

**Ministry of the Solicitor General**Public Safety Division  
Public Safety Training Division25 Grosvenor St.  
12<sup>th</sup> Floor  
Toronto ON M7A 2H3Telephone: (416) 314-3377  
Facsimile: (416) 314-4037**Ministère du Solliciteur général**Division de la sécurité publique  
Division de la formation en matière  
de sécurité publique25 rue Grosvenor  
12<sup>e</sup> étage  
Toronto ON M7A 2H3Téléphone: (416) 314-3377  
Télécopieur: (416) 314-4037

**MEMORANDUM TO:** All Chiefs of Police and  
Commissioner Thomas Carrique  
Chairs, Police Services Boards

**FROM:** Richard Stubbings  
Assistant Deputy Minister  
Public Safety Division and Public Safety Training Division

**SUBJECT:** **COVID-19 Enforcement Support Line**

<b>DATE OF ISSUE:</b>	<b>March 29, 2020</b>
<b>CLASSIFICATION:</b>	<b>For Action</b>
<b>RETENTION:</b>	<b>Indefinite</b>
<b>INDEX NO.:</b>	<b>20-0031</b>
<b>PRIORITY:</b>	<b>High</b>

Further to All Chiefs Memorandum 20-0028, I am pleased to inform you that the province has launched a toll-free line to provide support to chiefs of police, policing personnel, and other enforcement personnel regarding the enforcement of emergency orders under the *Emergency Management and Civil Protection Act* (EMCPA).

The COVID-19 Enforcement Support Line has been established at **1-866-389-7638**. The line is **now open** for inquiries. Assistance is available Monday to Sunday, from 8:00 a.m. EST – 9:00 p.m. EST. As you may know, the province has established a separate 1-800 number to provide support to Ontario businesses and the public who have questions about the province's recent emergency order to close certain workplaces following recommendations by Ontario's Chief Medical Officer of Health.

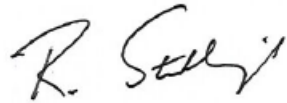
This dedicated COVID-19 Enforcement Support line is available to only policing personnel and other enforcement personnel who are designated as provincial offences officers for the purpose of enforcing emergency orders under the EMCPA.

Please distribute this memorandum to policing personnel within your service. To ensure the line can effectively respond to enforcement inquiries, I ask that you do not disclose information associated with the Support Line to the general public.

As a reminder, the ministry encourages chiefs of police to advise policing personnel to use their discretion and undertake a graduated approach to enforcement of the emergency orders.

Thank you for your continued support.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Stubbings'.

Richard Stubbings  
Assistant Deputy Minister  
Public Safety Division and Public Safety Training Division