

# Health & Social Services

## 2009 ANNUAL REPORT



### Message from the General Manager, Patti Moore

As you can see in this Annual Report, the Health and Social Services Department has begun moving down the path of better integrating our services. We believe this will result in better service to the people of Haldimand and Norfolk. The Ontario Municipal Social Services Association defines integrated human services as "...a system of services which are effectively coordinated, seamless, and tailored to meet the needs of people so they can maximize their potential, enhance their quality of life and contribute to their community." We agree with that definition as it shows the benefit to all people.

The Health Unit, Social Services and Social Housing divisions committed to begin working towards an integrated model of human services in late 2008. The first all staff in-service was held with a focus on poverty reduction. It was thought that if we could better integrate services we could better address those living in poverty in our community. Work began at that in-service which resulted in a plan of action. Staff decided that maintaining a project focused on poverty restricted the population we were targeting. The emphasis was to be improving services for all people in Haldimand and Norfolk.

Staff volunteered to work on the initiative. Some of them had this to say...

"The majority of recommendations are great! Having all staff aware of the services available from each other and from the community is good for service delivery."

"Creating opportunities for all divisions to work together will only improve communication and familiarity."

Currently, the Human Services Integration Task Force with a number of subcommittees is working on implementing a variety of initiatives that will move this concept forward. Hundreds of suggestions came from the initial in-service. From these, ideas were joined with similar concepts and grouped under themes. The list was reviewed by the Task Force, with input from staff and a plan was developed. The plan includes 34 ideas grouped under four subcommittees which are: Intranet, Integrated Reception, Joint In-Service and People Information.

There have been a number of ideas accomplished to date. These include:

1. A more organized mail box system outside the office identifying what to put in each receptacle including a box for Ontario Works client income cards.
2. Creation of a community poverty network - this began with the formation of the Community Stability Forum in response to the recent recession. A group of volunteers from the Forum have been working on implementing a strategy to increase awareness of poverty in Haldimand and Norfolk with the hope it will result in a plan to address the issue locally.
3. Annual joint staff in-services have taken place.
4. Changes to the reception areas to make them more "customer friendly".

This initiative is moving forward with no additional budget implications. All activities are taking place within existing budgets and staffing. This has resulted in the work moving along more slowly than we would like but we are making progress!

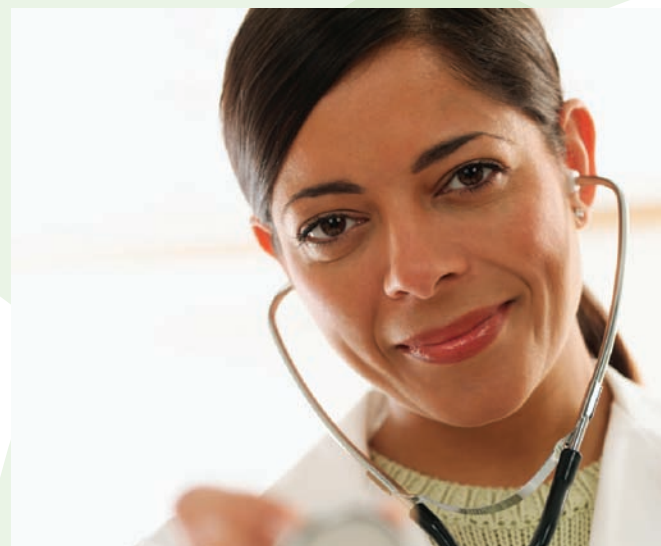
The Health and Social Services Department is proud of our progressive attitude towards serving the people of Haldimand and Norfolk. We will continue to make positive changes to improve the ability of all people to have the best quality of life and be able to contribute to their community.

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## *Health Unit*

### Manager's Report, Karen Boughner

2009 will be known as the year of the H1N1 pandemic and the long line ups for influenza immunizations!

