

TORONTO PEARSON MEDIA GUIDE

REPORTING ON AIR TRAVEL POST-COVID-19

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Due to the COVID-19 pandemic, there have been many changes to the passenger and employee experience at Toronto Pearson. To help you report accurately and effectively, this guide has been designed to provide you with key information, such as background details, statistics and contact info for various agencies and organizations that have roles and responsibilities at the airport.

It will also outline the changes implemented by the Greater Toronto Airports Authority (GTAA) to support a safe and healthy airport experience for our passengers and employees.

NOTE: Due to COVID-19, media wishing to access the airport must first email media.relations@gtaa.com and provide name(s), date, time and location.

PROCESS FOR ARRIVING INTERNATIONAL PASSENGERS



The Government of Canada has established a process for passengers arriving from international locations. As one of four airports designated by the government to receive international flights, we're working closely with government, public health and airport partners to support the arrival of these international passengers:

- Prior to departing for Canada, passengers must test negative for COVID-19 within 72 hours of their time of departure and provide proof of results to their airline.
- All passengers must complete a COVID-19 test on arrival in Canada. Toronto Pearson has established testing areas in each Terminal (1 and 3).
- As of July 5, 2021, passengers who are fully vaccinated and are permitted to enter Canada will not need to quarantine when arriving from an international destination or take a follow-up COVID-19 test on day eight. Passengers must provide proof of vaccination (must be a vaccine approved by Health Canada) and other COVID-19-related information electronically through the ArriveCAN app prior to arrival in Canada.
- Unvaccinated or partially vaccinated passengers are required to temporarily quarantine in a designated quarantine hotel, at their cost, until the results of their arrival test are received. Those testing negative can continue to their final destination and complete the remainder of their mandatory 14-day quarantine from home. Those testing positive will be referred to the local Public Health Unit. Unvaccinated or partially vaccinated passengers will be provided a take-home test kit and directions on how to complete it on day eight.
- Unvaccinated or partially vaccinated passengers are required to submit a quarantine plan and other information through the ArriveCAN app.

How is the Toronto Pearson airport community supporting the federal government's response to COVID-19?

There are a number of organizations responsible for specific parts of the passenger journey, including Transport Canada, CBSA and PHAC. Toronto Pearson's responsibility lies in safely moving passengers through the airport once they've arrived. The GTAA will continue to support arrivals testing at Toronto Pearson, working with the Federal testing partner, Switch Health, to facilitate the flow of travellers to the testing areas in Terminals 1 and 3. We continue to commit to make passenger health our top priority.

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MEDIA GUIDELINES FOR ACCESSING TESTING AREA



- The GTAA asks that media check-in with GTAA Media relations prior to arrival at Toronto Pearson. If you want to access the testing area, please copy Switch Health, as well.
- When you arrive at the testing area, communicate with Switch Health operations manager on the ground.
- Subject to Switch Health's approval, media are allowed in the testing area temporarily to capture images, but they aren't able to stay there indefinitely, because it restricts passenger flow.
- No live broadcasting from the testing area.
- Any footage of patients requires verbal consent from the patient to be photographed by media.

HEALTH MEASURES IMPLEMENTED BY THE GTAA

The GTAA's responsibility lies in safely moving passengers through the airport. We work in collaboration with the more than 400 organizations operating at the airport to develop and maintain a safe and healthy airport for passengers and employees.

Working with airlines, government agencies, innovators, and public health agencies, we've worked to deploy the latest cleaning and hygiene practices for a Healthy Airport.



Masks and terminal access restrictions:

Masks are required for passengers and employees in all public areas of the airport, including the pre- and post-security screening areas of the terminals, parking facilities and the inter-terminal train.

NOTE: Transport Canada has specific rules for the types of face coverings that are not acceptable on aircraft based on evidence of their ineffectiveness. These include:

- Masks with exhalation valves, also known as "vented masks";
- Bandanas and neck gaiters;
- Militaristic masks such as gas masks; and
- Face coverings that cover the entire face.

Clear face shields are also not sufficient as a face covering if worn on their own. Clear face shields must be combined with an approved face covering that covers the nose and mouth.

Terminal access continues to be restricted to passengers who are travelling on the same day and airport employees on duty. Those picking up or dropping off friends and loved ones at the airport are not permitted to enter the terminals, with some exceptions.

