



Canada Border Services Agency Agence des services frontaliers du Canada

Greater Toronto Area Region Région du Grand Toronto
1980 Matheson Blvd. East 1980, boul. Matheson E
Mississauga, Ontario Mississauga, Ontario
L5A 3A4 L5A 3A4

Joseph Granton et al
Barrister and SolicitorP
Mamann, Sandaluk & Kingwell LLP
jgranton@migrationlaw.com

September 1, 2020

Dear Mr. Granton,

This is in response to the correspondence we received regarding your Canada Border Services Agency (CBSA) experience at the Enforcement and Intelligence Operations Division (EIOD) at 6900 Airport Road, Mississauga, Ontario on August 20, 2020. I understand you had an opportunity to speak with Director David Glos.

The Agency's most important objective is the health and safety of our clients and our staff. While we continue our efforts to adhere to public health protocols that mitigate potential exposures to the COVID-19 virus, many safety measures have already been implemented at EIOD in Mississauga to protect our clients and staff. Additional measures, including some of those you have suggested, are in progress or under review.

Following your correspondence, staff were reminded of the requirement to wear a mask when interacting with the public at EIOD, even when behind plexiglass screens. We are analyzing options for further reducing the risk of viral transmission through the paper slot and speaking holes in our interview rooms. Hand sanitizers are now available in all interview rooms, and staff have been reminded to sanitize their hands after every exchange of an item with a client. Further, a strategy to stagger scheduled interviews throughout the day will be implemented and our officers will conduct telephone interviews with clients, where feasible.

In addition, we have further reduced seating in the waiting room to ensure physical distancing, and have limited the room's capacity to fifteen (15) clients. The Commissionaire will be monitoring both capacity and the mandatory wearing of masks in the waiting room. Clients will continue to be provided with a mask if they do not bring their own.

Additional safety solutions being considered include the placement of additional Commissionaires, limiting walk-in clients, clear messaging to clients, and asking COVID-19 screening questions. We continue to analyze our existing processes to identify those that could be delivered without the need for direct client contact.

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I trust the information provided will assist in addressing your concerns about the COVID-19 protocols at EIOD in Mississauga. I apologize for any inconvenience experienced and appreciate you bringing this matter to my attention.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Norm Sheridan', written in a cursive style.

Norm Sheridan
Acting Regional Director General
Greater Toronto Area Region
Canada Border Services Agency