



Cross-border tips for manufacturing sector employees during COVID-19

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SECTION 1: INTRODUCTION

Not unlike the rest of the economy, the manufacturing sector has been hit hard by the COVID-19 pandemic. While the manufacturing sector has been deemed an essential workplace¹ since the outbreak, the sector continues to face a number of challenges with the economy opening up. A key area concern is crossing the border. On March 21, 2020, the Governments of Canada and the United States instituted a temporary 30-day restriction on all non-essential travel at the Canada-U.S. border. The ban on non-essential travel has been extended regularly since then and continues to be extended beyond the date of this writing. Thus, it is important that border authorities and industrial organizations within Canada and the U.S. work together to continue to facilitate bi-national trade, including the movement of business travellers that help support our integrated supply chain.

Many manufacturing companies in Canada are closely integrated into a supply chain that spans both sides of the Canadian-U.S. border. All business travellers want their border crossings to go smoothly and with fewer delays. The best way to ensure this happens is to know what to expect and be prepared. Whether you are returning home to Canada, or entering the U.S., or a U.S. citizen seeking entry to Canada, this document will provide helpful tips and tools to navigate your trip across the border. This document is intended to serve as an evergreen document to inform the customs security process during COVID-19 and will be updated according to new rules and government guidelines.

¹Public Safety Canada has developed a set of functions deemed essential in the context of the COVID-19 pandemic to help provinces/territories, Indigenous communities, and municipalities protect their communities while maintaining the reliable operation of critical infrastructure services and functions to ensure the health, safety, and economic well-being of the population. These services and functions can also help the private sector self-identify as essential. Public Safety Canada identified ten key sectors that have workers performing duties in an essential service or function, they are: Energy and Utilities; Information and Communication Technologies; Finance; Health; Food; Water; Transportation; Safety; Government; and Manufacturing.



SECTION 1A

Crossing the border: quick tips for business travellers

This is a summary of the key tips that any cross-border business traveller (returning Canadian business travellers, U.S. business travellers to Canada) should have handy. It can be used as a reference for employees but does NOT contain all the information needed for safe travel.

Step-by-step process for return to Canada:

1. Receive client request to be present in the U.S.
2. Prepare invitation letters for CBSA to return to Canada and CBP to enter the U.S.
3. Ask your client to prepare Invitation letters for CBSA to return to Canada and CBP to enter the U.S. (see pg. 19-26)
4. Research and find the closest COVID-19 testing centre or lab to your location in the U.S. (NOTE: That there is a difference between a testing centre and a testing lab when it comes to the time it takes to get your results.) (See pg. 12 – pre-entry testing)
5. Download ArriveCan App and fill out the details of your trip. (See pg. 13)
6. Proceed to cross into the U.S. providing both the client and your employer CBP letters of invitation upon arriving at the U.S. border to the customs border patrol agent. (NOTE: That other supporting information may also be asked to support your trip to the U.S. i.e., flight itinerary, purchase orders, shipping documents, etc.)
7. Once in the U.S. decide on when it is appropriate to book your COVID-19 molecular test, keeping in mind that it cannot be more 72 hours before your return to Canada. (NOTE: Some facilities may only accept cash and also the option to have the results emailed to you may also be available for your convenience. Also note only a molecular PCR test is acceptable to return to Canada.) (See pg. 12)
8. Conduct your client visit under the prescribed guidelines of your employer and government mandates.
9. Perform COVID-19 test within 72 hours of your arrival to the Canadian border. (NOTE: Test results timing may vary and could take up to 72 hours if you do not request a quicker turn around.) (NOTE: Some facilities may only accept cash and the option to have the results emailed to you may be available for your convenience upon request.) (Also note only a molecular test is acceptable to return to Canada.)
10. Receive COVID-19 test results.
11. Arrive at Canadian border.
12. Proceed to cross back into Canada providing both your client and your employer CBSA letters of invitation upon arrival to the Canada Border Services Officer (BSO) (See pg. 16 & 17)
13. Show CBSA officer ArriveCan App information. (NOTE: Once you've submitted your information, you'll get an ArriveCAN confirmation receipt. It will be sent to you by email, or you can take a screenshot or print it if you sign in online. You'll need to show your confirmation receipt to the Canada Border Services Officer.)
14. Show CBSA officer COVID-19 test results.
15. Proceed according to the direction given to you by from CBSA officer.



1A.1 Canadian / U.S. business travellers (entry/re-entry to Canada; entry to U.S.)

- All business travellers should anticipate a 14-day quarantine order upon their return to Canada or initial entry to Canada (U.S. business traveller).
- Plan your travel in advance, as much as possible, to allow for the proper preparation of required documents and for your business traveller(s) to be acquainted with the content of all documents.
- Do NOT make ANY unessential stops while in the United States or Canada. Any travel that can be deemed non-essential is subject to 14-day quarantine.
- Wear a mask at all times to limit face-to-face contact, at all Ports of Entry, unless instructed otherwise.
- When travelling, ensure wipes & sanitizer are available on-hand if possible.
- Keep up to date with all COVID-19 status reports, conditions for your community and province.
- **ArriveCAN:** The ArriveCAN app was developed to expedite border crossings through the submission of pre-arrival health screening information. It is **mandatory** for all travel at this time – air and land; it can assist with expediting your land crossing, as all information regarding your travel will be in the system.
- **Mandatory pre-entry COVID-19 test requirements (Section 1A.4)**
Pre-departure COVID-19 testing and negative results are required for all travellers (Canadian and U.S.) coming to Canada for all modes of travel. Travellers need to show a **negative PCR (molecular)** test that has been taken within 72 hours of entry at the border, or their scheduled departure time. This includes business travellers returning to Canada via a land border, regardless of how long their stay was in the U.S. The negative PCR test must be conducted in the U.S., and you must produce valid documentation verifying this and the negative test result. ****NB - Proof of having a vaccine does not exempt travellers from the test requirement at this time.**
- Be prepared and informed about the importance and essential nature of your travel. (Why is it important/urgent/critical for you to cross at this time? What is the urgent/emergency nature of the work that must be performed? – This cannot be a “sales call”).
- The final determination of a quarantine order or quarantine exemption is done so on an individual, case-by-case basis, based on the urgent circumstances at the time and the information that is provided. The most clear and concise information is the best.
- You must demonstrate further, the urgent, imminent, critical, and essential nature of the work to be performed and the critical nature of the specialized skills of the individual traveling employee. Just saying it, doesn't make it so. The emergency services reference should specifically state how & why it is necessary for the worker to be exempt from quarantine i.e., the immediate situation occurred with less than 24 hours notice and without time to prepare for a quarantine, this is a last-minute situation whereby the repair/install must be performed or lay-offs are at risk for company employees, why



