

*We're All In This TOGETHER*



# GBTA Canada Town Hall

Wednesday, April 7 @ 2pm EST

Connecting the people that connect the world.™





## Nancy Tudorache

Regional Vice President, Canada  
GBTA

Phone: 416-840-6128 E-mail: [ntudorache@gbta.org](mailto:ntudorache@gbta.org)

# Town Hall Agenda

- **GBTA Updates**
- **Canadian Aviation Sector Update:** *Mike McNaney, President & CEO, National Airline Council of Canada*
- **Canadian Air Transport Security Authority (CATSA):** *Rhoda Boyd, General Manager, Communications*
- **Global Affairs Canada:** *Rachelle Prévost, Outreach Officer, Consular Communications and Outreach*

# GBTA Canada Town Halls are Recorded

and available on our website [gbta.org/canada](https://gbta.org/canada)



*For assistance during the town hall, please e-mail  
Swati Ettrick, Program Manager, GBTA Canada:  
[settrick@gbta.org](mailto:settrick@gbta.org)*

## Do you have a Question?

Please submit questions to the dedicated **Q&A box** on Zoom.

Questions will be answered only if time permitting.

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# GBTA Canada Initiatives in 2021

[gbta.org/canada](https://gbta.org/canada)

## Webinars

**March 11**  
CA Risk Committee

**April 22**  
CA Technology Committee

**June 17**  
CA DE&I

**August 26**  
CA Accommodations Committee

**October 28**  
CA Transportation Committee

**December 9**  
CA Meetings & Events Committee

## Direct Talk Buyer-Only Forums

**March 9**

**April 14**

**June 30**

**October 14**

**November 10**

**December 14**

## Canadian Town Halls

**Feb 24**

**April 7**

**June 23**

**November 3**

## Listening Tour

**March 29**  
Eastern Canada

**March 31**  
Western Canada

## Canadian Conference

**September 20 & 21**  
GBTA Conference 2021 –  
Toronto  
Sheraton Toronto Centre Hotel

## Ready. Safe. Travel. Training Program

**May 5, 12, 19, 26**  
4-week Virtual Training Program  
Global & Regional



  
**EVOLVE**  
NOW PLAYING APRIL 15 -17 IN TORONTO.

WINNER  
BEST DOCUMENTARY  
2019

WINNER  
BEST FILM  
2019

OFFICIAL  
SELECTION  
2019

  
GBTA CONFERENCE 2019  
**TORONTO**

  
**EVOLVE**  
NOW PLAYING APRIL 15 -17 IN TORONTO.

WINNER  
BEST DOCUMENTARY  
2019

WINNER  
BEST FILM  
2019

OFFICIAL  
SELECTION  
2019



## Coming Up in April.... [gbta.org/canada](http://gbta.org/canada)

**April 14**

### Regional Direct Talk

**Building a Canadian  
Travel Buyer Toolkit**  
(Buyers Only)

**April 22**

### Canadian Technology Committee Webinar

**“How Airports in Canada are  
using technology to ensure a safe  
and healthy travel experience”**



# READY. SAFE. TRAVEL. TRAINING

May 2021



READY.  
SAFE.  
TRAVEL.  
by GBTA

Become a *Ready. Safe. Travel. Specialist* with this  
4-Week Training Program

## Training that is Going Global & Regional

The ***Ready. Safe. Travel. Training Program*** by GBTA, is intended to be an industry-wide program, run virtually for a 4-week duration.

The purpose is to unite, educate and engage all levels of the business travel industry, buyers and suppliers alike, with a curated content that delivers essential information to help transition business travel & meetings and its practices beyond the pandemic.

The learning objectives will be designed around prior experiences, principles, emerging tools, government regulations, and supplier advancements that are all important to the future of business travel.

