



COVID-19: Guidance Material for Air Operators

Managing Travellers during the Check-In Procedure for Domestic Flights

Overview

The Minister of Transport has issued an *Interim Order to Prevent Certain Persons from Boarding Flights in Canada due to COVID-19*, pursuant to sub-section 6.41 (1) of the Aeronautics Act, requiring that air operators:

- **Beginning on March 30, 2020 at 12:00 pm Eastern Daylight Time:**
 - Domestic Flights: Notify passengers, before boarding the aircraft for a domestic flight, that they may be subject to a measure to prevent the spread of COVID-19 taken by provincial or territorial government with jurisdiction at the destination airport for that flight; and
 - Domestic Flights and Flights Departing Canada: Conduct a health check of every passenger before the passenger boards the aircraft and advise every passenger that they are not to provide answers that they know to be false or misleading.

In addition to the requirements under the *Interim Order*, Transport Canada is requesting that air operators read out the In-flight announcement, provided in ANNEX A, prior to landing in Canada.

In response to managing the COVID-19 outbreak, certain provincial governments are suspending services considered non-essential. Due to the numerous restrictions on the movement of Canadians and the numerous voluntary isolations in the country, it is estimated that many Canadians will end up with invalid identification as they won't be able to renew it before it expires. ANNEX B provides guidance concerning pre-boarding identification requirements for domestic air travel.

Purpose

To provide guidance on notifying passengers, who present themselves at Canadian aerodromes for travel within Canada, that they may be subject to measures to prevent the spread of COVID-19 at the destination airport for that flight. Secondly, to provide guidance in conducting the health check and in detecting and managing ill travellers with suspected COVID-19.

Process for notification

The notification process can be done through automated check-in kiosks, agents at the check-in counter, or any other means, at the discretion of the air operator.

SAMPLE NOTIFICATION TO DOMESTIC PASSENGERS

In order to manage the spread of COVID-19, the Government of Canada, along with the provinces and territories have put in place some new measures.

Prior to boarding this flight you will be required to undergo a health check. This will involve answering a few simple questions to which you must answer truthfully.

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.

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

Process for Health Check

The management of ill travellers at Canadian aerodromes in the context of the current COVID-19 disease outbreak includes the following steps:

- 1. Detection of ill travellers** – Air operators are required to observe and do a health check of all air travellers before they board the aircraft. The health check (identified below) has been approved by the Public Health Agency of Canada and is based on guidance material published by the World Health Organization on February 16, 2020. The health check may be administered by an employee at the check-in counter asking the traveller the questions or via an electronic check-in kiosk. The visual observation for symptoms may be done by an employee at the check-in counter or boarding gate to look for signs that the person is unwell.
- 2. Denial of boarding** – In the event that the air operator observes that the air traveller has COVID-19 symptoms or that their response to any of the questions on the health check indicates a need to deny boarding, the air operator will be required to refuse to board the person for travel for a period of 14 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. Provide explanation for future travel – Air operators will explain to air travellers who are denied boarding, based on the health check or observation, that they will need to wait 14 days before they are able to fly or that they will need to provide a medical certificate indicating that the symptoms that they are exhibiting are not related to the COVID-19 virus.

4. Advise air travellers to follow local health authorities related to COVID-19 – Air operators should advise air travellers who have been denied boarding to follow the guidance/direction from their provincial/territorial health authorities for dealing with the COVID-19 infection.

Questionnaire for Health Check

Air operator staff should protect themselves by maintaining more than 2 m between themselves and travellers at all times, which is also known as social distancing. Staff should be instructed to encourage travellers to maintain more than 2 m distance between themselves while in line.

If the response (or non-response) to any of the four questions below results in the answer that is in bold, then a denial of boarding must be applied, in accordance with the *Interim Order*.

1. Do you have a fever and a cough? **If YES or passenger refuses to answer, deny boarding.**
2. Do you have a fever and breathing difficulty? **If YES or passenger refuses to answer, deny boarding.**
3. Have you been refused boarding in the past 14 days due to a medical reason related to COVID-19? **If YES or passenger refuses to answer, deny boarding.**
4. Are you the subject of a provincial/territorial or local public health order? **If YES or passenger refuses to answer, deny boarding.**

Alternative to the above Health Check Questionnaire

If the air operator is already carrying out a health check process voluntarily or at the request of a province/territory, and wishes to submit an alternative health assessment process, the air operator may submit a request to Transport Canada for an exemption to the *Interim Order*.



ANNEX A – In-flight announcement prior to landing in Canada

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.

Please be advised that many provinces and territories are asking all travellers, with some exceptions for essential services, to undergo self-isolation periods of up to 14 days to help limit the spread of COVID-19 in Canada.

Travellers are reminded to stay informed about COVID-19 measures that apply in the region where they are heading, and obtain updates from their national, provincial and territorial health authorities.



ANNEX B - Pre-boarding identification requirements for domestic air travel

The Government of Canada is temporarily allowing, for domestic flights only, air carriers to accept government-issued identification that has expired after March 1, 2020. This temporary exemption is in effect until June 30, 2020.

Passengers will need to show one of these documents at the boarding gate:

- one piece of photo identification issued by a Canadian federal, provincial or territorial government with the passenger's full name and date of birth; or
- two pieces of identification issued by a Canadian federal, provincial or territorial government. Both must have the passenger's name and at least one must have the passenger's full name and date of birth.

Examples of Canadian government-issued identification documents:

- passport
- citizenship card
- Canadian permanent resident card
- Canadian provincial or territorial driver's licence
- Canadian provincial or territorial health card
- Canadian provincial or territorial government identification cards
- birth certificate
- Record of Landing Form/Confirmation of Permanent Residence (IMM 5292)
- immigration documents issued to foreign nationals (e.g., Work Permit, Study Permit, Visitor Record, Temporary Resident Permit, Refugee Approved Status)
- Canadian military identification
- federal police identification
- federal or provincial government employee identification cards
- Old Age Security (OAS) identification card
- Certificate of Indian Status (Status Card) issued by Indian and Northern Affairs Canada
- NEXUS card
- firearms licence

The name on the passenger's identification must match the name on their airline ticket and boarding pass. Visit travel.gc.ca for more information.