project deadlines can't be extended. All of this must outline the importance of the person(s) returning immediately to their place of work.

- Requests for guidance from Public Health Agency Canada (PHAC) may be made to garner an 'opinion' only, but do not guarantee quarantine exemptions.
phac.emergencyorder-decreturgencecovid19.aspc@canada.ca
- Always be familiar with your workplace COVID-19 health & safety protocols and those protocols mandated by all levels of government and public health.
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/risk-informed-decision-making-workplaces-businesses-covid-19-pandemic.html>
- **Additional Resource:** An option as a potential strategy for use in exceptional circumstances <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/service-delivery/coronavirus/travel-restrictions.html#national>

Other useful links:

- [Flying to Canada checklist](#)
- [Driving to Canada checklist](#)
- [Crossing the border or transiting through Canada](#)
- [Vaccinated travellers entering Canada](#)



1A.2 U.S. business travellers to Canada

- Refer to the above guidance for Canadian and U.S. employees, especially, **mandatory pre-entry COVID-19 test requirements**.
- You must meet the general rules for entry under the current restrictions. Your entry must not be for a purpose that is optional or discretionary.
- You must be able to comply with the requirement to quarantine based on their purpose of travel and intended length of stay, if required to do so.
- You must have a **compelling** reason to be entering Canada for work. (i.e. emergency and essential services that are imminent, **work that must be completed in person**, immediately by a specialized technician required to maintain critical equipment that has suddenly and without notice, become inoperable (broken-down) etc.), the equipment has proprietary elements that only the original equipment manufacturer has specialized knowledge for maintenance and repair, this also complies with the specific maintenance/repair/overhaul/installation outlined in the warranty and service agreement. **Important:** The warranty/service agreement must be current – all work must occur within the warranty period, otherwise, the employer must apply through the employer Portal for an LMIA or LMIA Exemption.
- The critical nature of the visit should be discussed and referenced in all written letters. Provide compelling documentation & narratives that clearly demonstrate why the work cannot be postponed or conducted virtually, as it is imminent and has serious consequences and risk factors, i.e., production line delays or stoppage, could result in layoffs or lost shifts.
- You must expect to satisfy the officer that you are able to comply with the requirement to quarantine OR demonstrate clearly how you meet the certain categories of workers exempt from quarantine, i.e., specialized technicians daily/weekly cross border worker, etc.), or did not receive any lead time to prepare for a quarantine, how this is a special circumstance given the imminent nature of the work to be performed.

1A.3 Tips for letters of introduction and letters of invitation

(Refer to content in template letters (Annex A) and include this language for all letters.)

- The more detailed information, the better, but make it clear and concise, so it is short and easy to read/find the details. The letter should be no more than two pages in length – shorter, if at all possible, but be sure to include introductory information about the traveller and travel itinerary (including accommodations if the duration of the business is more than one day) where applicable. The letter must give the Border Services Officer enough information to “check all the boxes” on who, how, when, and why.
- **Both the Canadian and U.S. companies should provide letters of introduction and invitation from each other, for each crossing, to verify their business relationship and the imminence of the travel and work to be performed.**



- Should be signed by the CEO, Chief Operations Officer, or Department Supervisor of the company(s).
- All letters of introduction and letters of invitation should include the following in their content:
- **Original purchase order, current Warranty Agreement; attach copies**
- Include name of business traveller, professional title, company and address. Written documentation and verbal explanations must be factual and persuasive to clearly articulate the emergency and essential purpose of the travel, the imminent, critical, and specialized nature of the work that is being performed, the essential/specialized skills of the travelling employee, their proprietary knowledge of a piece of equipment or process. why this visit now? What makes this technical visit and work to be performed, so urgent/an emergency? What are the risk factors if the work is not performed now? **Provide a clear and concise explanation of this and how it relates to your customer-client relationship.**
- Employer should clearly state how the travelling employee is critical/essential to current specific on-going projects the company is responsible for to deliver within a tight deadline. This should also agree with the rationale as to why the employee must return to his/her daily place of work without quarantine. This critical services reference should specifically state how and why it is necessary for the worker to be exempt from quarantine (i.e., last minute notice of the request for repair, the employee is a principal member of a specific project team and responsible for a his/her specialized knowledge to complete the imminent current project with a specific customer delivery deadline. The company has a small roster of skilled or qualified/specialized technician employees in various categories, who can perform this job. This can be attributed to the current labour force gaps and challenges) to clarify why the employee cannot be conducting their specialized work remotely, in quarantine, and must return to the onsite company facility immediately as quarantine exempt. State how losing one, or several employees for 14 days will severely impact their ability to complete the current project with deadlines, and other work, meet strict production deadlines, sustain operations and employment.
- All critical and imminent work must include: the urgency of the work, how the request for work to be done came with less than 24-hours' notice and without time to plan for quarantine, the strict timeline of the work/visit, critical details about the project, how this aligns with contractual obligations between the customer and client due to proprietary elements of the machine and all maintenance, repair, overhaul, installations, etc. If this is a warranty repair or install, or, if out of warranty period, how it applies to the significant benefit definition as stated in the links below. This would clearly explain the customer-client relationship and the contract/agreement, risk factors involved if the visit/work does not take place imminently (potential shut-down of processing line, possible shift lay-offs, loss of same to the customer you/they are supplying). Employee is critical to the oversight of a process for an OEM that must be conducted in-person to meet on-time delivery of a project to their customer/supplier).