In April 2009, the Public Health Agency of Canada issued alerts concerning clusters of individuals in Mexico with severe respiratory illness. The virus quickly spread to the rest of the Americas and Europe. The first laboratory confirmed case of this new virus was diagnosed in Haldimand and Norfolk in May. In June the World Health Organization raised the pandemic alert to level six, signalling that a global pandemic was underway.

The local response engaged multiple health services and related sectors of the business communities. Many lessons were learned through that period, about our plan, our capacity and our communities.

One of our greatest challenges remains the ability to provide timely, accurate information across a large, rural, geographic area. Many community partners have stepped up to help plan for the future on this issue.

One of our greatest strengths was our internal staff and our external community partners. Staff responded to many new challenges using their flexibility, creativity and dedication to address all the issues we faced. Our communities demonstrated their resilience, generosity and patience; from the crowds that waited at the clinics for their immunization to the local businesses that donated space and resources.

I would like to thank all the staff for their dedicated work and all our community partners that were alongside us working to ensure the safety of our communities.

## Clinical Services Team

### Dental Initiative

The Children In Need of Treatment (CINOT) program in Ontario was expanded to include children up to 17 years of age. Previously only children up to grade 8 were able to access emergency dental care through this program. Staff worked with local dentists, secondary schools and the media to raise awareness of the program.

### H1N1 Pandemic Influenza Immunization

The Vaccine Preventable Disease Program distributed 23,000 doses of H1N1 vaccine to local physicians, acute and long term care facilities, and other health care providers. The Health Unit administered an additional 13,000 doses of H1N1 vaccine in 36 community clinics throughout both Counties.



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## Fast Facts

- 4,394 children received dental screening at school
- 838 CINOT claims processed, totalling \$254,000
- 90% of students over 16 years of age were assessed to be up-to-date with required immunizations (as of June 2009)
- 36 months was the average age for a child's first visit with a Speech-Language Pathologist

## Family Health Team

### Fast Facts

- 2,304 attended 161 well baby drop-in sessions
- 42 women attended early prenatal; 178 attended late prenatal classes
- 1,341 students counselled and supported at schools by a Public Health Nurse
- 78 school presentations given on various health topics
- 90 attended the Norfolk Prenatal Fair; 108 attended the Haldimand Prenatal Fair

## Healthy Babies Healthy Children Team

### Fast Facts

- 237 pregnant women screened through Larson Screening Tool



- 925 live births recorded
- 589 moms received postpartum telephone contact
- 325 families received a postpartum home visit
- 139 families assessed as high risk received home visits
- 1,600 home visits by Family Home Visitors and Public Health Nurses

## Infectious Disease Team

### Fast Facts

- 269 inspections conducted - Personal Service Setting (134), Day Care (47) and Institutional (88)
- 436 reportable diseases investigated
- 21 respiratory outbreaks and 4 enteric outbreaks followed
- 1,490 sexual health appointments/services conducted (testing, consultations, counselling, etc.)
- 24 individuals tested for HIV
- 88 individuals tested for sexually transmitted infection





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## Population Health Team

### Youth Action Alliance

The very creative Youth Action Alliance program, locally called Fresh Heir, completed their final year. Ten local students engaged in various activities designed to denormalize tobacco use and highlight the benefits of a smoke-free lifestyle to their peers. The *One Night Stand Against Tobacco Use and Substance Abuse* movie night was attended by 80 students in Haldimand. Fresh Heir's *Face the Music* concert was held in Norfolk with 115 students attending.

### Fast Facts

- 78 youth trained on ATV safety via Ontario Federation's All Terrain Vehicles Youth Training Program
- 199 participated in the *Driven to Quit* smoking cessation campaign
- 180 people attended the Stroke Awareness Evening featuring Walter Gretzky and Dr. Tim Bard
- 104 participants attended the *Step Up to a Healthier You* stroke prevention series
- 415 people participated in three community walks led by Norfolk Pathways for People
- 105 participants attended three Workplace Health networking breakfast sessions



## Healthy Environment Team

### Fast Facts

- 3,098 water samples submitted by private citizens for testing by the Public Health Lab
- 322 animal contact investigations
- 405 food handlers certified
- 633 food premises compliance inspections conducted
- 345 seasonal housing units approved

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## Social Services

### Manager's Report, Jodi Guilmette

The economic situation throughout 2009 created many new challenges for the Haldimand & Norfolk Social Services Division. The decline in employment opportunities, particularly in the manufacturing and agricultural sectors, forced unemployment rates to rise. This translated into higher than ever Ontario Works caseloads and significant increases in the child care fee subsidy caseload.

