



## COVID-19 Commercial Update to Industry Stakeholders April 24, 2020

### KEY MESSAGE

**In response to the COVID-19 pandemic, the CBSA has taken a number of steps to prevent the spread of COVID-19 in our commercial operations and is actively exploring a number of initiatives to limit physical interactions.**

### Key Issues

**Enhanced guidance on Primary Inspection Line booth interaction for truck drivers from a health and safety perspective.**

- Information on safety measures the CBSA has taken, as well as initiatives that are being developed and information for carriers and drivers are provided in Annex A.

### Other Sources of Information

- Official updates on COVID-19 are available on the [Government of Canada website](https://www.canada.ca/en/government/department.html).

### Contacts

If you have any follow-up questions, please send to the BCCC at  
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**Border Information Service (BIS) line:** Within Canada (Toll-free) - 1-800-461-9999  
Outside Canada (Long distance charges apply) - 1-204-983-3500

## Annex A

### Initiatives to Limiting Physical Interactions

#### Information on Safety Measures the CBSA has taken (or in development)

- The CBSA is exploring a number of initiatives to limit physical interactions in our workplaces.
- Border Services Officers (BSOs) have been extensively briefed on the Public Health Agency of Canada (PHAC) recommendations for preventing the spread of COVID-19. These include maintaining a distance of 2 metres (social distancing) where possible, frequent hand washing and the use of hand sanitizers, proper cough/sneeze etiquette, and avoidance of facial area touching with unwashed hands.
- BSO's have been supplied with Personal Protective Equipment (PPE) for use in the course of their duties.
- The CBSA has provided direction to facility managers and operators to increase the frequency of cleaning schedules. Enhanced cleaning schedules include regularly disinfecting of hard surface work areas (counters, desks, keyboards etc.) in commercial longrooms and primary inspection lines. In addition, CBSA primary inspection lines are supplied with sanitizers and disinfectants that BSO's regularly use to keep work areas clean.
- The CBSA has initiated the installation of Plexiglass protective barriers within higher-risk CBSA facilities to reduce the risk of transmission. Plexiglass installations will take place in commercial longrooms and offices where other enclosures or barriers do not currently exist.
- CBSA commercial offices open to the public are employing systems to promote social distancing for our commercial clients, including driver queuing areas and waiting rooms. Social distancing is being promoted through the use of signage and/or the use of tape or any other marking material on floors to identify the PHAC recommended 2 metre distance.
- CBSA commercial operations have established, or are seeking to establish, processes for the submission of paperwork through electronic means.
- The CBSA is working to expand the Electronic Longroom (eLongroom) pilot program which would allow for electronic submission and processing of commercial documentation, and will limit face-to-face interactions while increasing the efficiency of commercial processing.
- BSO's have been instructed that keeping their uniforms and issued equipment clean and sanitary, is of critical importance in limiting the spread of COVID-19.
- BSO's have also been instructed to regularly sanitize and disinfect their issued equipment, including search gloves used during secondary examinations, through the use of specialized sanitizing machines, hand sanitizer, disinfecting aerosol sprays and sanitizing wipes.

#### Information For Carriers/Drivers

- Preventing the spread of COVID-19 is a shared responsibility. Following the recommendations of the PHAC, and keeping commercial conveyances clean and sanitized, will help ensure the health of and safety of both our commercial clients and CBSA employees.
- While the process of importing goods into Canada largely remains the same, there are important safety measures and requirements that you need to be aware of.
- The PHAC has given direction that all travellers seeking entry into Canada must wear a non-medical mask or face covering. Understanding this direction was given with little notice, the requirement is being phased in. CBSA is in the process of obtaining non-medical face masks that can be provided to essential travellers when they interact with Border Services Officers at Ports of Entry, however, we do not have an inventory at this time. We encourage drivers to wear a non-medical mask or face covering where possible.
- In their role as a Screening Officer under The *Quarantine Act*, BSO's are following PHAC health screening protocols by visually inspecting clients for signs of illness, and asking specific enhanced screening questions. If you have symptoms of COVID-19, it is important to advise the BSO. This will allow for a referral to a PHAC Quarantine Officer, who will provide you with further information and advise if there is a need for self-isolation. If required, medical attention will be provided for you.
- Although there are currently reduced volumes in our commercial operations, enhanced screening for COVID-19 has increased processing times. It is important to have identification and commercial paperwork ready when entering Canada.
- In an effort to reduce document handling at primary inspections lines during Covid-19, and as a measure of safety for all, the CBSA urges all carriers who are not already signed up for electronic notices to do so as soon as possible. Receipt of these electronic notices will eliminate the need for a driver/carrier to receive a stamped copy of the lead sheet at the Primary Inspection Line. Carriers can sign up [here](#).
- In situations where primary processing can be completed without the physical handling of documents/paperwork, BSO's will capture bar-coded paperwork with the use of a handheld barcode scanner from a distance. Identification documents will be visually scanned by BSO's for accuracy, and manually entered into CBSA systems. Drivers are asked to carefully follow BSO instructions to ensure the safe and efficient capture of required information.
- The CBSA recognizes that commercial drivers who are considered essential in delivering goods to Canadians, understand the measures CBSA are taking to prevent the spread of COVID-19. As commercial conveyances often serve as a driver's living quarters, BSO's have been encouraged to explain the precautions they are taking prior to commencing an examination of the driver's cab and shipment.
- If there is a need to examine your conveyance or shipment, you may be asked to remove personal baggage from your conveyance for inspection outside of your vehicle. This will limit the amount of exposure and time spent inside your vehicle.
- The CBSA takes its responsibility for keeping its clients and employees safe seriously. We encourage you to speak with a BSO or Superintendent if you have any questions.