

# COVID-19 Commercial Update to Industry Stakeholders

## July 24, 2020

### KEY MESSAGE

**The CBSA wishes to thank our industry partners for their effort and support in keeping essential people and goods moving.**

#### Key Issue

Starting July 30th, all Ports of Entry (POE) (all modes) will begin collecting personal contact information from exempt travellers to allow the person to be contacted during the 14-day confinement period that begins on the day on which they enter Canada. This includes the Ambassador Bridge, the Blue Water Bridge and Cornwall crossings.

Exempt persons are recommended to download the [ArriveCAN](#) mobile application to submit the required information prior to arriving at the border. Using [ArriveCAN](#) is the best way to facilitate a traveller's arrival and processing into Canada.

Commercial Truck Drivers are encouraged to use [ArriveCAN](#) app prior to arrival at a POE to reduce the need for exchange of information and input by the Border Services Officer in the Primary Inspection Line, and ultimately prevent excessive Border Wait Times and processing times.

The [ArriveCAN](#) app will only collect information needed to promote and confirm compliance with travellers' obligations under the Emergency Orders. Information collected includes contact information, and self-reported symptoms. It does not use any other technology or data, such as GPS, to monitor self-isolation. The protection of Canadians' personal information is a priority for the Government of Canada and any tool used to collect personal information undergoes a rigorous privacy assessment.

The [ArriveCAN](#) app is available for free on [Google Play](#) and [Apple App](#) stores.

#### Other Sources of Information

- Official updates on COVID-19 are available on the [Government of Canada website](#).

#### Contacts

If you have any follow-up questions, please send to the BCCC at  
[BCCC-CCACF@CBSA-ASFC.GC.CA](mailto:BCCC-CCACF@CBSA-ASFC.GC.CA)

[Fred.Gaspar@cbsa-asfc.gc.ca](mailto:Fred.Gaspar@cbsa-asfc.gc.ca)

Director General, Commercial

Office # 613-957-3511

Cell # 343-542-9240

[Doug.Band@cbsa-asfc.gc.ca](mailto:Doug.Band@cbsa-asfc.gc.ca)

Director General Trade and Anti-Dumping

Office # 613-954-7338

Cell # 613-295-5992

**Border Information Service (BIS) line:** Within Canada (Toll-free) - 1-800-461-9999  
Outside Canada (Long distance charges apply) - 1-204-983-3500