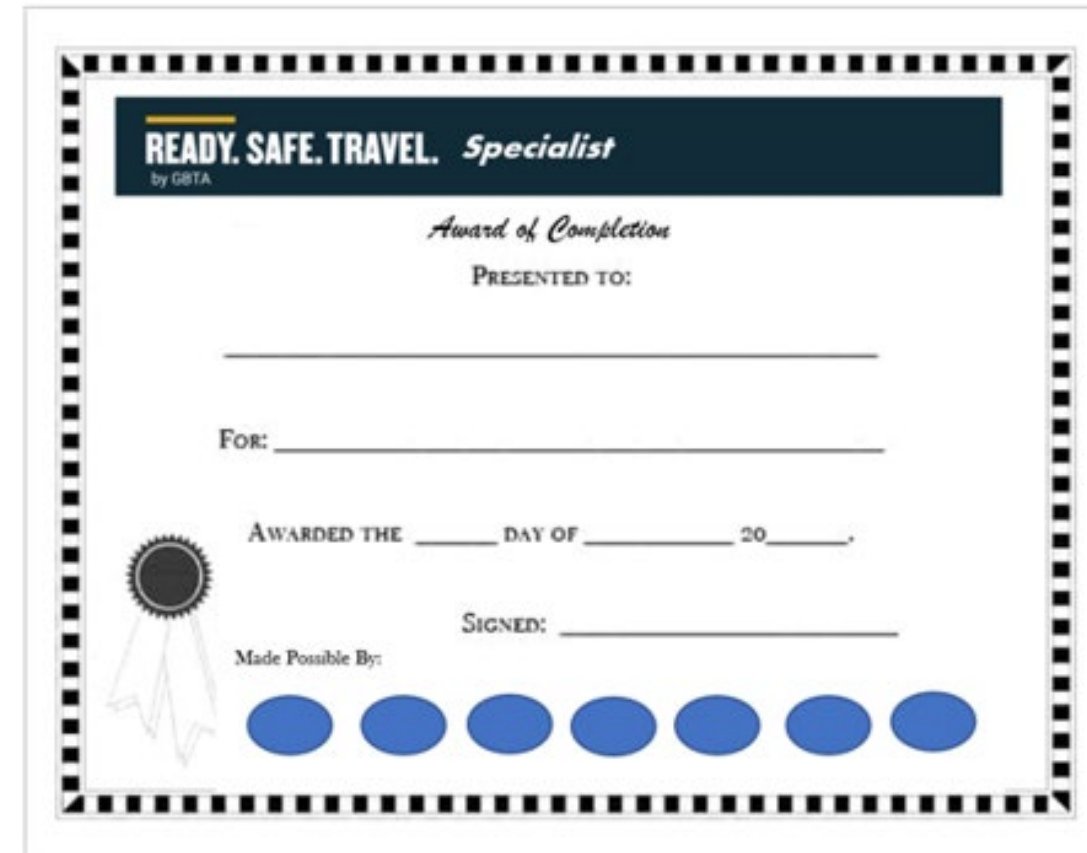
# 4-Week Program

## Become a *Ready. Safe. Travel. Specialist*

4 weeks, every Wednesday for 3 hours per week of sessions.

Each week's session content to be separated into key topics that have tangible deliverables and learning objectives to support each week's focus domain of **Ready. Safe. & Travel.**

- The program will alternate between a Global audience and content to a more Regionalized market-specific audience and content. **Regional breakdown: Canada, USA, Europe, LATAM**
- A knowledge check quiz will be issued following each of the first 3-week's sessions, to be completed within 24 hours



# Registration

Priced appropriately and affordably to support the global business travel and meetings industry during this difficult period.

GBTA's goal is to have mass global involvement in this program, to further unite our industry, helping to progress through and beyond the pandemic. By restoring confidence, delivering knowledge and critical resources, we will help strengthen all aspects of the travel ecosystem.

## Price

Price covers all four education sessions.

	Buyer/Supplier
GBTA Member	\$125 USD
Nonmember	\$150 USD

**\$25 OFF**  
**Promo Code**  
**CARST2021**  
**(valid until Apr 30)**



# GBTA Canada Exciting News!

## GBTA Canada Expands our Canadian Government Relations and Advocacy Position

- Ontario Provincial Tourism Economic Recovery Ministerial Taskforce
- Advocacy Firm: Invictus Corporate Affairs
  - Strengthening a GBTA Canada stakeholder network
  - Restoring confidence in business travel within government and corporate Canada
  - Differentiating business travel from leisure travel, and emphasizing the importance of business travel as essential travel to the Canadian economy, within all levels of government
  - Continue to elevate GBTA Canada's efforts and presence to further become a trusted advisor to policy makers





