

# Media Release

FOR IMMEDIATE RELEASE

On April 6, 2020



Thunder Bay District  
Health Unit

## Thunder Bay District Health Unit launches phone line to report COVID-19 order violations

Residents who have concerns about businesses and individuals who are not following COVID-19 related orders now have a way to report those concerns. The Thunder Bay District Health Unit (TBDHU), in consultation with Thunder Bay Police Service (TBPS), City of Thunder Bay, and Ontario Provincial Police (OPP) has developed a plan to address issues of non-compliance with Ontario's Emergency Orders related to COVID-19. Together we have established a process to act on concerns that are identified by residents of the Thunder Bay District Health Unit Region.

Residents of Thunder Bay and all district communities are instructed to phone **(807) 625-5900 or toll-free 1 (888) 294-6630** to report any instances of non-compliance with Ontario's Emergency Order related to COVID-19. This phone line will be monitored between 8:30 a.m. and 7:00 p.m., Monday to Friday, and between 9 a.m. and 5 p.m. Saturday and Sunday.

This process is now in place to provide a single point of contact to ease the demand on other community and emergency phone lines.

Residents are instructed to use this phone number for the following concerns:

- non-essential businesses that are not closed;
- activities taking place at closed outdoor structures including playgrounds, multi-use courts and skate parks;
- residents that are gathering in large groups; and
- individuals who are not following Federal quarantine orders.

"Everyone has the responsibility to follow all of the orders that have been issued by governments, and to take every precaution possible to slow the spread of the COVID-19 virus," says Dr. Janet DeMille, Medical Officer of Health. "When we receive a complaint through this new process, we will work with our community partners to enforce the restrictions that have been put in place."

Residents should only call 9-1-1 if there is an emergency in relation to life or property.

For additional information about COVID-19 and the TBDHU area, please see the [TBDHU Website](#) and social media channels. Additional updates will also be provided as needed.

Visit [Ontario's website](#) to learn more about how the province continues to protect Ontarians from COVID-19.

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For more information - Health Unit Media: [news@tdhu.com](mailto:news@tdhu.com).