

Enforcement Information and Resources

Places of Business

Please note the ministry is not in a position to provide advice on whether a specific business falls under a specific category listed in the emergency order [O. Reg. 82/20](#) as this is a discretionary decision made by enforcement personnel based on their judgement, local context and the purpose of the emergency orders to contain the spread of COVID-19.

Also note the emergency order states the person responsible for any place of business that is open shall ensure the business operates in accordance with all applicable laws, including the *Occupational Health and Safety Act* and its regulations.

They shall also ensure the business operates in compliance with the advice, recommendations and instructions of public health officials, including any advice, recommendations or instructions on physical distancing, cleaning or disinfecting. This requirement applies to “the person responsible for a place of business”, not the people who happen to be in the place of business, whether employees or customers. Also note this requirement applies with respect to all places of business that are open, including retail businesses permitted to open.

Health and Safety Association Guidance Documents for Workplaces During the COVID-19 Outbreak

The government and health and safety associations have released more than 90 safety guidance documents to assist employers in multiple sectors, including construction, retail, facilities maintenance and manufacturing. These guidance documents are available at <https://www.ontario.ca/page/resources-prevent-covid-19-workplace>

Enforcement and Public Reporting of Non-Compliance

The Ministry of the Solicitor General is requesting chiefs of police to advise policing personnel to use their discretion, in a graduated manner, in enforcing orders under the *Emergency Management and Civil Protection Act* (EMCPA). Those authorized with EMCPA enforcement powers have the discretion to make an informed assessment of whether or not a particular business meets the criteria of a business that is authorized to stay open in accordance with O. Reg. 82/20.

To support enforcement needs, the COVID-19 Enforcement Support Line has been established at **1-866-389-7638**. The line is only available to chiefs of police, policing personnel, and other enforcement personnel on their specific questions related to the enforcement of the emergency orders under the *Emergency Management and Civil Protection Act*. Assistance is available Monday to Sunday, from 8:00 a.m. EST – 9:00 p.m. EST. If the call centre is unable to respond to your inquiry, it will be forwarded to the ministry for additional support.

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To ensure the line can effectively respond to enforcement inquiries, police services are asked not to disclose information associated with the Support Line to the general public. Please note that members of the public **should not be directed to call government hotlines** to report alleged violations of emergency orders, including the emergency order mandating the closure of places of non-essential business. Such reports should be taken by police services for investigation, as may be appropriate.

In addition, policing personnel are encouraged to regularly check the regulations (including emergency orders) under the [Emergency Management and Civil Protection Act](#) on the Government of Ontario's [e-Laws website](#).