## Joining GBTA Canada's Government Relations Efforts



Fittipauld Lourenco



Matthew Henley



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## Canadian Aviation Sector

**Mike McNaney**  
President & CEO  
National Airlines Council of Canada



**NACC**  
National Airlines  
Council of Canada



# COVID-19: Changes at CATSA Checkpoints

**Rhoda Boyd**

General Manager, Communications  
Canadian Air Transport Security Authority  
(CATSA)

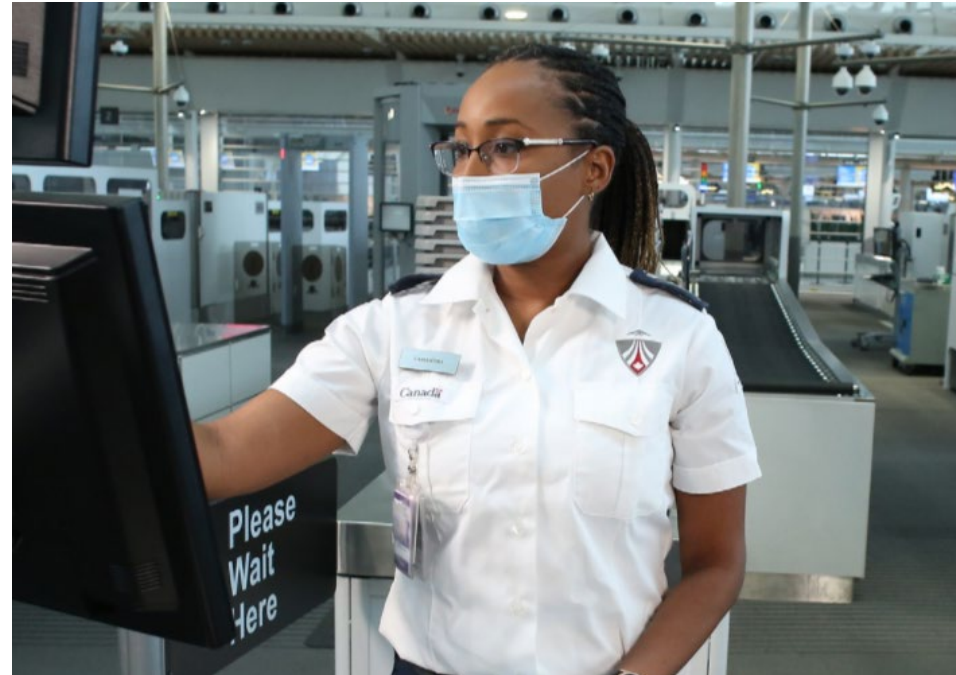
Rhoda.Boyd@catsa.gc.ca





# COVID-19 response focus

- Health and safety measures
- Regulatory collaboration





# Keeping travellers up to date

- Passengers informed about changes as they arise
- Latest tool: a printable infographic as a guide as we prepare for the restart of travel

## Essential information for essential air travel

In response to COVID-19, the Canadian Air Transport Security Authority (CATSA) has made several changes at security screening to ensure a safe, secure screening experience before you board your flight.

### Before you leave for the airport:



Ensure you have a multi-layer face covering to bring to the airport.



Follow the rules for liquids, aerosols and gels. You can now bring one bottle of hand sanitizer up to 355 ml in addition to any 100 ml containers in your carry-on bag.

### When you arrive at the checkpoint:

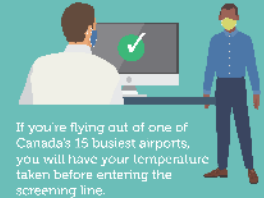
**Do not** enter the checkpoint if you exhibit known COVID-19 symptoms.



Wear a face covering.

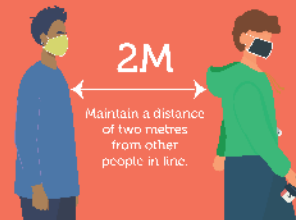


Sanitize your hands if you can. Extra hand sanitizer dispensers have been placed at the checkpoint.



If you're flying out of one of Canada's 15 busiest airports, you will have your temperature taken before entering the screening line.

