

Guidance Information: Bringing Essential Maintenance Contractors Into Canada



BUILDING A SAFE AND RESILIENT CANADA

Public Safety Canada, upon consultation with the Public Health Agency of Canada (PHAC) and other public and private Critical Infrastructure (CI) Stakeholders, is sharing some guidelines for the process for bringing technicians into Canada to provide essential services and/or maintenance work on critical equipment.

There are no entry limitations for healthy asymptomatic personnel performing essential work as defined by the Chief Public Health Officer of Canada, nor is there a federal requirement that they quarantine themselves for the 14-day period that begins on the day on which they enter Canada as long as they meet the specified criteria. Note that some Provinces or Territories may have additional quarantine measures that must be followed.

All exempt persons must still wear a non-medical mask in public places when distancing is not feasible. It is also recommended that, while in Canada, these technicians respect the intent of the applicable jurisdictional *Emergency Orders* in order to protect Canadians by otherwise respecting quarantine measures when not required to be at work.

PHAC provides the following information on its [website](#):

The following class of persons are exempt: [...]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 [...].

Upon arriving at a point of entry into Canada, those who fall under the above categories, will not be prohibited from entering the country, provided the standard Government of Canada documentation for foreign nationals is presented and verified by a Canada Border Service Agency Screening Officer.

Please be aware that the mandatory 14-day isolation period for asymptomatic people now required by the Public Health Agency of Canada does not apply to those who meet the exemption criteria. However, should any person - with no exception - arrive at the border exhibiting symptoms of COVID-19, they are subject to the isolation orders issued by a Quarantine Officer under the [Quarantine Act](#). This could include refusal for entry at a land border, home isolation or even immediate referral to a health care facility. This is in the best interest of both the traveller and all other Canadians.

There are no exemptions for persons entering Canada who have COVID-19 or who have signs and symptoms of COVID-19. Symptomatic foreign nationals will be prohibited from entering Canada

For any additional clarity, PHAC has established a generic inbox for assistance in interpreting the exemptions from the *Emergency Orders*. Email: phac.emergencyorder-decreturgencecovid19.aspc@canada.ca.

Further, feel free to contact the Canadian Border Services Agency at 1-800-461-9999 or at contact@cbsa.gc.ca at any time should there be issues.

