

# 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 temporary foreign workers, some international students, some approved permanent residents, immediate family members, transiting passengers, members of the Canadian forces, accredited diplomats, etc. See full list of exemptions for travel into Canada [here](#).

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
- Re-opening of businesses and new requirement needed to open
- Events and gatherings are required to follow the protocols provided in the emergency orders. Please see updates to the orders [here](#)
- General complaints regarding essential businesses (not social distancing)

### 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