- All information must state a strong case to support emergency, imminent and essential work, with serious risks and consequences, to satisfy any consideration of a quarantine exemption.
- If the work will require more than one day to complete, you must include accommodations information (including the requirement to isolate when not at the workplace), in the letters and travel itinerary.
- ****NOTE** - Remember, in addition to COVID-19 considerations, CBSA must still enforce the policies, regulations and legislation of the Canada Immigration Act; this includes:
- If the equipment that is being serviced is **out of warranty**, you must register on the Employer Portal (See link below) to apply for a LMIA exemption; also, a work permit is required (cost is \$155). However, the worker coming in to service the out-of-warranty equipment may be exempted from requiring the LMIA under a category called: Canadian interests – Significant Benefit.
- When in doubt, make an application to go through the Employer Portal. There are two streams under this category: Emergency repairs, or preventative work (i.e, if the work is not done an emergency will develop). In both cases, the onus is on the applicant to prove that he or she meets the requirements.
- In the first case, emergency repairs, that person will have to prove that there is, indeed an emergency (usually provide a letter from the Canadian company outlining the nature of the emergency repairs to be completed), along with proof that he or she has the specialized knowledge necessary to make the repairs. In the second case, preventative work, the worker will have to prove the following:
 - There is a need for specific knowledge;
 - There is no commercial presence by the company that manufactured the equipment being serviced (also known as the Original Equipment Manufacturer [OEM]); and
 - Canadian jobs would be greatly affected if the equipment is not repaired in a timely fashion.

In either of the two cases, documentation should be presented to substantiate each of the requirements, the employer portal will have to be accessed by the Canadian company (and the compliance fee of \$230 paid), and the employee will have to pay for the work permit upon entry.

***NOTE:** If the visiting worker expects to be conducting the work for more than one day, they should inform the Officer and request how long they need the work permit to be valid.

Employer Portal Guide - <http://www.cic.gc.ca/english/e-services/employer-guide.asp>

Enrollment Portal Guide - <http://www.cic.gc.ca/english/e-services/employer-enrolm.asp>



Quarantine act

COVID-19 Emergency Orders in Council (OIC) pursuant to section 58 of the Quarantine Act in effect:

- **In force May 21, 2021 – Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry into Canada from the United States)**
- **In force May 21, 2021– Minimizing the Risk of Exposure to COVID-19 in Canada Order (Prohibition of Entry from any Country other than the United States)**

Group Exemption from Quarantine under Schedule 2, Table 1, Item 4 of the Order

While an exemption from quarantine may be granted under the federal Quarantine, Isolation, and Other Obligations Order, you are encouraged to consult provincial and territorial resources for any additional restrictions regarding mandatory quarantine, as stricter measures may apply.

Pursuant to Schedule 2, Table 1, Item 4 of the Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation, and Other Obligations), made pursuant to section 58 of the Quarantine Act, and as amended from time-to-time, the Chief Public Health Officer may determine an exempt class of persons who provide an essential service while in Canada, if the person complies with any conditions imposed on them by the Chief Public Health Officer to minimize the risk of introduction or spread of COVID-19.

As determined by the Chief Public Health Officer, at this time, the following class of persons are exempt from the requirement to quarantine upon entry into Canada:

- Persons in the trade or transportation sector who are important for the movement of goods or people, including truck drivers and crew members on any aircraft, shipping vessel or train, and that cross the border while performing their duties or for the purpose of performing their duties.
- Persons who must cross the border regularly^{Footnote*} to go to their normal place of employment, including critical infrastructure workers (energy and utilities, information and communication technologies, finance, health, food, water, transportation, safety, government and manufacturing), provided they do not directly care for persons 65 years of age or older within the first 14 days after their entry to Canada^{Footnote*};
- Technicians or specialists specified by a government, manufacturer, or company, who enter Canada as required for the purpose of maintaining, repairing, installing or inspecting equipment necessary to support critical infrastructure (energy and utilities, information and communication technologies, finance, health, food, water, transportation, safety, government and manufacturing) and are required to provide their services within 14 days of their entry to Canada and have reasonable rationales for the immediacy of the work and the inability to plan for a 14 day quarantine.
- Refer to the above paragraph, when explaining that you are a technician/specialist returning to/entering Canada for any emergency/urgent business visit, that includes



previous mentioned examples and may also include for the purpose of i.e., maintaining/repairing robotic equipment, installing a new product from a valid purchase order or warranty agreement (current – not expired) all of which was an emergency request that did not allow for time to make quarantine arrangements.

- If the travel by a technician or specialist is not related to urgent install, repair, or overhaul work, with risk factors for potential lay-off of employees, then the traveller should anticipate to receive quarantine order.
- If you require assistance in interpreting any of the Orders in Council currently in effect, or if you have additional questions about the Emergency Orders, please direct your enquiry to phac.emergencyorder-decreturgencecovid19.aspc@canada.ca

Additional information for industry - COVID-19: entry by business visitors, technicians & specialists

Canadian residents returning to Canada as cross-border workers must cross the border “regularly to go to their normal place of employment” to be eligible for this (Quarantine) exemption. The traveller must present evidence to suggest that their primary place of employment is in the United States and that they travel there regularly from their residence in Canada. “Regularly” is generally considered daily, weekly travel of a frequent pattern.