Staff working in the Ontario Works program continued to foster collaborative partnerships to better serve our families and children. These partnerships improved employment outcomes for Ontario Works participants, leading to sustainable employment and financial independence.

Following the announcement of the Full Day Learning program by the province, Children's Services' staff, in collaboration with the Haldimand & Norfolk Best Start Network, worked with local child care operators and school boards to ensure that parents and children have access to the early learning and care option that best meets their needs.

Despite the increase in workload and new policy initiatives, staff remained committed to helping families and children receive the supports and resources they needed.

### Children's Services Team

#### Fast Facts

- 185 child care fee subsidy applications completed
- 384 children received child care fee subsidy
- 279 families received fee subsidy for their children
- 945 licensed child care spaces available
- 32 fee subsidy agreements with licensed child care operators
- 19 wage subsidy agreements with licensed child care operators

### Overpayment, Administration Support & Intake Services Team

#### Fast Facts

- average of 10.2 Social Assistance intake applications completed per day
- 19 Ontario Disability Support Program/ Ontario Works funerals and 15 needs-tested funerals funded
- 2,114 discretionary payments for assistive devices (knee braces, orthotics, aerochamber)
- \$1,016,359.43 in overpayments recovered
- 128 Ontario Works recipients and families transferred to Ontario Disability Support Program





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## Employment Services Team

### Fast Facts

- 10 participants completed a new volunteer Skills Development program in partnership with Haldimand-Norfolk Literacy Council and Haldimand County's Salvation Army.
- 510 participants attended life skills workshops
- 404 community placements in Norfolk and Haldimand
- 9 graduates with certification from Grand Erie Learning Alternatives' Personal Support Worker program
- 253 participants exited Ontario Works with earnings (146 obtained part-time, 107 full-time employment)
- 13 participants employed through Employment Placement Incentive program
- 587 employment assessments completed

## Financial Services Team

### Fast Facts

- financial assistance caseload increased with an average of 1,242 cases monthly
- 688 cases served through the Family Support Worker program. Over \$580,000 saved by assisting parents in collecting support payments owed to them from other sources
- 425 cases reviewed through Consolidated Verification Process to ensure adequate entitlement
- 318 investigations completed, 147 resulted in overpayments being applied to the case



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- Contribute to the reduction of social housing project operating costs utilizing provincial funding
- Assist in the reduction of numbers on social housing waiting lists
- Create employment in the renovation and construction industry

Haldimand and Norfolk Counties were allotted approximately \$1.2M in provincial SHRRP funding in 2009. Staff successfully administered this program and provided capital funding for 51 different capital works jobs at 11 different social housing providers in both Counties. Some of the approved capital jobs completed were sidewalk replacements, window replacements, refrigerator replacements in senior buildings and furnace replacements in family units.

The SHRRP funds from the province provided funding to help increase employment in the local construction trades and contributed greatly to improving and maintaining the existing social housing stock of units in both Haldimand and Norfolk.

## Social Housing

### Manager's Report, Merv Hughes

The Social Housing Division is the smallest division within the Health & Social Services Department. However, its relative size and small number of staff does not diminish the critical importance of the various housing programs delivered to the residents of Haldimand and Norfolk through this Division.

Divisional staff was responsible for the cost effective delivery and administration of a number of vital social housing, affordable housing and homelessness programs to needy residents of Haldimand and Norfolk Counties.

Through hard work, compassion and dedication, staff successfully delivered a number of new housing initiatives in 2009.