### While in line:



You'll be asked to scan your own boarding pass or other document of entitlement.



Place small electronics and loose items in your carry-on or purse instead of a bin to reduce touchpoints.

### During screening:



All screening officers will be wearing gloves and face coverings. Some will also wear face shields.



Gloves are changed when soiled, torn, before a physical pat-down or bag search, and upon request.



Explosive trace detection swabs are changed with every use.



### Checkpoint cleaning:

We have put enhanced cleaning procedures in place, including increased bin-cleaning frequency and the use of strong anti-viral cleaning products throughout the checkpoint.



# Before you leave for the airport



Ensure you have a multi-layer face covering to bring to the airport.



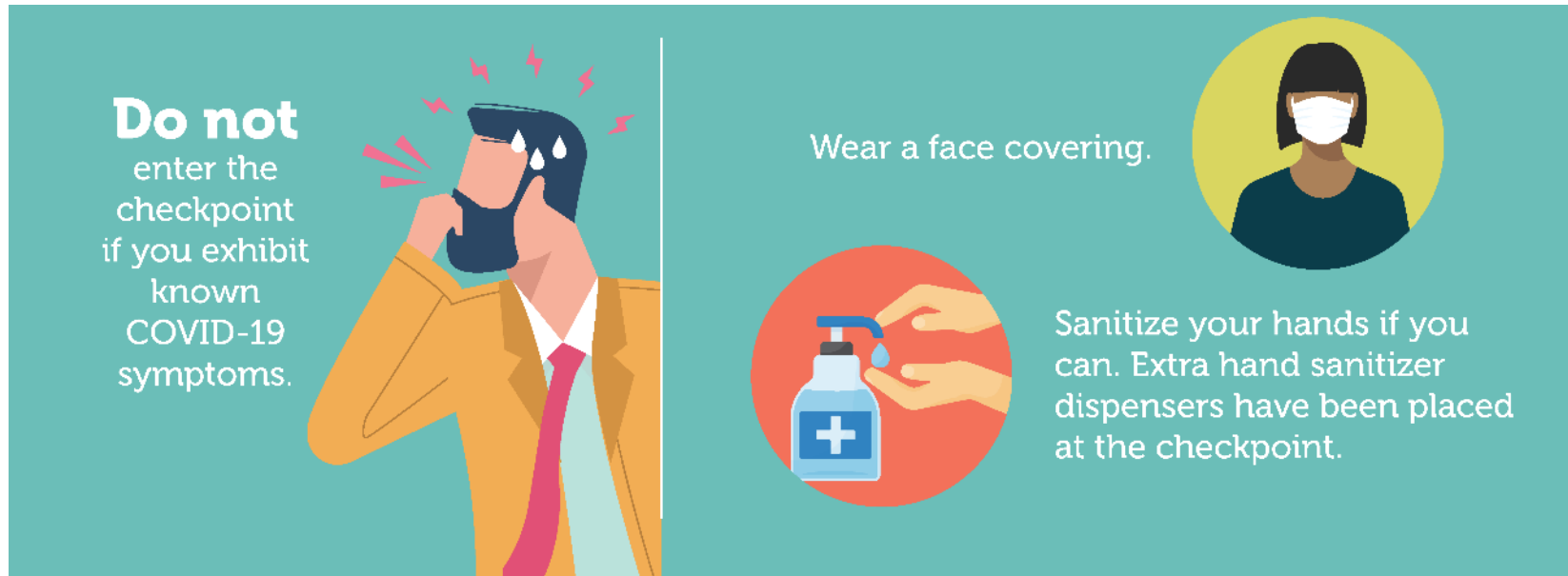
+



Follow the rules for liquids, aerosols and gels. You can now bring one bottle of hand sanitizer up to 355 ml in addition to any 100 ml containers in your carry-on bag.