- Persons who live and work in Canada, but whose families live in the U.S., will not qualify for this exemption if they return to Canada from weekend trips to visit their family in the U.S. In other words, this exemption only applies to persons who reside in one country and work in the other.
- Canadian residents returning from working in the United States, and whose main employment in Canada is as technicians or specialists supporting critical infrastructure, are exempt from the 14 day quarantine requirement only **if they have clearly articulated a reasonable rationale for why they must return to work immediately and why the 14-day quarantine period is not possible**. This rationale may include, but is not limited to, urgent safety reasons or the unanticipated shutdown of a production line. A technician or specialist who is required to do work in the U.S. must plan for a 14-day quarantine period upon returning to Canada. Indicating that they are required to return to work within this 14-day period is not a reasonable rationale. The traveller will need to articulate why their return to work within the 14-day period could not have been foreseen prior to their travel to the U.S. An acceptable rationale would, however, be an emergency or other event which could not have been anticipated by the employee prior to their travel abroad. Additionally, being the only technician or specialist who is qualified to do the work in Canada is not, on its own, a reasonable rationale.
- The reasonable rationale must always lead to why, **planning** for a 14-day quarantine period, was not possible. Financial considerations, such as the cost to the employer, client or employee, will not be considered. This exemption does not apply to management unless they are working in a hands-on capacity as a technician/specialist.



- In their rationale, travelers should demonstrate the urgency of the work which could not have allowed for planning for quarantine. Alternatively, technicians or specialists whose work is not urgent, can provide the CBSA officer with documents indicating that they can only perform this specific work in Canada due to work obligations immediately prior to, and after their travel to Canada. **In other words, travelers must show that they have other binding commitments which do not permit them to complete a 14-day quarantine.**

Note that any explanation or plan to limit the spread of COVID-19 in the workplace (such as wearing of masks, a partial quarantine, testing, etc.) will not be assessed as part of the request as it has no bearing on the exemption.

If the traveller cannot demonstrate how they meet the exemption criteria at the time of entry, the CBSA officer will notify the traveller of their requirement to quarantine. For individuals who fall under the technician or specialist category, the frequency of travel is not a relevant factor in making a determination on quarantine requirements unless they fall within the definition of cross-border worker.

This exemption is also not applicable to persons employed in Canada as technicians or specialists who return from leisure or personal travel abroad.

1A.4 Pre-entry testing and quarantine requirements for travellers

Since February 22, 2021, Canada requires all travellers to Canada, 5 years of age and older, entering Canada, regardless of citizenship, must follow testing and quarantine requirements to keep everyone safe. **Pre-departure COVID-19 testing and negative results are required for all travellers coming to Canada.**

No exceptions for vaccinated travellers

At this time, all travellers regardless of vaccination status, must follow testing and quarantine requirements (including the 3-night hotel stopover for travellers arriving by air).

Land travel:

You **must**:

Take a test before you leave the United States within 72 hours of your entry into Canada (your test must be performed in the United States).

- Provide one of the accepted types of tests, **not an antigen test**.
- **PCR - Polymerase chain reaction, is the most accepted type of test, see full details here: [Driving to Canada checklist](#)**
- Keep proof of your test results for the 14-day period that begins on the day you enter Canada.
- You must present an accepted test result. (paper or electronic proof)



You **must** show proof of your test results even if you:

- have tested negative for COVID-19 before the 72-hour period
- have been vaccinated for COVID-19
- recovered from COVID-19 and no longer test positive
- recovered from COVID-19 and continue to test positive

****NOTE - The above “Checklist” link will provide all guidance regarding all post-arrival testing protocols if you are issued a Quarantine Order**

Air Travel:

The COVID-19 pandemic restricts travel to Canada and within Canada. It is essential to understand and comply with the requirements.

All guidance and explanations can be found here: [Flying to Canada checklist](#)

1A.5 ArriveCAN

Use ArriveCAN to provide mandatory travel information on and after your entry into Canada. The ArriveCAN app was developed to expedite border crossing through the submission of pre-arrival health screening information.

Attention all travellers to Canada - As of May 21, 2021, all travellers with limited exceptions, whether entering Canada by air or by land, must submit information digitally via ArriveCAN. Travellers can enter their ArriveCAN info up to the time they enter Canada, but no more than 72 hours in advance of their arrival in Canada (boarding an airplane and land travel). **This includes Canadian and U.S. travellers.**

All information pertaining to the use of ArriveCAN can be found at:

- <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>
- [Use ArriveCAN to enter Canada](#)
- [How to use ArriveCAN](#)
- [Help for ArriveCAN](#)
- **ArriveCAN is available to [download as a mobile app](#) or you can [sign in online](#).**
(ArriveCAN is available via mobile app or web browser)

Land travel

- The use of ArriveCAN is **mandatory in the land mode**.
- The traveller should have their ArriveCAN receipt ready to present to a Border Services Officer upon arrival by taking a screenshot or printing their confirmation in advance.



Air travel

- The use of ArriveCAN is **mandatory for travellers flying into Canada and are required to submit this information digitally prior to boarding the aircraft**. A Border Services Officer will verify that the information was submitted digitally once the traveller arrives in Canada. Information includes:
 - ArriveCAN information includes travel and contact information, incl. flight number, airport and airline, purpose of travel.
 - Quarantine plan (unless exempted from the mandatory requirement to quarantine set out in the emergency order under the *Quarantine Act*), including the address of the place where you'll be staying during your quarantine or isolation period.
 - COVID-19 symptom self-assessment.
- Travellers should have their ArriveCAN receipt ready to present to a Border Services Officer by taking a screenshot or printing their confirmation prior to arrival.
- If a traveler arriving by air does not submit their information through ArriveCAN, they will not be denied boarding but they may:
 - face additional delays at the border for public health screening;
 - be subject to an enforcement action, which can range from verbal warning to fines.

All travellers entering Canada are required to provide contact tracing information to the CBSA for furtherance to Public Health Agency Canada (PHAC).