CLEANING AND PHYSICAL DISTANCING



Increased cleaning has been implemented in all areas. Baggage carts and wheelchairs are being disinfected at the curbside in between use and high touch areas are continuously cleaned. Ultra-violet (UV) light is being used to disinfect high-touch escalator and moving sidewalk handrails and autonomous floor cleaners are in operation throughout the airport to clean and disinfect floor surfaces.

We've also worked with an industrial hygienist to find the right location for approximately 500 no-touch hand sanitizer stations, including high touchpoint areas such as check-in or after security screening.



To promote physical distancing whenever possible, many shops and restaurants are limiting access based on passenger volumes. Passengers can also order ahead of time with Uber Eats, available in select restaurants.

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INNOVATIVE SOLUTIONS & NEW TECHNOLOGY

Plexiglass barriers: Approximately three kilometres of plexiglass barriers have been installed at check-in counters and screening areas to help provide separation between passengers and staff. Plexiglass barriers have also been installed at point of sale locations in shops and restaurants in the terminals.

Touchless check-in: We're working with our airline partners to make the check-in and boarding process as touchless as possible; that includes reconfiguring boarding pass scanners to have a self-scan option and providing contactless bag drops in several locations, with more being added.

Taxi barriers: The GTAA has funded the installation of plexiglass barriers separating the front and back seats of 600+ licensed taxis and limos operating at Toronto Pearson.

Air quality: We've made enhancements to the heating, ventilation and air conditioning systems in our terminals, as well as to our monitoring procedures, to help ensure a safe airport environment:

- Industry-approved air filters have been installed throughout both terminals. UV lighting has also now been installed our HVAC system.
- We have optimized airflow patterns in our terminals to improve flow and ventilation.

Robot floor cleaners: Autonomous floor cleaners are in operation throughout the terminals to clean and disinfect floor surfaces.

PPE vending machines: Personal Protective Equipment (PPE) vending machines have been introduced in both terminals to provide easy access to items such as face masks, hand sanitizer and wipes. The machines are cashless and can be found in six convenient locations pre-security (four in Terminal 1 and two in Terminal 3).

Touchless elevators pilot: Touchless Bluetooth technology is being used for selected high-traffic elevators; the technology allows elevators to be controlled using a smartphone.

UV Light: Four different applications of UV light are in place for sanitization throughout the airport, cleaning circulated air, high touch surfaces and personal devices. This includes CleanSlate, which can sanitize phones, tablets and other small electronics. It's easy to use, and only takes 20 seconds. Once it's done, the lid automatically opens for retrieval of the device. It's been shown to remove 99.99% of the coronavirus on smartphones in just 20 seconds without the use of any chemicals.



TRANSPORT CANADA-MANDATED TEMPERATURE SCREENING

Transport Canada requires temperature checks for all originating departing passengers. These checks are carried out by the Canadian Air Transport Security Agency (CATSA).

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AGENCIES AND ORGANIZATIONS AT TORONTO PEARSON

There are many agencies and organizations with specific roles and responsibilities operating at the airport. Each have a part to play in the passenger journey.



Canada Border Services Agency (CBSA)

CBSA is the agency responsible for facilitating the flow of legitimate travellers and trade into and out of Canada. For questions specific to the screening of inbound international passengers at Canada's airports, you can contact them at media@cbsa-asfc.gc.ca or 1-877-764-5945.



Public Health Agency of Canada (PHAC)

The Public Health Agency of Canada is the lead agency responsible for determining the public health response to COVID-19, including determining new health screening measures at Canada's airports, such as temperature checks for arriving passengers.



Canadian Air Transport Security Authority (CATSA)

CATSA is responsible for screening departing passengers and their baggage. Contact CATSA at media@catsa.gc.ca or at 613-998-4527.



Airlines

Airlines operating at Pearson may at times develop airline-specific policies and protocols, whether proactively or as mandated by government, such as temperature checks of departing passengers. Airlines are also the best source of information regarding medical events on-board planes or mechanical issues involving aircraft. Air Canada and Westjet are the two main airlines operating at Pearson. To contact Westjet, email media@westjet.com or call 1-888-954-6397. For Air Canada, email media@aircanada.ca.



Switch Health

Switch Health is the company that conducts COVID-19 testing at Toronto Pearson, under government contract. For questions specific to the science of testing, the process and access to the testing area for media reporting, please contact them at media@switchhealth.ca.

USEFUL LINKS

- torontopearson.com/readytotravel
- Canada.ca/coronavirus
- <https://www.tc.gc.ca/>