

REVISED ENTRY PROCEDURES FOR FOREIGN SEAFARERS REQUIRING TO TRAVEL TO CANADA TO JOIN A VESSEL (TO ALLOW FOR CREW CHANGES)

To be eligible to travel to Canada, you will need:

- a valid Temporary Resident Visa (TRV) (if you're from a visa-required country) or an electronic travel authorization (eTA) (if you're from a visa-exempt country),
- a valid passport,
- to tell the airline that you're exempt from the travel restrictions,
- to show an immigration officer that you're coming for an essential (non-discretionary) purpose (letter from shipping agent),
- to have your health checked by airline officials to confirm that you don't have symptoms of COVID-19, including a fever, a cough and difficulty breathing,
- Anyone showing symptoms will not be allowed to board a flight to Canada.

The following documentation will be required to enter Canada:

- A valid Temporary Resident Visa (TRV) or Electronic Travel Authorization (eTA). Please refer to the following link to determine which document you need to travel to Canada, and if you are from a visa-required or visa-exempt country, [entry requirements by country/territory](#).
- Valid Passport,
- Valid Seafarer I.D. (Seafarer's Identification Card (SID), Certificate of Competency (CoC),
- Letter of Initiation issued by the Canadian Marine Agency, which validates employment by a vessel operating out of a Canadian port.

Procedures to follow:

If you are from a **visa-required country** and need a **Temporary Resident Visa (TRV)** to travel to Canada, please refer to the following instructions.

1. Visa-required applicants will need apply online to obtain a Temporary Resident Visa (TRV) in order to travel to and enter Canada.

When applying for a TRV, and answering the questions on the online application form about the purpose of travel, clients are directed to enter the following information exactly as written to ensure their application is prioritized:

- For question 1 a) purpose of travel, choose “**other**” from the drop-down menu.
- For question 1 b) description field, write “**COVID-19**” exactly like this (you must use capital letters).

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Please refer to the following link for detailed instructions on how to apply for a TRV if you are eligible to travel to Canada during this time, [Coronavirus disease \(COVID-19\): Apply for a visitor visa](#).

You must also demonstrate how you meet the exemption criteria and why your travel is non-discretionary/non-optional by submitting supporting documentation. Supporting documentation should include a seafarer’s identify document, supplemented by a passport or other seafarer documentation, including proof of employment on a vessel at a Canadian port.

Lastly, when applying for a TRV online, the following [instruction guide](#) provides a list of the documents required when submitting an application for a TRV. It is also recommended that you first review the [IMM 5484](#), which lists all the documents and IRCC forms that need to be completed, signed, dated and submitted with your application.

2. **IRCC aims to process TRV applications within five business days of clients applying online, as long as you follow the instructions listed above and indicate “COVID-19” in the Purpose of Travel – Other description on the TRV application form, which will ensure that your application is flagged for expedited processing.**

It is important to remember that all required and supporting documentation must be provided. Should officers need to request documentation that was not included in your original submission, this will slow down the application and approval process (please note that any other irregularities, may also slow down processing). You may also have to provide your biometrics with your application if you have not already done so, or 10 years has passed since you last did so. In light of COVID-19, applicants are not required to enroll their biometrics until biometrics collection service points reopen. Where urgent processing may be required, officers are able to exempt the applicant from the requirement to give biometrics, where travel is both permissible and required before biometric collection points reopen. For additional information on biometrics, please refer to the following link, [Coronavirus disease \(COVID-19\): Biometrics](#). In addition, please refer to the following link for

information on visa application centre (VAC) operations, and note that this page will be updated as the VACs begin to reopen and come back online, [find a visa application centre](#).

3. If you experience technical difficulties before or while applying for a TRV, for instance while filling out an online application or uploading documents, you should use the “Report a technical issue” button at the top of your account. If you experience technical problems after submitting an application, you should use the IRCC web form and select “Technical difficulties” as the type of inquiry. **Just to note, it can take several days to answer an inquiry.** There is also some key information that you should provide with your inquiry, and that information can be found on the IRCC Help Centre.
4. For visa-required applicants, Authorized Paid Representatives (APRs) can use the **Authorized Paid Representatives Portal** (<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/partners-service-providers/authorized-paid-representatives-portal.html>) to submit visa applications on behalf of multiple clients. However, all clients must still have their own individual TRV application, along with all the supporting, signed and dated documentation and forms.

If you are from a **visa-exempt country** and need an **Electronic Travel Authorization (eTA)** to travel to Canada, please refer to the following instructions.

1. If you are from a visa-exempt country, you will need to [apply online](#) for an Electronic Travel Authorization (eTA). After you apply for an eTA, you must self-identify for priority processing via a Web Form submission to tell us how you meet the eligibility requirements to travel to Canada at this time. Detailed instructions can be found at the following, [If you need to apply for an eTA](#). For eTA applicants, supporting documentation provided should include a seafarer’s identify document, supplemented by a passport or other seafarer documentation, including proof of employment on a vessel at a Canadian port.
2. eTA applications are usually processed and approved in minutes; however, if an applicant has an inadmissibility, such as criminality, they will need to supply additional documentation. Instructions are always provided in a follow up email within 72 hours. eTA applicants are not required to give biometrics.
3. eTA Applicants can reach out to us using the online [webform](#) and indicate that they are having technical difficulties. **Just to note, it can take several days to answer an inquiry.** There is also some key information that you should provide with your inquiry, and that information can be found on the IRCC Help Centre.

4. It is important to note that the eTA application process is not designed for group applications and requires a separate application for each seafarer.

Regards,

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