



## CANADIAN TRUCKING ALLIANCE

### COVID 19 RESOURCES DOCUMENT FOR THE CANADIAN TRUCKING INDUSTRY

VERSION 2.0

APRIL 2020

*NOTE: The below represents a sample of just some of the adjustments carriers are considering when updating their internal policies. These tips do not represent a comprehensive set of best practices or an exhaustive list of recommendations. Carriers are encouraged to update and consider their own policies based on their own individual needs.*

**Dear members,**

These are unprecedented times for Canadians. Truck drivers move all of the essential products Canadians depend on, including all the medical and sanitation supplies to combat the spread of this virus, emergency relief and food products, as well as the vital operating components and raw materials used to manufacture and process essential goods, the fuels that move them, and a multitude of items which the supply chain depends on.

Although COVID-19 has forced entire industries to rethink their operations and has exposed some vulnerabilities, one thing remains absolutely certain: The Canadian supply chain's ability to withstand these very trying and unpredictable times is highly dependent on the trucking industry and their customers working cohesively and sensibly together.

We recognize that all businesses are working hard to avoid disruptions due to the COVID-19 virus, while also acting responsibly to protect employees, their families and mitigate further spread of the virus in our communities. As an essential service, the trucking industry knows it is being counted on to ensure the safe transportation and distribution of goods. Although the situation is changing constantly, we are confident the risk to our drivers and your employees is being managed effectively. We encourage all companies to take the necessary measures to maintain the efficiency of your operations and to monitor the health of your employees.

Governments at all levels have recognized that truck drivers are indispensable, front-line workers who are critical in the fight against the spread of the disease. They are also keeping the wheels of North America's economy moving. Since the beginning of this crisis, employees in our industry have demonstrated their willingness to continue working for the good of the country. We would like to thank all of the hard working men and women in our industry for their dedication in these difficult times.

**Canadian Trucking Alliance (CTA)**

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## INTRODUCTION

In the wake of the COVID-19 pandemic, many carriers in the trucking industry have been reviewing their internal policies. Carriers from across the country have shared with the Canadian Trucking Alliance (CTA) information on the kinds of things they are reviewing in their workplaces. Below represents a cross section of just some of the policies and specific considerations carriers are reviewing. As such, the below does not represent a complete checklist or a comprehensive set of best practices. Rather, the below represents a starting point for carriers while they look at their own internal policies in the wake of the COVID-19 pandemic.

- *This document represents an updated version of CTA's Tip-Sheet released in March 2020.*

## OTHER CTA RESOURCES

- CTA: LABOUR RESOURCES FOR CARRIERS – [Click here.](#)
- CTA: BUSINESS SUPPORTS FOR CARRIERS – [Click here.](#)
- CTA: BORDER UPDATES AND RESOURCES FOR CARRIERS – [Click here.](#)
- CTA: MARCH 2020 TIP-SHEET FOR CARRIERS – [Click here.](#)

## CONTENTS

- Information on essential services during the pandemic.
- Employment confirmation letter for essential workers.
- Interactions with truck enforcement personnel.
- Tips for trucking workplaces.
- Tips for cross-border drivers/ interactions with customs officers.

### Other resources from:

- CCOHS
  - Transport Canada
  - CCMTA
  - Border Resources
  - Trucking HR Canada
  - Appendix
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## ESSENTIAL SERVICES AND FUNCTIONS IN CANADA DURING COVID-19 PANDEMIC

Domestically, a number of jurisdictions within Canada have announced that business closures and border measures are in effect. In some cases, provincial and territorial announcements have highlighted that only organizations necessary to provide “essential services” are permitted to operate.

Public Safety Canada has developed a set of functions deemed essential in the context of the COVID-19 pandemic to help provinces/territories, Indigenous communities, and municipalities protect their communities while maintaining the reliable operation of critical infrastructure services and functions to ensure the health, safety, and economic well-being of the population. These services and functions can also help the private sector self-identify as essential. Below, is the section on transportation which includes the trucking industry.

### Transportation

Essential transportation workers are defined as workers supporting or enabling transportation functions in any transportation mode (i.e. road, air, rail, marine), in support of the continued essential movement of goods and people, in circumstances where non-essential travel is restricted.