- Masks
  - Multi-layer, no vents, no gaiters
- Packing
  - Additional 355 ml sanitizer bottle allowed in carry-on

# When you arrive at the checkpoint



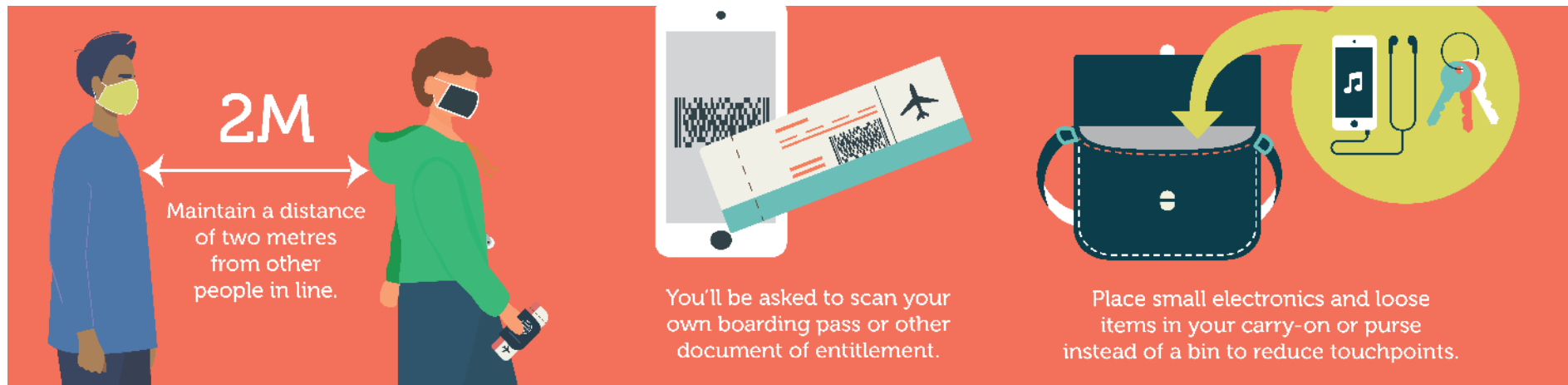
- No symptoms
- Be wearing your mask when you arrive
- Sanitizer dispensers available

# When you arrive: temperature screening



- Developed a new program within a few months
- Deployed temperature screening at almost 100 checkpoints across 15 airports

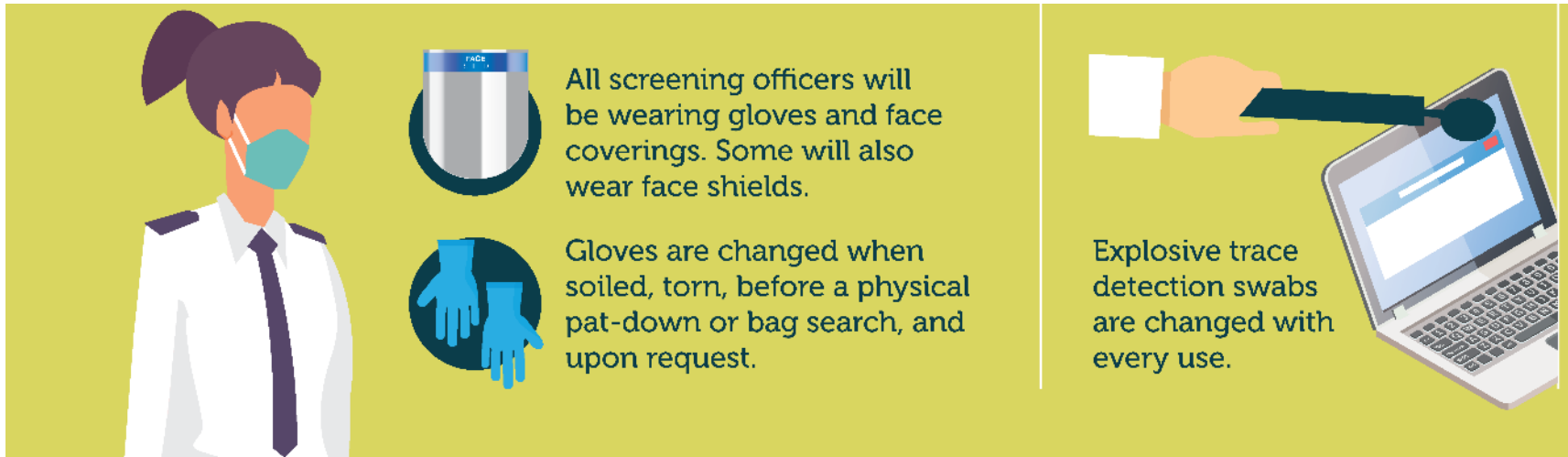
## While in line



- Physical distancing
- Self-scanning of boarding passes
- Keep small items in your purse or carry-on



## During screening



- All screening officers wear masks, face shields in some situations
- Gloves and tracing swabs changed more frequently
- Re-divest option

# Checkpoint cleaning and sanitization

We have put enhanced cleaning procedures in place, including increased bin-cleaning frequency and the use of strong anti-viral cleaning products throughout the checkpoint.