SECTION 2: Crossing the border - documentation

2.1 Documentation to bring:

- Passport
- Letter of invitation/introduction (Please see ANNEXES for a template letters. Please select the letter that best corresponds to your situation. Once completed, the letter signals to the Border Services Officers the business traveller's ability to move freely through the border and should be presented when requested.
- For travel to/returning to the U.S: Useful document “ What is Essential Travel: https://help.cbp.gov/s/article/Article-1660?language=en_US
- Documentation with proof of negative PCR COVID test.
- All applicable purchase orders, Warranty Agreements, etc.

2.2 Additional information:

- All individuals crossing the border should consider keeping up to date with COVID-19 related issues, including jurisdictional curfews and/or lockdowns.
- When speaking to a Border Services officer (CBP and CBSA), it will be important to communicate that the purpose of your travel is of an imminent, emergency and critical nature.



Do not state/assume that you are essential – the Border Services Officer will make that determination upon your paperwork and all of your verbal narrative and communication explaining your situation. This is where the letter of invitation/introduction will help to communicate the purpose of your trip and the essential nature of the trip. In brief, both Canada and the USA have deemed trade and the movement of people within the manufacturing sector to be essential travel², however, each situation is reviewed on its own individual merits that must satisfy the border services officer of the emergency nature of the travel.

- CBSA officers are enforcing the order by Public Health Agency of Canada requiring that all persons are still required to wear an appropriate mask or face covering upon entry into Canada, and all travellers arriving in Canada will be required to wear a non-medical mask or face covering to proceed to their final destination within Canada to mitigate the potential spread of COVID-19.
- **Pre-entry COVID19 test requirements:** It is mandatory that all travellers to Canada (returning Canadians or U.S. travellers, regardless of citizenship, must provide proof of a negative COVID-19 test.
- All travellers 5 years of age or older, regardless of citizenship, must provide proof of a negative **COVID-19 test** result. You don't require a **test** to fly within **Canada**. **There are no exceptions for vaccinated travellers, at this time.**
- Be courteous and respectful at all times.

NOTE: Questions Pre-Border Crossing? It may be beneficial to call CBSA/CBP before attempting to cross the border. However, the final decision for entry/refusal rests with the border official at the port of entry and officers cannot guarantee passage over the phone. You can contact CBSA / CBP at:

- CBSA: Within Canada 1-800-461-9999 (hotline)
- CBP: Locate phone numbers for the relevant US ports of entry that will be used here: <https://www.cbp.gov/contact>

Visa Renewals/Others: If you require Visa renewals or other document renewals, be sure to call CBP ahead of time, to confirm that a specialized officer will be available, and if the services can be performed while within your vehicle, so to avoid the need to quarantine upon your re-entry to Canada.

If you are a returning Canadian and have any issue with the decision made by the CBSA office you can further plea your case at: <https://www.cbsa-asfc.gc.ca/contact/com-eng.html>
or email: phac.emergencyorder-decreturgencecovid19.aspc@canada.ca

²For Canada, please refer to *Canada's National Strategy for Critical Infrastructure*; for USA, please refer to the *Presidential Policy Directive -- Critical Infrastructure Security and Resilience (PPD-21)*



Template letters

Letter of Introduction – Returning Canadian Employee

(No request for quarantine exemption)

On Canadian Company Letterhead

Date:

Border Services Officers
Canada Border Services Agency (CBSA)
Port of Entries: Ambassador Bridge / Windsor-Detroit Tunnel

Attention: CBSA Officer

RE: Letter of Introduction for *(Insert Name of Returning Canadian Business Traveler)* - Business Visitor *(Insert Name of Canadian Company)*

Dear Sir/Madam:

Please be advised that Mr. Smith..... *(Insert Name of Canadian Employee)* is a *(Insert title, position with your company, ie., Welding technician, engineer, or other technical title - certification)* for ACME Tool & Mold and has been employed with the company for the last 10 years. Mr. Smith holds the title of (ie., Welding Technician) and has been sent to our U.S. customer, *(Insert name of Company)*, in *(Insert City, State)*, for *(Insert duration of the stay/time in the U.S.)* to oversee the *(Insert emergency purpose of the business visit, i.e., installation of equipment that was manufactured at your Canadian facility in City and Prov)*. Mr. Smith is required to return to Canada on this day *(Insert Current return Date)* to resume his duties at ACME Tool & Mold. Mr. Smith has complied with the requirement to obtain a Pre-Arrival COVID test and has this in his possession. We respectfully acknowledge that Mr. Smith will need to quarantine upon his re-entry to Canada and thus, has also prepared a Quarantine Plan in compliance with Minimizing the Risk of Exposure for COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations).

If you should require any additional information or verification of these details, please do not hesitate to contact me at: *(Insert Office telephone Number, Cellular number, email address)*.

Thank you for your consideration.

Sincerely,

Name of Canadian Company Executive

Title, Company Name



Letter of Introduction – Returning Canadian Employee **(Request for Quarantine Exemption)**

On Canadian Company Letterhead

Date:

Border Services Officers
Canada Border Services Agency (CBSA)
Port of Entries: Ambassador Bridge / Windsor-Detroit Tunnel

Attention: CBSA Officer

**RE: Letter of Introduction for (Insert Name of Returning Canadian Business Traveler) -
Business Visitor (Insert Name of Canadian Company)**

Dear Sir/Madam:

Please be advised that Mr. Smith..... (Insert Name of Canadian Employee) is a (Insert title, position with your company, ie., Welding technician) for ACME Tool & Mold and has been employed with the company for the last 10 years and is in charge of He has been sent to our U.S. customer, (Insert name of Company), in (Insert name of City, State), for (Insert duration of the stay/time in the U.S.) to conduct an emergency (Insert purpose of the business visit, i.e., installation of equipment that was manufactured at your Canadian facility in City and Prov, repair, maintenance, overhaul, and the specialized nature of the work, skills/proprietary knowledge, of Mr. Smith). Our company received this urgent request in the last 24hours, without time to prepare for quarantine upon Mr. Smith's return. Mr. Smith is required to return to Canada on this day to resume his specialized duties at ACME Tool & Mold as his presence is required to (i.e., ... complete a project that he must continue working on to complete, as is slated to be shipped to one of our other customers in City, State, or other details specific to the ongoing project work he is required to conduct-complete because of his specialized skills/proprietary knowledge and the urgent nature of the project completion. You must demonstrate the urgency of Mr. Smith's physical return to your company and the risk factors associated without his presence, ie, production line will cease, employees will be layed-off). i.e, The project that Mr. Smith is returning to work for, has been an ongoing project and is nearing the final stages of completion. Mr. Smith is required to verify the final product and complete the end sign-off in order for our company to keep its contractual commitments and ensure that the product will be shipped on time. Upon shipping of this equipment, and in line with Mr. Smith's specialized/proprietary knowledge of the project and equipment, Mr. Smith will be accompanying it to the U.S to oversee its installation.



It is our opinion that Mr. Smith would qualify as a technician pursuant to Schedule 2, Table 1, item 4 of the Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations) as there is immediacy of his work in Canada and is unable to quarantine for 14 days. We respectfully request that Mr. Smith be allowed to enter Canada without the need to quarantine. We recognize that falling under this category does not exempt Mr. Smith from the requirement to obtain a Pre-Arrival COVID test and that Mr. Smith should be in possession of this test.

If you should require any additional information or verification of these details, please do not hesitate to contact me at: *(Insert Office telephone Number, Cellular number, email address)*.

Thank you for your consideration.

Sincerely,

Name of Canadian Company Executive

Title

Company Name



Letter of introduction: Canadian employee traveling to the USA

(On Canadian Company Letterhead)

Insert Date

Border Services Officers
U.S. Customs and Border Protection (CBP)
Ports of Entry: Ambassador Bridge / Windsor-Detroit Tunnel

Attention: CBP Officer

RE: Letter of Introduction for (insert Name of Canadian Business Traveler) - Business Visitor (insert Name of your Company)

Dear Sir/Madam:

I, *(Insert Name of Company Exec. & Title), (Insert Name of Company)*, respectfully submit this Letter of Introduction on behalf of *(Insert Name of Business Traveler, Insert Title)* with *(Insert Name of Company)*, in support of his/her travel to conduct urgent/emergency work with *(Insert Name of Client /Customer Company with full address)*.

(Insert Name of Business Traveler) is expected to visit *(Insert Name of Client/Customer Company)* on *(Insert Date)*. *(Insert Name of Client/Customer Company)* is a client/customer of *(Insert Name of your Company)* and the visit is necessary because *(Insert purpose of visit ie. emergency/warranty equipment repair, maintenance, overhaul, imminent work that must be performed, how it is necessary to support the critical manufacturing infrastructure of the company, employee's specialized proprietary knowledge of company's equipment and processes, how it is critical to minimize the down time to prevent interruptions to our production schedule, respect our critical obligations to supply parts to your customers and maintain the employment of your local employees, etc... avoid any reference to a sales meeting; refer to Purchase Order & Warranty Agreement; (Note: Please ensure Business Traveler has a copy of the Purchase Order & Warranty Agreement))*.

(Insert Name of Business Traveler) will be returning to Canada on *(Insert Date)*. During his/her time in the U.S, *(Insert Names of Business Traveler)* will not be entering the U.S. labour market and all of his/her accommodations and expenses will be covered by the Employer *(Insert Name of your Company)*. I am confident that *(Insert Name of Business Traveler)* will continue to follow safe practices during the visit in a manner that is respectful of the *Client's/Customer's* COVID-19 Guidelines.



Business Traveler Information:

Name:

Date of Birth:

Title/Position:

Name of Company:

Address of Company:

Mobile Number:

I respectfully request that *(Insert Name of Business Traveler)* be admitted into the United States as a Business traveler for the purposes of During the visit, the point of contact at *(Insert Name of Client/Customer Company)* is: *(Insert Contact's Name, Title and Mobile Phone Number)*.

I greatly appreciate your consideration of this letter of introduction for *(Insert Name of Business Traveler)* and *his/her* entry to the U.S. as a Business Traveler, essential to supporting trade between Canada and the United States of America. If you require additional information, please feel free to contact me directly. I can be reached by phone at: *(Insert Mobile Number)* or via email at *(Insert email address)*.

Sincerely,

Name of Canadian Company Executive

Title

Company Name

Necessary Documents:

Purchase order

Travel itinerary

Note: This is not a legal document, nor does it provide legal advice. This document has no affiliation with the Government of Canada, the Department of Homeland Security, Canada Border Services Agency, or Customs and Border Patrol.



Letter of invitation from U.S. company for Canadian employee traveling to the USA

(On U.S. Company Letterhead)

Insert Date

Border Services Officers
U.S. Customs and Border Protection (CBP)
Port of Entries: Ambassador Bridge / Windsor-Detroit Tunnel

Attention: CBP Officer

**RE: Letter of Invitation for *(Insert Name of Business Traveler)* - Business Visitor
*(Insert Name of Canadian Company)***

Dear Sir/Madam:

I, *(Insert Name of Company Exec. & Title)*, *(Insert Name of Company)*, respectfully submit this Letter of Invitation on behalf of *(Insert Name of Business Traveler, Insert Title)* employed by *(Insert Name of Canadian Company)* in support of his/her travel to conduct essential/emergency work for my company *(Insert Name of U.S. Company with full address)*.