### Social Housing Renovation and Retrofit Program

The Social Housing Renovation and Retrofit Program (SHRRP) was a capital grant program of the province that provided funds for the repair and regeneration of eligible, existing social housing buildings.

The intention of the SHRRP program was to:

- Improve the health and safety of residents living in existing social housing communities
- Provide enhanced accessibility for seniors and persons with disabilities

## Health & Social Services Advisory Committee

### Haldimand Representatives

Councillor Tony Dalimonte (Chair)  
Councillor Craig Grice  
Councillor Don Ricker



### Norfolk Representatives

Councillor Harold Sonnenberg  
Councillor Heidy Van Dyk  
Councillor John Wells (Vice Chair)



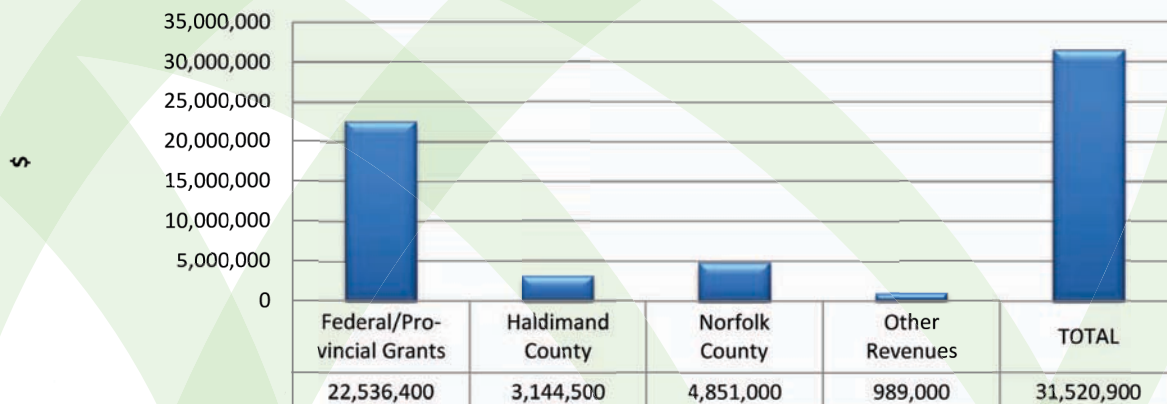
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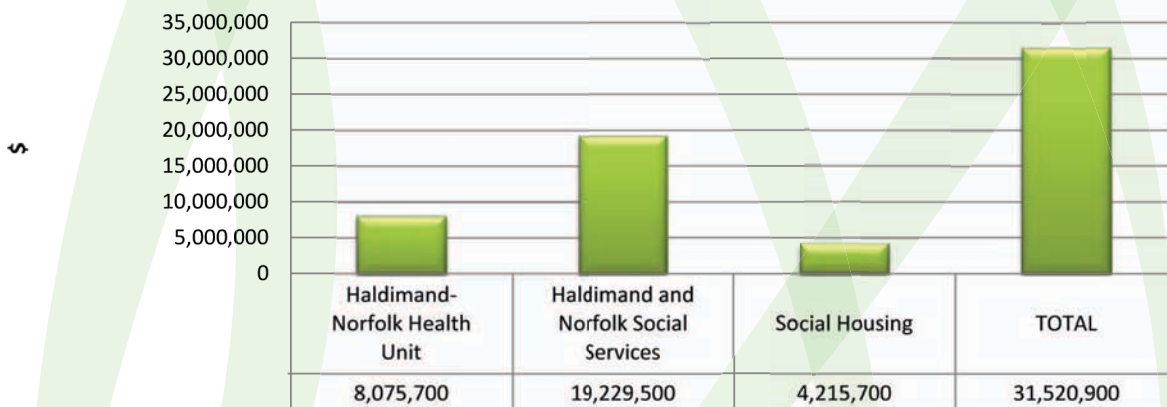
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## Health & Social Services Revenues



## Health & Social Services Expenditures



### Haldimand-Norfolk Health Unit

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