

Response Chart COVID-19

Complaint/Inquiry	Lead Authority	Forward to
Traveller not isolating	Quarantine Act, Federal-Quarantine/Screening Officer will work with local Police to enforce	Police non-emergency telephone <ul style="list-style-type: none"> • OPP: 1-888-310-1122 • Brockville Police Service: 613-342-0127 • Smiths Falls Police Service: 613-283-0357 • Gananoque Police Service: 613-382-4422
COVID-19 case not isolating	Health Protection and Promotion Act, Medical Officer of Health (s.22)	<ul style="list-style-type: none"> • Health Unit- 1-800-660-5853
Non-essential business not complying with provincial order to close	Emergency Management Civil Protection Act <ul style="list-style-type: none"> • Health Unit regulated premises i.e. food premises including retail and institutions, licenced daycares, personal service settings, public pools/spas - Health Unit • Non- Health Unit regulated premises i.e non-food retail stores, churches, campgrounds - By-law or Police 	<ul style="list-style-type: none"> • Health Unit- 1-800-660-5853 • OPP: 1-888-310-1122 • Brockville COVID-19 Line 613-341-2282 • Smiths Falls Police Service: 613-283-0357 • Gananoque Police Service: 613-382-4422 • Contact appropriate municipality for by-law services
Essential business is open but not operating safely	Emergency Management Civil Protection Act <ul style="list-style-type: none"> • Health Unit Regulated businesses - Health Unit • Non-Health Unit Regulated businesses - By-law or Police 	<ul style="list-style-type: none"> • Health Unit- 1-800-660-5853 • OPP: 1-888-310-1122 • Brockville Police Service: 613-342-0127 • Smiths Falls Police Service: 613-283-0357 • Gananoque Police Service: 613-382-4422 • Contact appropriate municipality for by-law services
Member of the public are gathering in public places	Emergency Management Civil Protection Act <ul style="list-style-type: none"> • Police • By-law Enforcement 	<ul style="list-style-type: none"> • Health Unit- 1-800-660-5853 • OPP: 1-888-310-1122 • Brockville Police Service: 613-342-0127 • Smiths Falls Police Service: 613-283-0357 • Gananoque Police Service: 613-382-4422 • Contact appropriate municipality for by-law services
Workers who want to report an unsafe workplace	Ministry of Labour Health & Safety Contact Centre	<ul style="list-style-type: none"> • Ontario Health and Safety Call Centre: 1-800-202-0008

- Questions and information about the list of essential workplaces can be obtained by calling Stop the Spread Business Information Line at 1-888-444-3659 or by checking the Province of Ontario website.