



City of Sarnia

MEDIA RELEASE

DATE: March 31, 2020 RELEASE DATE: Immediate

FROM: City of Sarnia Primary Control Group

SUBJECT: **SARNIA POLICE SERVICES AND THE CITY OF SARNIA TO LAUNCH COVID-19 EMAIL AND PHONE HOTLINE TO REPORT EMERGENCY ORDER VIOLATIONS**

Everyone has a personal responsibility to take every precaution possible, and follow all of the directives that have been issued, to slow the spread of the COVID-19 pandemic. A number of agencies have been receiving calls from people concerned about individuals and businesses who are in violation of emergency orders and directives that have been issued for this purpose.

To help ease the demands on call centers operated by our emergency partners, the Sarnia Police Service and the City of Sarnia have collaborated to establish an information hotline through which concerned community members may act on information about businesses and individuals who are not complying with emergency orders and directives that are in effect.

Members of the public may report their concerns in the following ways, which will be monitored between 8:30 a.m. and 4:30 p.m., Monday to Friday:

By Email: covid@sarnia.ca

By Phone: 1-877-4-SARNIA (1-877-472-7642) or 519-332-0330

Be sure to include as much details as available to you when you report an event including your name, the date of the incident, the non-compliance event, time and location when making a report.

Bylaw Services will investigate all concerns reported as appropriate but, given the volume of calls we expect to receive, may not report back to individual complainants.

“Don’t be a Covididiot. Don’t call 911 unless it’s an Emergency. If you have a concern about COVID 19 pandemic issues, use the Hotline email address or phone number to report”

- Mayor Mike Bradley
City of Sarnia

“The Sarnia Police Services would like to thank everyone who has taken this pandemic seriously and made our job easier. We are also appreciative of the support provided by the City of Sarnia By-Law Enforcement Officers, Parks and Recreation employees, and all other City of Sarnia Departments during this time of crisis.

As of last evening, the Province of Ontario Chief Medical Officer of Health has mandated the immediate closure of all outdoor recreational amenities such as sports fields and playgrounds. While our initial focus will be on educating the public, we will not hesitate to impose fines when appropriate.

If we can all do our part, we will beat this deadly virus together and be able to return to our normal lives sooner.”

- Chief Norm Hansen
Sarnia Police Services

Please continue to use the COVID-19 Hotline at 1-877-4-SARNIA (1-877-472-7642) and the City's website to keep up to date on any and all information pertaining to the city's current status.

Residents who are experiencing symptoms of COVID-19 are encouraged to use the Provincial self-assessment tool available at:
<https://covid-19.ontario.ca/self-assessment/>

For further information, please contact:

City of Sarnia COVID-19 Hotline

1-877-4-SARNIA (1-877-472-7642) or 519-332-0932

Andrea Lane, Customer Service Manager

andrea.lane@sarnia.ca or 519-332-0330 ext.3231

City of Sarnia, Customer Service

customerservice@sarnia.ca or 519-332-0330 ext.3131