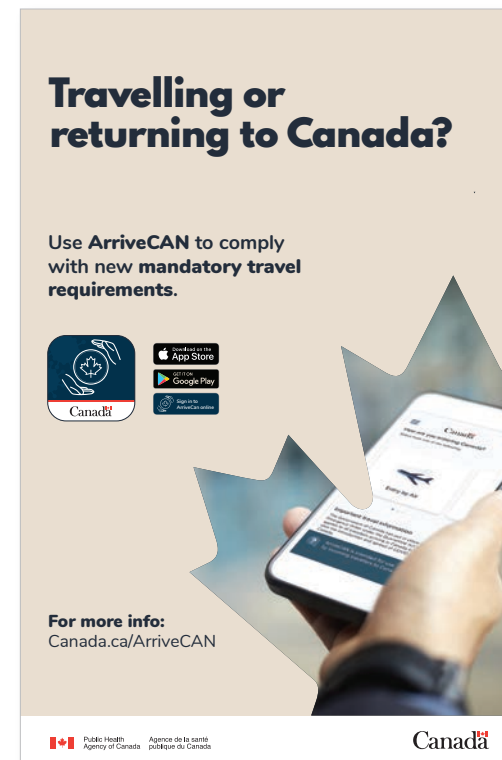
Infographic for Land/Marine Travellers

For more information, visit: Canada.ca/ArriveCAN

Key Messages on ArriveCAN

Below are some additional talking points on ArriveCAN should travellers have general questions about the app and website:

- As part of Canada's efforts to reduce the spread and limit importation of COVID-19, all travellers are required to provide specific information upon and after entry into Canada.
- ArriveCAN was created as a secure and user-friendly tool to help travellers comply with these border measures. It is available as a mobile app or by signing in online.
- ArriveCAN provides an easy and secure way to:
 - » Enter contact and travel information
 - » Provide information on quarantine plans
 - » Complete the COVID-19 symptom self-assessment
- Using ArriveCAN will help speed up processing at the border, limit contact with others and keep travellers and Canadians safe.
- ArriveCAN does not use any other technology or data, such as GPS, to monitor traveller movements.
- The ArriveCAN app is available on [Google Play](#) for Android or the [App Store](#) for iOS. Travellers can also submit their information by [signing in online](#).



ArriveCAN Poster [↓](#)

For more information, visit: Canada.ca/ArriveCAN

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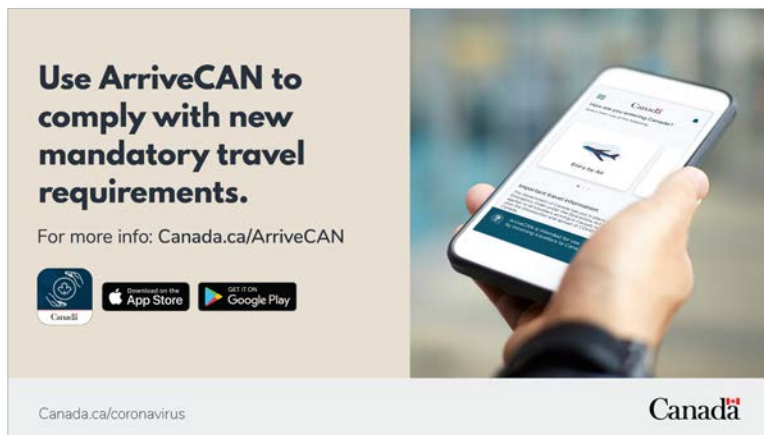
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Social Media

Below are sample posts that you can use on your social media channels (e.g., Twitter, Facebook, LinkedIn) to inform travellers to Canada of the mandatory requirements and encourage them to download and use the ArriveCAN app or website. Please ensure to tag our corporate accounts so we can respond to any questions that may come up.



Use ArriveCAN to comply with new mandatory travel requirements.

