

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 are subject to this Order (e.g. migrant farm workers), with the exception of certain persons who cross the border regularly to ensure the continued flow of goods and services, and those who provide essential services (e.g. health care workers).

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

EMERGENCY MANAGEMENT & CIVIL PROTECTION ACT (EMCPA)

Applies to:

- Symptomatic People not isolating
- Non-essential workplaces remaining open
- Events/gatherings of more than 5 people (public facilities, places of worship, banquet halls)
- General complaints regarding essential businesses (not social distancing)
- People gathering on municipal property (sidewalks, playgrounds, sports fields, basketball/tennis courts, off-leash dog parks, skateboard/BMX parks, picnic areas, outdoor community gardens, outdoor exercise equipment/recreational amenities)

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:

- Workplace complaints from employees
- Concerns around construction and safety issues

POSITIVE CASES NOT ISOLATING

All people should be following the EMCPA & instructions for self isolation

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

Numbers provided above

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