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
519-631-1800 (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.)

FLOWCHART FOR COVID-19 ADVICE AND COMPLAINTS | SOUTHWESTERN PUBLIC HEALTH
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