For more info: Canada.ca/ArriveCAN

Download on the App Store | GET IT ON Google Play

Canada.ca/coronavirus

Canada



Health Canada and PHAC @GovCanHealth • 1h

As of Nov. 21 it is mandatory for all travellers **flying** to 🇨🇦 to submit their COVID-related info digitally using [#ArriveCAN](https://Canada.ca/ArriveCAN) before they board their flight. Download now: Canada.ca/ArriveCAN

3 replies 9 retweets 22 likes



Health Canada and PHAC @GovCanHealth • 3h

As of Nov. 21 it is mandatory for **all travellers** to Canada, unless exempt, to use [#ArriveCAN](https://Canada.ca/ArriveCAN) or call 1-833-641-0343 toll-free #, within **48 hours of entering Canada**, to: confirm place of quarantine and isolation & provide daily [#COVID19](https://Canada.ca/ArriveCAN) symptom update. Learn more: Canada.ca/ArriveCAN

6 replies 10 retweets 14 likes



Health Canada and PHAC @GovCanHealth • 6h

Travelling to 🇨🇦 and planning to use [#ArriveCAN](https://Canada.ca/ArriveCAN) to submit your [#COVID19](https://Canada.ca/ArriveCAN) info? Download the app or use your tablet, computer or smartphone to sign in online: Canada.ca/ArriveCAN

10 replies 3 retweets 18 likes

social media (cont.) >

For more information, visit: Canada.ca/ArriveCAN



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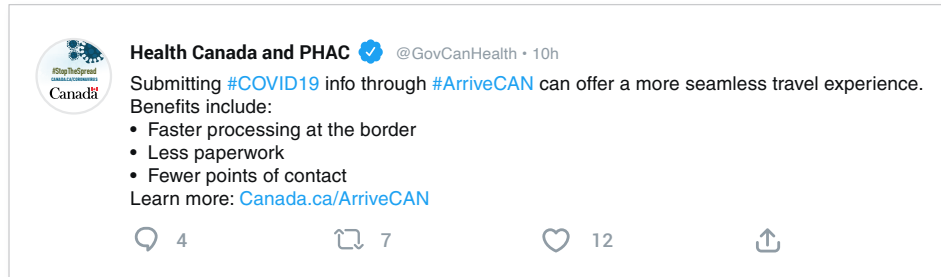
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Social media

Examples (cont.):



Health Canada and PHAC @GovCanHealth · 10h
Submitting [#COVID19](#) info through [#ArriveCAN](#) can offer a more seamless travel experience.
Benefits include:
• Faster processing at the border
• Less paperwork
• Fewer points of contact
Learn more: [Canada.ca/ArriveCAN](#)



Health Canada and PHAC @GovCanHealth · 1h
[#ArriveCAN](#) provides an easy and secure way for travellers to Canada to submit COVID-related info:
• submit your contact and travel info and quarantine plan
• take a [#COVID19](#) symptom self-assessment
Learn more: [Canada.ca/ArriveCAN](#)

Connect With Us

We invite you to connect with us and Like, Share, Retweet our ArriveCAN messaging through your channels.



@CPHO_Canada
@GovCanHealth



@HealthyCdns



@healthycdns



@health-canada

For more information, visit: [Canada.ca/ArriveCAN](#)



