

# COVID-19 ADVICE & COMPLAINTS

## How to follow COVID-19 health orders and report complaints in our community

### QUARANTINE ACT

All individuals permitted to enter Canada from international travel are subject to this Order.

These individuals must enter a mandatory 14-day period of isolation, regardless of whether they have any symptoms of COVID 19.

For more information (and exemptions) call 1-833-784-4397 or visit [here](#).

### RE-OPENING ONTARIO ACT

Applies to:

- Re-opening of businesses and new requirements for opening
- Events and gatherings are required to follow the information provided in the emergency orders. Please see updates to the orders [here](#)
- General complaints regarding essential businesses (not following infection control practices)
- Individuals that are not complying with the Face Covering Letter of Instruction\* or Face Covering Bylaws enforced by local police
- O. Reg 364/20 Sec 2 directs provincial requirements for face covering

### MINISTRY OF LABOUR

Stop the Spread Business Information Line at 1-888-444-3659

Use for:

- Inquiries from businesses that are not clear whether they are essential or not
- Concerns about construction sites being open

Workplace complaints from employees  
Ministry of Labour Call Centre  
1-877-202-0008

Use for:

- Worker health/safety complaints
- Workplace complaints from employees
- Concerns around construction and safety issues

### POSITIVE CASES NOT ISOLATING

All people should be following the Emergency Management and Civil Protection Act & instructions for self isolation.

Southwestern Public Health has a Class Section 22 Order in place for isolation, cases and contact requirements.

**St. Thomas – City Hall Customer Service**  
519-631-1680 (between 0830 am – 430 pm; normal business hours)

**St. Thomas Police**  
519-631-1224 (outside of business hours between 430 pm – 0830 am) – requiring immediate attention

**Woodstock – Call Woodstock Police**  
519-537-2323

**Oxford County – OPP Oxford**  
1-888-310-1122

**Elgin County – OPP Elgin**  
1-888-310-1122

**Aylmer Police**  
519-773-3144

Southwestern  
Public Health  
COVID-19  
Response Centre  
1-800-922-0096  
ext. 9  
(Monday - Friday  
9 a.m. - 4 p.m.  
Saturday  
10 a.m. - 2 p.m.)

Numbers provided above

**Southwestern Public Health  
COVID-19 Response Centre**  
1-800-922-0096 ext. 9

(Monday - Friday 9 a.m. - 4 p.m.  
Saturday 10 a.m. - 2 p.m.)