(Insert Name of Business Traveler) is expected to visit my Company on *(Insert Date)*. *(Insert Name of Canadian Company)* is a client/customer of *(Insert Name of your Company)* and the visit is urgent and necessary because *(Insert purpose of visit, ie. emergency/warranty equipment repair, maintenance, overhaul, imminent work that must be performed, necessary to support the critical manufacturing infrastructure of the company, traveller's specialized proprietary knowledge of the equipment and processes - refer to Purchase Order/Warranty Agreement, avoid any reference to a sales meetings) (Note: Please ensure Business Traveler has a copy of the Purchase Order/Warranty agreement)*.

(Insert Name of Business Traveler) will be returning to Canada on *(Insert Date)*. During his/her time in the U.S., *(Insert Names of Business Traveler)* will not be entering the U.S. labour market and all of his/her accommodations and expenses will be covered by the Employer *(Insert Name of Canadian Company)*. I am confident that *(Insert Name of Business Traveler)* will continue to follow safe practices during the visit in a manner that is respectful of my Company's COVID-19 Guidelines.



Business Traveler Information:

Name:

Date of Birth:

Title/Position:

Name of Company:

Address of Company:

Mobile Number:

I respectfully request that *(Insert Name of Business Traveler)* be admitted into the United States as a Business Traveler for the purposes of *(Insert description above, depicting after-sales servicing)* that requires specialized knowledge essential to my Company's Purchase Order/Warranty with *(Insert Name of Canadian Company)*. During the visit, the point of contact at *(Insert Name of U.S. Company)* is: *(Insert Contact's Name, Title and Mobile Phone Number)*.

I greatly appreciate your consideration of this letter of invitation for *(Insert Name of Business Traveller)* and *his/her* entry to the U.S. as a Business Traveller, essential to supporting trade between Canada and the United States of America. If you require additional information, please feel free to contact me directly. I can be reached by phone at: *(Insert Mobile Number)* or via email at *(Insert email address)*.

Sincerely,

Name of U.S. Company Executive

Title

Company Name

Necessary Documents:

Purchase order/Warranty

Travel itinerary

Note: This is not a legal document, nor does it provide legal advice. This document has no affiliation with the Government of Canada, the Department of Homeland Security, Canada Border Services Agency, or Customs and Border Patrol.



Letter of invitation by Canadian company for U.S. business traveller to Canada

(On Canadian Company Letterhead)

Insert Date

Border Services Officers
Canada Border Services Agency (CBSA)
Port of Entries: Ambassador Bridge / Windsor-Detroit Tunnel

Attention: CBSA Officer

RE: Letter of Invitation for (Insert Name of U.S. Business Traveler & Title) - Business Visitor (Insert Name of U.S. Company)

Dear Sir/Madam:

I, (Insert Name of Canadian Company Exec. & Title), (Insert Name of Company), respectfully submit this Letter of Invitation on behalf of (Insert Name of U.S. Business Traveler, Insert Title) employed by (Insert Name of U.S. Company) in support of his/her travel to conduct imminent/emergency work for my company (Insert Name of Canadian Company with full address).

(Insert Name of Business Traveler) is expected to visit my Company on (Insert Date). (Insert Name of your Canadian Company) is a client/customer of (Insert name of U.S. Company) and the visit is urgent and necessary because (Insert purpose of visit, ie. U.S. traveller performing emergency/warranty equipment repair, maintenance, overhaul, with proprietary and specialized knowledge of the machine/work to be performed, imminency of work that must be performed, traveller's specialized proprietary knowledge of the equipment and processes - refer to Purchase Order/Warranty Agreement, avoid any reference to a sales meetings) (Note: Please ensure Business Traveler has a copy of the Purchase Order/Warranty agreement).

(Insert Name of Business Traveler) will be returning to the U.S. on (Insert Date). During his/her time in Canada, (Name of Business Traveler) will not be entering the Canadian labour market and all of his/her accommodations and expenses will be covered by the Employer (Insert Name of Cdn/U.S. Company). He will be fully equipped with all necessary PPE for COVID-19 protection as per the strict government health & safety regulations and our company's policies.

It is our opinion that (Name of U.S. Business Traveller) would qualify as a technician pursuant to Schedule 2, Table 1, item 4 of the Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations) as there is immediacy and urgency of his



work in Canada and is unable to quarantine for 14 days. We respectfully request that Mr. *(Insert U.S. Traveller)* be allowed to enter Canada without the need to quarantine. We recognize that falling under this category does not exempt *(Insert Mr. U.S. Traveller)* from the requirement to obtain a Pre-Arrival COVID test and that he should be in possession of this test.

I greatly appreciate your consideration of this letter of invitation for *(Insert Name of Business Traveller)* and *his/her* entry to Canada as a Business Traveller, essential to the immediacy of this equipment work and the operations of our company, while supporting trade between Canada and the United States of America. If you require additional information, please feel free to contact me directly. I can be reached by phone at: *(Insert Mobile Number)* or via email at *(Insert email address)*.

Sincerely,

Name of Canadian Company Executive

Title

Company Name

Necessary Documents:

Purchase order/Warranty

Travel itinerary

Note: This is not a legal document, nor does it provide legal advice. This document has no affiliation with the Government of Canada, the Department of Homeland Security, Canada Border Services Agency, or Customs and Border Patrol.



Letter of introduction from U.S. company for U.S. business traveller to Canada

(On U.S. Company Letterhead)

Insert Date

Border Services Officers
Canada Border Services Agency (CBSA)
Ports of Entry: Ambassador Bridge / Windsor-Detroit Tunnel

Attention: CBSA Officer

RE: Letter of Introduction for (Insert Name of U.S. Business Traveler) - Business Visitor (Insert Name of U.S. company)

Dear Sir/Madam:

I, (Insert Name of Company Exec. & Title), (Insert Name of Company), respectfully submit this Letter of Introduction on behalf of (Insert Name of Business Traveler, Insert Title) with (Insert Name of Company), in support of his/her travel to conduct (state the emergency/urgent/imminent work) for (Insert Name of Client /Customer Company in Canada with full address). This request was last minute and without time to prepare for a quarantine.