For ease of reference, the below offers a non-exhaustive list of essential road transportation workers. Note the full list can be found at the link below:

- Truck transportation employees, including drivers, dispatchers, maintenance and repair technicians, warehouse workers, truck stop and commercial vehicle inspection station workers, rest area workers, and workers that maintain and inspect critical infrastructure (including those that require cross-border travel);
- Truck drivers, and conductors of other conveyances, involved in the transportation of essential goods and materials, and supporting infrastructure, capabilities, functions, and services;
- Transportation workers in support of any emergency response;
- Workers in organizations that provide transportation services to businesses and individuals, including by air, water, road, and rail, including providing logistical support, distribution services, warehousing and storage, including truck stops and tow operators;
- Transportation workers involved in construction work and necessary supporting services;
- Workers in organizations that provide materials and services for the operation, maintenance and safety of the transportation system, such as clearing snow, collision response, and completing needed repairs to the transportation system (e.g. road repairs);
- Automotive and heavy vehicle repair and maintenance workers;
- Tow truck and vehicle rental workers;
- Employees who repair and maintain vehicles, aircraft, rail equipment, marine vessels, and the equipment and infrastructure that enables operations that encompass movement of cargo and passengers;
- Public / mass transportation workers, including those with maintenance, operations, and dispatch responsibilities

For a more complete list, [click here](#). Carriers are encouraged to check with the local provincial trucking association for official provincial lists as this may differ province to province.

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## EMPLOYMENT CONFIRMATION LETTER FOR ESSENTIAL WORKERS

In an effort to continue support for the unimpeded streamlined movement of goods across Canada by truck, Transport Canada has issued a letter that identifies trucking companies' workers as essential and signals to authorities their ability to move freely.

CTA first asked the Government of Canada to move forward with this concept as roadside checkpoints for COVID-19 awareness began surfacing throughout Canada.

Co-signed by Transport Canada's Director General for Multi-Modal and Road Safety Programs and the CTA president, this document complements internal documentation already issued by many carriers to their workers demonstrating the individual is employed in essential services within the transportation industry.

The checkpoints are not impacting trucking operations today because the sector is deemed an essential service; however some jurisdictions have more restrictive measures in place for non-essential travel and CTA believes it's important for transportation workers to be able to easily identify themselves quickly, if needed, and continue on their way, specifically if they are travelling to and from work in a non-commercial vehicle.

You can find a copy of the letter here in both French and English [here](#).

## INTERACTIONS WITH TRUCK ENFORCEMENT PERSONNEL

Truck drivers and other essential workers in the transportation industry continue the battle against COVID-19 by ensuring the delivery crucial goods to Canadians.

As drivers continue to roll, so too are truck enforcement officials who remain on the job in the critical role of overseeing the safe operation of our industry.

In the course of those duties, enforcement officials are taking a series of precautions to protect both themselves and truck drivers during those interactions.

To ensure a consistent understanding on how interaction between enforcement and the trucking industry is taking place, CTA requested the Canadian Council of Motor Transport Administrators (CCMTA) work with provincial and territorial enforcement agencies to compile a list of actions.

Details and more information can be found [here](#).

## TIPS FOR EMPLOYERS (WORKPLACE)

### CONSIDERATIONS FOR OFFICE STAFF:

- Consider suspending all work related public travel (airplanes, buses, trains, etc...)
  - Attempt to limit the frequency of face-to-face contact (minimum of 2-metre distance).
  - Attempt to limit casual (social) interactions that normally occur at work.
  - Advise employees not to report to work if they (or) a member of their household is sick.
  - Consider asking non-essential staff to work from home if practical.
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- Consider asking staff to take staggered breaks to avoid large groups in small areas.
- Consider promoting the use of text messaging, mobile phones, email, etc. in place of face to face communications where possible.
- Avoid conferences and group gatherings during the outbreak period, this includes at work and off work hours.
- Instruct employees to practice cough/sneeze etiquette (covering mouth, away from co-workers, using one's sleeve, etc.).
- Consider increasing signage relating to hand-washing and promoting cleanliness at workstations.
- Provide sanitized wipes to clean all contact surfaces at workstations. This includes clip boards, pens, phone, keyboards, mouse, desk, etc.
- Review procedure and priorities with cleaning staff and ensure they are using appropriate products.
- Consider having management and designated staff familiarize themselves with the signs of COVID-19 to help identify signs in the workplace.

