

RE: Reply: Yes, Page: /page/ministry-health

From: INFOline (MPBSDP) (info@moh@ontario.ca)

To: xxx

Date: Tuesday, October 21, 2025 at 10:38 a.m. EDT

Dear xxx,

Thank you for contacting ServiceOntario with your enquiry.

You have reached the general inbox for the Ministry of Public and Business Service Delivery and Procurement; we provide general information for Government of Ontario programs.

We do not formulate directives for noise compliance.

Aircraft noise compliance in Ontario is governed by [Transport Canada](#) and the Ontario Ministry of the Environment, Conservation and Parks (MECP), which sets noise limits for stationary and transportation sources. Aircraft operators must follow operating restrictions published by NAV CANADA and can face significant fines for violations.

<https://www.ontario.ca/page/noise-our-environment>

Once again thank you for contacting ServiceOntario.

**xxx**

Customer Care Representative | ServiceOntario

Ministry of Public and Business Service Delivery and Procurement.

Visit us at: [ServiceOntario.ca](https://www.ontario.ca)



**Note:** Please contact me if you require this communication in another format.

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**From:** ontario.ca <do.not.reply@ontario.ca>

**Sent:** Sunday, October 19, 2025 7:38 PM

**To:** INFOline (MPBSDP) <Infoline.MOH@ontario.ca>

**Subject:** Reply: Yes, Page: /page/ministry-health

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**Contact ID:** 25811

**Node ID:** 98977

**Submission ID:** 846649

**Referring page:** /page/ministry-health

**Message:**

Dear Health Officials,

We are pleading for help.

Every night, aircraft noise from Toronto Pearson Airport shakes our homes and our bodies. The sound pierces through walls, windows, and minds — and the few seconds of silence between flights are filled with dread for the next one. We cannot rest, we cannot think, we cannot heal. This is not normal life. It is continuous harm, a form of abuse that no community should endure.

For years, we have tried every official channel. Our complaints vanish into broken systems, noise monitors go offline without explanation, and reports are quietly rewritten with no record of correction. When we raise these issues, the response is denial — and the suffering continues. The only thing the GTAA tells us is that the air traffic will double in the near future — as if the pain we already endure is not enough.

We are residents, families, seniors, children — people who can no longer sleep through a single night. We wake up exhausted, anxious, and ill. The World Health Organization has long recognized that aircraft noise above 40 dB at night causes measurable health damage: hypertension, cardiovascular risk, and cognitive impairment in children.

In our area, nighttime aircraft noise often measures between 65 and 80 decibels, compared to the World Health Organization's recommended 40 dB Lnight limit. That means we are enduring up to 316,000% more sound energy — and noise that feels roughly 1,000% louder to the human ear — than what the WHO defines as the point where harm begins. What science classifies as a clear threshold of health damage has become our nightly reality.

Toronto Public Health, Ontario Health, and Health Canada all share a duty to protect the public from health hazards. This is one of them. The federal government's failure to update environmental data and enforce standards has left our neighbourhoods defenseless.

We are begging you — as health professionals, as public servants, as human beings — to intervene.

Please send inspectors. Send medical staff. Send anyone who can witness what is happening and help stop it.

We need an emergency public-health assessment and immediate protective measures. Every additional night of exposure deepens the damage.

We have nowhere else to turn.

With urgency and respect,

xxx

Toronto, Ontario

xxx

[xxx](#) \_\_\_\_\_

**Reply Request:** Yes

**Name:** xxx

**E-mail:** [xxx](#) \_\_\_\_\_

**Phone number:**

**Address:**

