

Coronavirus disease (COVID-19)



Testing Requirements for Fully Vaccinated Travellers Entering Canada from Countries other than the United States

Travellers entering Canada who have been in a country other than Canada or the United States in the last 14 days are required to comply with the Emergency Order, *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations)* under the *Quarantine Act* to help reduce the spread of COVID-19.

You are required to:

- **Undergo a COVID-19 molecular test as directed on the day you arrive in Canada. If you receive a self-swab kit, you must complete and submit your specimen collection within 24 hours of entering Canada.**

Follow the directions you receive upon arrival to complete your Arrival Test

- **If you were directed to on-site testing**, you are required to register and the on-site test providers will collect a nasal swab
- **If you were directed to take your self-swab kit home**, you must complete your specimen collection **within 24 hours of entering Canada**, and arrange for it to be picked up and delivered to the test provider.

If you have any questions or need support related to testing or registration please contact your testing provider (contact information is on page 2)

What happens if I do not complete my Arrival test?

You are under a legal obligation to take the Arrival test within the required timeframe. You may be transferred to a quarantine facility, face fines, tickets, and/or imprisonment. All travellers will receive calls from a live agent or automated system to verify your compliance.

Receiving your Arrival Test Results

You will receive an email or text message with instructions on how to view your test results online. Please call your testing provider if you do not have internet access (see contact list below).

Understanding your test results	
If you get a negative test result:	<ul style="list-style-type: none"> • A negative test result usually means you don't have COVID-19, but it is possible to receive a negative test result when you have already been infected with COVID-19. You must continue to monitor for signs and symptoms. • You may exit quarantine only if you receive a negative test result AND do not have COVID-19 symptoms.
If you get a positive test result:	<ul style="list-style-type: none"> • You must isolate yourself from others immediately for a period of 10 days beginning on the date you completed the COVID test, if the date is validated by the test provider OR the date of the test result (whichever is earlier). • Immediately contact the public health authority in the province or territory in which you are staying, and follow their direction, including isolation. • Report your positive test result to the Public Health Agency of Canada (PHAC) by calling 1-833-641-0343 within 24 hours.
If you receive an indeterminate or invalid test result:	<p>You must remain in quarantine until you receive a negative test result. You must take another test.</p> <ul style="list-style-type: none"> • If you completed your test using a kit and registered it accurately: Another kit should automatically be couriered to you. Please also contact your testing provider to ensure a kit has been sent. • If you were tested on-site at airport contact your testing provider using the contact information below to receive instructions on how to complete your follow-up test.
If you have COVID-19 symptoms, but did not get a positive result:	<ul style="list-style-type: none"> • You must isolate immediately for a period of 10 days and contact the public health authority in the province or territory in which you are staying and follow their directions and • Report these within 24 hours to PHAC by calling 1-833-641-0343.
If you don't receive your test results after 4 days:	<ul style="list-style-type: none"> • Please contact your testing provider.



Test Provider by Location

Province & Territory	Test provider	Phone Number	Email
British Columbia	LifeLabs	1-877-313-4982	servicetravel.west@lifelabs.com
Saskatchewan			
Yukon			
Alberta	Switch Health	1-888-966-6531 OR 1-647-977-1030	General questions: contact@switchhealth.ca Invalid, indeterminate or late results: results@switchhealth.ca Lost or damaged kit: homekits@switchhealth.ca
Ontario			
Nova Scotia			
New Brunswick			
Newfoundland and Labrador			
Prince Edward Island			
Quebec			
Manitoba			

Contacts

Type of support	Phone number
Government of Canada COVID-19 Information line	1-833-784-4397
Emergencies	9-1-1