- Increased bin and checkpoint cleaning
- Strong anti-viral cleaning products
- New technologies and techniques

# Acrylic barriers

- CATSA Plus
  - Barriers installed at parallel divest stations and repack tables
- Standard lines



# Keep current, keep in touch



- [catsa-acsta.gc.ca](http://catsa-acsta.gc.ca)
- Twitter, Facebook
- Mobile app for iOS and Android

# Consular Services and Travel Advice for business travel during the COVID-19 Pandemic

**Rachelle Prévost**

Outreach Officer, Consular Communications  
Global Affairs Canada



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Canada

Affaires mondiales  
Canada





# If you must travel?



- Here is what you need to know:
- Before you go
- While you are abroad
- Requirements to enter Canada



# Before Travelling



- ✓ Canadians who must travel abroad are encouraged to check restrictions and requirements relative to their destination



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## Services and information

**Travel Advice and Advisory**  
Official Government of Canada  
information

Select a destination

### Canadian attractions, even experiences

Free admission for youth 17 and under to Canada's national parks and historic sites. Discover Canada's museums, galleries and unforgettable experiences.

### Travel abroad

Information on travel health and safety, travel, border wait times and more.

### Return to Canada

Information on travelling to Canada, border wait times, customs and immigration.

### Visit Canada

Find out if you need a visa to visit Canada, how to apply for a visa, and how to stay as a visitor.

### Ask travel

Travelling and need answers? Use our interactive tool.

Italy



Go!

Hungary

Iceland

India

Indonesia

Iran

Iraq

Ireland

Israel, the West Bank and the Gaza Strip

Italy

Jamaica

Japan

Jordan

Kazakhstan

## Requested

[9: Your safety and security outside Canada](#)

[Travel Advice and Advisories](#)

[Unaccompanied consent letter for travelling abroad](#)

[U.S. border wait times as a Canadian abroad](#)

[Using NEXUS](#)

[What you can bring home to Canada](#)

[Find an embassy or consulate](#)

[Travel documents and international travel](#)



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# Country-Specific Page

[Register](#)[Travel insurance](#)[Destinations](#)

**Last updated:** January 7, 2021 16:19 ET

**Still valid:** January 15, 2021 13:57 ET

**Latest updates:** The Health tab was updated - travel health notices (Public Health Agency of Canada)

[Print format](#)[Risk level\(s\)](#)[Safety and security](#)[Entry/exit requirements](#)[Health](#)[Laws and culture](#)[Natural disasters and climate](#)[Assistance](#)

## Medical services and facilities

### COVID-19 - Testing facilities

Consult the following links to find out where you can get a COVID-19 test:

- [COVID-19 testing facilities in Lazio](#) - Government of Lazio (in Italian only)
- [COVID-19 testing facilities in Lombardy](#) - Government of Lombardy (in Italian only)



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# Official Global Travel Advisories



Government  
of Canada

Gouvernement  
du Canada

MENU ▾

[Canada.ca](#) > [Travel](#) > [Destinations](#)

## ! Official Global Travel Advisories

- Avoid non-essential travel outside Canada until further notice
- [Avoid all cruise ship travel](#) outside Canada until further notice

✓ Avoid non-essential travel outside Canada until further notice

✓ Avoid all cruise ship travel outside Canada until further notice



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# Travelling during COVID-19



- ✓ Governments could impose strict travel restrictions suddenly
- ✓ International transportation options could be reduced significantly, making it difficult to return to Canada
- ✓ COVID-19 is a known risk and the government is not planning any further facilitated flights to repatriate Canadians



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# The Traveller's Decision



- ✓ The decision to travel remains with the traveller's
- ✓ It is up to the traveller to determine if the trip is essential
- ✓ We strongly advise that Canadians follow the Government of Canada's official travel advice



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# Registration of Canadians Abroad



Help us reach your clients in an emergency!