#### CONSIDERATIONS FOR DRIVING STAFF:

- Consider instructing driving staff to limit the frequency of face-to-face contact during pickups and deliveries, minimum of 2-metres.
  - Consider instructing driving staff to avoid places where other people congregate to the best of their ability. This could include interactions at truck stops, repair shops, driver lounges, etc....
  - Instruct them to not report to work if they or a member of your household is sick.
  - Encourage the use of text messaging, personal mobile phones, and satellite to communicate instead of face-to-face contact with office/ maintenance staff.
  - Promote the practice of cough/sneezing etiquette (always cover your mouth and nose with a tissue or coughing and sneezing into your shirt sleeve at the inside of your elbow).
  - Promote the washing of hands any time after sneezing or coughing, touching someone else's hands, or touching potentially virus-contaminated surfaces (commonly touched surfaces). Promote the avoidance of handshaking or other unnecessary physical contact with customers, office staff, and other drivers.
  - Promote the regular clearing of the cab and cargo door handles, seat belts, steering wheels, mirrors, gear shifts, control knobs, buttons, latches and handles, satellite, PPE, clip boards, and pens.
  - Promote the use of hand washing and use of waterless alcohol-based sanitizing gels (at least 60% alcohol) throughout the day.
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## OTHER CONSIDERATIONS:

- Consideration for office staff. Make sure the necessary people are equipped with the necessary equipment (cell phones, computers, etc.) and are available to continue working from home, if required.
- If staff is currently working from home, ensure they know their responsibilities (working hours, responsibilities, etc.).
- Dock workers and drivers will need to be managed to the best of your ability. This will change as the situation changes.
- Implement formal procedures to monitor absenteeism and staffing levels for all positions.
- Review policies regarding slip-seating trucks.
- To the best of your ability, obtain sanitizing agents and implement wipe down procedures as these products are available.
- Consider establishing regular and clear channels of communication, providing regular updates on the business and providing information on operations.
- Contingency plans for staff. Take inventory of those available to perform other roles (dock work, dispatch, etc.) and have a plan to cover absences.
- Consider establishing a visitor policy in your workplace. Elements of a policy could include the prohibition of unnecessary visitors, or the implementation of a visitor declaration (sample provided in appendix).
- Consider drafting emergency contact lists for management and (or) customers. Such a list would provide contact information for staff that has been designated to respond to certain situations, or to fill in if staffing disruptions were to occur.

## TRUCKS:

- Be mindful of 'high touch' areas and conduct regular cleaning. These could include, but are not limited to: keys or FOBs, starter button on vehicles with FOBs, inside and outside door handles, inside door grab handles, pads and armrests, steering wheel, shift lever and console, dashboard, power window and power door lock switches, radio and climate control buttons, turn signal and wiper stalks, seat and seat adjuster, touch screen, and any other parts that are commonly used and that may have been touched (glove compartment, hood, trunk, van panel door handles, pick-up tailgate handle, sleeping areas, etc.).
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## TIPS FOR CROSS BORDER CARRIERS: OPTIMIZING INTERACTIONS WITH CUSTOMS OFFICERS

### PRE-TRIP SANITIZATION CONSIDERATIONS:

#### Dispatch Considerations:

- Dispatch provides sanitizer, gloves (nitrile or vinyl) and paper towels to truck drivers before trip (if available).
- Dispatch should wipe down all keys to power units before handing to a driver.

#### Driver Pre-Trip Considerations:

- Driver approaches truck and wipes down door handle and grab handle.
- As a driver opens the door, they wipe down interior grab handle, inside of door and “b” pillar.
- Driver wipes down fire extinguisher.
- Driver wipes down as much of the steering wheel as possible from the ground up, ensuring their safety while doing so.
- Driver enters unit, wipes down the rest of steering wheel.
- Driver wipes down switches, buttons, knobs, radio controls, seat belt buckle (both ends), and anything else in reach of the driver.
- Driver wipes down unit permit book.

#### Consideration for Safe Interactions with Border Officials:

- Use tap payment options where possible; Ensure that all drivers have access to sufficiently funded credit cards for food, fuels, tolls and any potential emergencies.
- Avoid handling cash and paperwork, directly, use medical gloves, if possible and wash hands immediately after completing your task.
- Drivers should not be placing their Identification in their mouth while pulling up the booth to hand to an officer.
- When travelling, ensure wipes and sanitizers are available on-hand if possible. Many rest areas are using portable washrooms that may not have hand washing facilities available.