(Insert Name of Business Traveler) is expected to visit (Insert Name of Client/Customer Company) on (Insert Date). (Insert Name of Client/Customer Company) is a client/customer of (Insert Name of your Company) and the visit is urgent because (Insert critical and imminent purpose of visit and work to be performed, ie., install of equipment that was manufactured by your U.S. company as the original equipment manufacturer, your employee has specialized and proprietary knowledge of the machine/equipment and servicing requirements, this was a last minute break-down of a machine, - refer to Purchase Order/Warranty, avoid any reference to a sales meetings) (Note: Please ensure Business Traveler has a copy of the Purchase Order).

(Insert Name of Business Traveler) will be returning to the United States of America on (Insert Date). Upon completion of this work, he must return immediately to our company as his specialized skills and knowledge of our special projects, requires him to commence work on-site to meet strict project delivery timelines. During his/her time in Canada, (Insert Names of Business Traveler) will not be entering the Canadian labor market and all of his/her accommodations and expenses will be covered by the Employer (Insert Name of your Company). I am confident that (Insert Name of Business Traveler) will continue to follow safe practices during the visit in a manner that is respectful of the Client's/Customer's COVID-19 Guidelines and strict government health & safety regulations and company policies.



Business Traveler Information:

Name:

Date of Birth:

Title/Position:

Name of Company:

Address of Company:

Mobile Number:

It is our opinion that *(Insert Name of U.S. Business Traveller)* would qualify as a technician pursuant to Schedule 2, Table 1, item 4 of the Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations) as there is immediacy of his work in Canada and is unable to quarantine for 14 days. We respectfully request that *Mr. (Insert names of U.S. Traveller)* be allowed to enter Canada without the need to quarantine. We recognize that falling under this category does not exempt *Mr. (Insert name of U.S. Traveller)* from the requirement to obtain a Pre-Arrival COVID test and that he should be in possession of this test.

I greatly appreciate your consideration of this letter of introduction for *(Insert Name of Business Traveler)* and *his/her* entry to Canada as a Business Traveller, supporting trade between Canada and the United States of America. If you require additional information or verification of these details,, please feel free to contact me directly. I can be reached by phone at: *(Insert Mobile Number)* or via email at *(Insert email address)*.

Thank you for your consideration.

Sincerely,

Name of U.S. Company Executive

Title

Company Name

Necessary Documents:

Purchase order/Warranty

Travel itinerary

Note: This is not a legal document, nor does it provide legal advice. This document has no affiliation with the Government of Canada, the Department of Homeland Security, Canada Border Services Agency, or Customs and Border Patrol.



APPENDIX 1.1: Border related resources

- The Canada Border Service Agency's Border Information Service (BIS) is now accessible 24/7. For the latest and most up to date information related to cross-border travel and COVID-19, please call 1-800-461-9999. More information can be found at <https://www.cbsa-asfc.gc.ca/contact/bis-sif-eng.html>
- U.S. Customs and Border Protection (CBP) resources related to COVID-19 can be found at <https://www.dhs.gov/coronavirus>

Government of Canada extends quarantine measures and travel restrictions:

<https://www.canada.ca/en/public-health/news/2021/05/government-of-canada-extends-quarantine-measures-and-travel-restrictions.html>

COVID-19 information and resources: reducing your risk for infection and spreading the virus

<https://www.canada.ca/en/public-health/news/2020/07/information-and-resources-on-covid-19-epidemiology-and-reducing-your-risks-for-infection-and-spreading-the-virus.html>

COVID-19 : Entry by business visitors, technicians & specialists / COVID-19

<https://www.cpma.ca/docs/default-source/covid-19/COVID-19 Border entry by business visitors technicians and specialists.pdf>

Information available on border measures currently in place :

Key links :

- EN: [COVID-19: Travel, quarantine and borders](#)
- EN: [Find out if you can enter Canada](#)

Orders in Council :

- EN: [OIC 44 - Minimizing the Risk of Exposure to COVID-19 in Canada Order \(Prohibition of Entry into Canada from any Country other than the United States\)](#)
- EN: [OIC 46 - Minimizing the Risk of Exposure to COVID-19 in Canada Order \(Prohibition of Entry into Canada from the United States\)](#)
- EN: [OIC 47 - Minimizing the Risk of Exposure to COVID-19 in Canada Order \(Quarantine, Isolation and Other Obligations\)](#)



Exemptions:

- EN: Exemptions from **pre**-arrival molecular testing for travellers:
 - [arriving by air](#)
 - [arriving by land](#)
 -
- EN: Exemptions from **post**-arrival molecular testing for travellers:
 - [arriving by air](#)
 - [arriving by land](#)
 -
- EN: [Exemptions from the 3-day requirement to stay at a Government-Authorized Accommodation](#)
- EN: [Types of accepted molecular tests](#)
- EN: [Quarantine exemption list](#)

EN: If clients require assistance in interpreting any of the Orders in Council currently in effect, or if they have additional questions about the Emergency Orders, they can direct their enquiry to phac.emergencyorder-decreturgencecovid19.aspc@canada.ca.

Resources from PHAC –

Email address: phac.emergencyorder-decreturgencecovid19.aspc@canada.ca

EN: <https://www.canada.ca/en/public-health/corporate/mandate/about-agency/acts-regulations/list-acts-regulations.html>

Government of Canada expands restrictions to international travel by land and air

EN : <https://www.canada.ca/en/public-health/news/2021/02/government-of-canada-expands-restrictions-to-international-travel-by-land-and-air.html>

Coronavirus disease (COVID-19): Current border measures and requirements

EN: <https://www.cbsa-asfc.gc.ca/services/covid/menu-eng.html>