

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

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

**SUBJECT:** **Update on the 1-800 COVID-19 Enforcement Support  
Line**

<b>DATE OF ISSUE:</b>	<b>June 30, 2020</b>
<b>CLASSIFICATION:</b>	<b>General Information</b>
<b>RETENTION:</b>	<b>Indefinite</b>
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<b>PRIORITY:</b>	<b>High</b>

Further to All Chiefs Memo 20-0031, I would like to provide an update on the status of the 1-800 COVID-19 Enforcement Support Line (“Enforcement Support Line”).

As the province moves forward with gradually reopening businesses, services and public spaces on a regional basis, as outlined in [A Framework for Reopening our Province](#), the ongoing need for the Enforcement Support Line has decreased. While ministry staff will continue to provide support to enforcement personnel via email, **beginning the week of June 22, 2020, the Enforcement Support Line (1-866-389-7638) will no longer be active.**

Moving forward, assistance will be available Monday to Friday, from 8:30 a.m. – 5:00 p.m. EST by email at [EssentialWorkplacesSupport.SolGen@ontario.ca](mailto:EssentialWorkplacesSupport.SolGen@ontario.ca). A response will be provided within 1 to 2 business days.

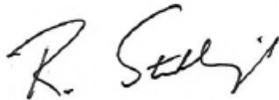
Similar to the Enforcement Support Line, this ministry e-mail account will support policing personnel and other enforcement personnel who are designated as provincial offences officers for the purpose of enforcing emergency orders under the *Emergency Management and Civil Protection Act*. As a reminder, the province also established the Stop the Spread Business Information Line to support Ontario businesses and members of the public who have questions about what types of businesses can open or impacts to their business or place of employment.

Please distribute this memorandum to policing personnel within your service. To ensure the ministry can continue to effectively respond to enforcement inquiries, I would ask again that you do not disclose the ministry's updated contact information ([EssentialWorkplacesSupport.SolGen@ontario.ca](mailto:EssentialWorkplacesSupport.SolGen@ontario.ca)) to the general public.

Lastly, as a reminder, the ministry continues to encourage all enforcement personnel to undertake a graduated approach to enforcing the emergency orders. Officers should be taking into consideration the severity of the specific situation and the Government of Ontario's public health intent to limit the spread of COVID-19. This may include educational messaging to businesses and individuals around an emergency order, specific warnings, the issuance of a ticket under Part I of the *Provincial Offences Act* or a summons under Part III of that Act.

Thank you again for your continued support and collaboration during this challenging time.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Stubbings". The signature is written in a cursive, slightly slanted style.

Richard Stubbings  
Assistant Deputy Minister  
Public Safety Division