### CONSIDERATIONS FOR SAFE FOOD HANDLING:

- Drivers should try to eat meals in your truck and limit interactions with others where possible
  - Bring meals, water and groceries with you, restaurants may not be available
  - Use disposable plates and cutlery and dispose of materials in trash cans where possible
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## Operational Considerations for Cross-Border Carriers:

- Dispatch should consider daily email updates to drivers regarding COVID-19 related issues – including state curfews, state/provincial lockdowns, accessibility or closure of truck stop locations or other information
- If possible, recommend that all truck drivers have their passport with them (if available) during cross-border travel. This may help to ensure that border officers can verify their recent travel history more efficiently and potentially reduce delays in border processing.
- For southbound travel, it is recommended that drivers keep a copy of U.S. Customs and Border Protection (CBP) statement on essential travel on hand should it be required for clarification purposes: [Click here.](#)

## WHAT BRIDGE OPERATORS ARE DOING TO MITIGATE COVID-19 CONCERNS:

- Modifying shift schedules for operations staff (toll attendants and janitorial) to minimize overlaps and internal contact between staff.
- Removing lane / booth rotations within single shifts for toll attendants.
- Increased sanitization of all operational areas for staff, including modifying procurement practices to use stronger cleansing products.
- Implementing cashless transactions for passenger vehicles to reduce probability of contamination for drivers and officers.
- Duty-Free stores remaining open (Ambassador Bridge) 24/7 to provide gas, restrooms, and the ability to purchase products and parking for rest periods.
- U.S. bound duty-free store at the Blue Water Bridge remains open which has washroom facilities, coffee shop, fax services and currency exchange.

## RESOURCES FOR CARRIERS

The Canadian Trucking Alliance (CTA) has established a site dedicate to posting updates related to the trucking industry and the COVID-19 pandemic. CTA member carriers are encouraged to monitor this site for regular updates - [Click here.](#)

Contact: If employers have questions for the Public Health Agency of Canada (PHAC), they can contact the PHAC directly at - [phac.info.aspc@canada.ca](mailto:phac.info.aspc@canada.ca)

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## OTHER RESOURCES

### CANADIAN CENTRE FOR OCCUPATIONAL HEALTH AND SAFETY (CCOHS)

*Courses available for free as of March 14, 2020 until end of the pandemic.*

Pandemic Planning - [Click here.](#)

Pandemic Awareness - [Click here.](#)

Mental Health: Awareness - [Click here.](#)

Mental Health: Health and Wellness Strategies - [Click here.](#)

Mental Health: Signs, Symptoms and Solutions - [Click here.](#)

Mental Health: Psychologically Healthy Workplaces - [Click here.](#)

Mental Health: Communication Strategies - [Click here.](#)

*Publications available as free PDFs as of March 14, 2020 until the end of the pandemic.*

Flu and Infectious Disease Outbreaks Business Plan- [Click here.](#)

Emergency Response Planning Guide- [Click here.](#)

Telework and Home Office Health and Safety Guide- [Click here.](#)

*Posters and Information Graphics (available as free downloads)*

Prevent the Spread Infographic- [Click here.](#)

Get the Upper Hand on Germs poster- [Click here.](#)

Prevent the Spread poster- [Click here.](#)

Workplace Stress- [Click here.](#)

### TRANSPORT CANADA

Transport Canada has collaborated with PHAC and Employment and Social Development Canada (ESDC) to develop guidance to protect drivers and employees working in commercial vehicle operations. This guidance is non-binding and was created as an optional resources for road carriers. [Click here.](#)

### CANADIAN COUNCIL OF MOTOR TRANSPORT ADMINISTRATORS (CCMTA)

CTA members are also encouraged review ongoing updates provided by the CCMTA who has been working with provinces and territories to provide an updated list with respect to credentialing extensions amongst Canadian jurisdictions. The most up to date information will be maintained on CCMTA's website and updated daily at 4 pm. Please [click here](#) for details.

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## BORDER RELATED RESOURCES

The Canada Border Service Agency's Border Information Service (BIS) is now accessible 24/7. For the latest and most up to date information related to cross border travel and COVID-19, please call 1-800-461-9999. More information can be [found here](#).

The government of Canada has released the following guideline which can be helpful in communicating the exemption for truck drivers when it comes to self-isolation as well as differentiating between the self-monitoring, self-isolation and self-quarantine for all employees: [Download here](#).

U.S. Customs and Border Protection (CBP) resources related to COVID-19 can be [found here](#).

## TRUCKING HR CANADA

Trucking HR Canada has a tip-sheet available for carriers relation to COVID-19 which provides tips and best practices suggestions for carriers, [click here](#).

## APPENDIX

Below are sample documents that carriers can adapt to their workplace.

- Sample self-declaration for visitors on your premises - [Click here](#).
- Information for customers on the provision of bathrooms - [Click here](#).
- Sample review of loading and unloading procedures, including the addition of social distancing and reducing driver - [Click here](#).

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