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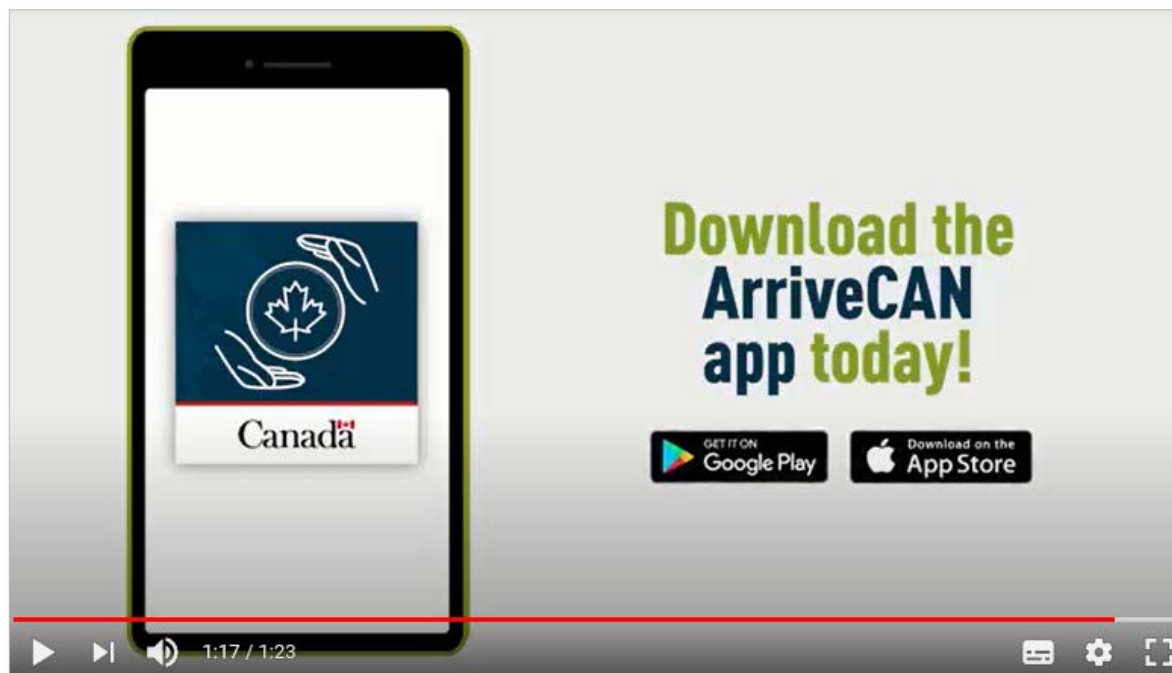
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Stay tuned! Look to Canada.ca/ArriveCAN on November 21, 2020 for a video on ArriveCAN and the new mandatory requirements.



ArriveCAN Video

For more information, visit: Canada.ca/ArriveCAN



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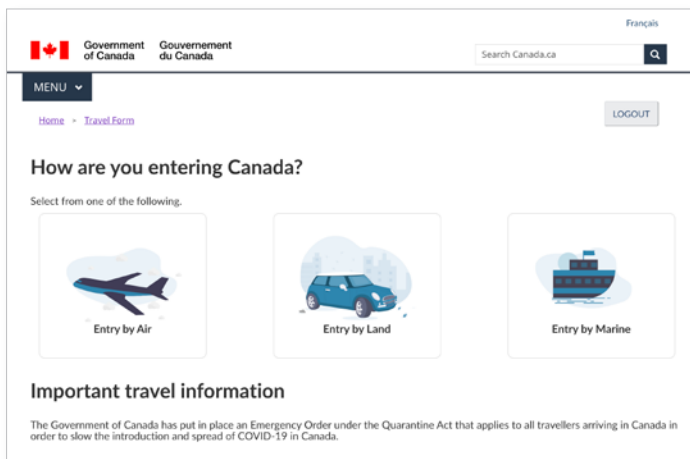
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ArriveCAN mobile app



Sign in online



For more information

- Visit Canada.ca/ArriveCAN for more information, frequently asked questions and troubleshooting, and to submit your travel information.

For more information, visit: Canada.ca/ArriveCAN



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Canada

Government of Canada Wordmark

The Canada wordmark is displayed on materials. It cannot be cropped, modified or removed.

Modification of Materials

Material downloaded from the Digital Engagement Kit via Canada.ca are to be used as provided. They may not be modified in any way.

Official Languages

All materials are available in both English and French.
We invite you to publish and distribute all materials in both official languages.

For more information, visit: Canada.ca/ArriveCAN