- ✓ Free and easy
- ✓ Confidential
- ✓ Mobile-friendly

A graphic with a teal background. On the right, a hand holds a white megaphone with a red handle. On the left, the text 'REGISTER to receive important information abroad:' is written in white and black. Below this, the URL 'Travel.gc.ca/register' is in white on a black rectangular background. At the bottom left is the Government of Canada logo and name in English and French. At the bottom right is the 'Canada' wordmark with a small flag icon.

**REGISTER**  
to receive important  
information abroad:

[Travel.gc.ca/register](https://travel.gc.ca/register)

 Government of Canada / Gouvernement du Canada



# Insurance



- ✓ Check with travel insurance provider before leaving Canada to understand the terms and conditions of coverage
- ✓ Please consult [travel.gc.ca/insurance](https://travel.gc.ca/insurance)



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# Emergency Watch and Response Centre



## Consular services 24/7

- ✓ Nearest consular office
- ✓ 613-996-8885 (call collect where available)
- ✓ Email: [sos@international.gc.ca](mailto:sos@international.gc.ca)
- ✓ SMS: 613-209-1233



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# Stay Informed on COVID-19 updates



## <https://travel.gc.ca/travel-covid>

### COVID-19: Travel, quarantine and borders

#### COVID-19 testing required for people flying into Canada

Starting January 7, 2021, air travellers 5 years of age or older are required to provide proof of a negative COVID-19 test result to the airline prior to boarding international flights bound for Canada. See [new requirements](#) for air travellers.

#### Mandatory 14-day quarantine or isolation

Everyone entering Canada must follow [mandatory isolation or quarantine requirements](#). Not respecting the mandatory requirements is a serious offence and you could face consequences and penalties.

- Travel restrictions coming in or coming back to Canada
- Travelling to and within Canada
- Leaving and while outside Canada



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# Mandatory Quarantine



- ✓ All travellers arriving to Canada must quarantine for 14 days
- ✓ Every traveller will need to confirm that they have a suitable place to quarantine and will be expected to make plans in advance of arriving to Canada



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# Use ArriveCAN to Enter Canada



## Travelling or returning to Canada?

Use **ArriveCAN** to comply with new **mandatory travel requirements**.



Download on the  
App Store

GET IT ON  
Google Play

Sign in to  
ArriveCAN online

**For more info:**  
[Canada.ca/ArriveCAN](https://Canada.ca/ArriveCAN)



- ✓ Provide required contact information
- ✓ Answer questions about your quarantine plan
- ✓ Complete COVID-19 symptom self-assessments



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# Flying Into Canada



- ✓ Travellers must provide proof of a negative molecular COVID-19 test prior to boarding flights bound for Canada
- ✓ Reserve a government-authorized hotel for 3 nights
- ✓ Take a COVID-19 molecular test on arrival in Canada



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# Driving Into Canada



- ✓ Travellers must provide proof of a negative molecular COVID-19 test prior to entering Canada
- ✓ Take a COVID-19 molecular test on day of arrival in Canada



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# Stay Connected



Facebook – @TravelGoC



Twitter – @TravelGoC



Travel Smart mobile app – [travel.gc.ca/mobile](https://travel.gc.ca/mobile)



Subscribe to the Travel Updates – [travel.gc.ca/subscribe](https://travel.gc.ca/subscribe)



Get Updates on COVID-19 – [canada.ca/coronavirus](https://canada.ca/coronavirus)



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# Thank you!



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## Coming Up in April.... [gbta.org/canada](http://gbta.org/canada)

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***We're All In This TOGETHER***

**Thank you for Joining**



**Our Next Town Hall**

Wednesday, June 23 @ 2pm EST

Connecting the people that connect the world.™



## GBTA Honorary Membership

GBTA will provide business travel professionals who have been displaced due to the impact of coronavirus and the global pandemic a GBTA Honorary Membership. This membership will be valid for 12 months or until finding employment. GBTA is committed to helping the business travel community stay connected during this challenging time.

[\*\*Apply for a GBTA Honorary Membership\*\*](#)