

2007

Health & Social Services Dept.

NORFOLK • HALDIMAND

ANNUAL REPORT



www.halimand-norfolk.org

Message from the General Manager, Patti Moore

If you look in a thesaurus under the word “plan,” it has several uses as a noun or a verb. One of those categories as a noun is “strategy.” To strategize can mean scheme, idea, proposal, plot or design. In looking at the many different programs and services offered by the Health and Social Services Department, it is obvious that being strategic and engaging in good planning is crucial to ensure that the approved budget of \$43,500,000 for this department is spent as wisely as possible. So how do we plan to ensure the various government mandates are met and the community is well served?

In such a large and diverse department, coordinating planning can be a challenge. Add to that the many community partners and other municipal departments in two counties and it can get bewildering. Health and Social Service uses many strategies to plan our work. Some of these include:

- **Strategic Planning:** The Health Unit has participated in a formal strategic planning process for many years. That division develops three-year plans with input from managers, staff, community partners and municipal councillors. The current plan runs to 2008. Implementation of the plan is on schedule and assists the Health Unit in directing its resources.

Norfolk County embarked on a strategic planning process in 2007 for the first time.

The Health and Social Services Department was very involved in developing that plan. Involvement has facilitated linking the planning that takes place in our department with planning across the various Norfolk municipal departments to ensure no duplication and proper partnerships.

- **Provincial Service Contracts:** All four divisions with the Health and Social Services Department have some type of service contract or agreement with the Province. This is because we receive financial subsidy from the Province for delivery of service along with the municipal contribution. There are also many legislated mandates for which we are accountable to the Province.

These service agreements have a planning perspective to them and assist us in directing staff activities.

- **Planning Days:** There are more than 20 work teams in the Health and Social Services Department. Many of them hold annual planning days or regular meetings to develop and guide the implementation of work plans. This planning also takes into account the planning necessary for the Province, the Counties and other partners.
- **Community Planning:** There are quite a variety of community planning groups and processes in which our department is involved. Too numerous to mention, they cover all age groups and just about any issue related to health and social services. They are important to ensure no duplication and that the resources coming into this community from various sources is used to its maximum potential with all parties co-operating.

Planning can be a challenging activity. It takes time and expertise to do it well. But to not plan would be irresponsible. The public must have confidence that staff are utilizing federal, provincial and municipal tax dollars and other funding sources efficiently and effectively with positive outcomes. Good planning is time well spent.

VISION STATEMENT

The Health & Social Services Department will be recognized as a leader in the delivery of innovative and effective services to enhance the quality of life for those who live, work and play in our communities.

Health Unit

Message from the Manager, Karen Boughner

Over the past year, we have come to appreciate even more fully that the challenges facing people in their goal of achieving optimal health are much broader and deeper than they may appear on the surface. Often these challenges are too complex to be addressed by the mandate of any single agency. The vision for sound public health, can only be realized by recognizing – and responding to – these broader social determinants of health and by working in partnerships with those who share our common vision.

This year, the Health Unit developed a position statement on the social determinants of health to help guide our work. The policy notes that those determinants of health include income and social status, social support networks, education and literacy, employment/working conditions, social environments, physical environments, personal health practices and coping skills, healthy child development, biology and genetic endowment, health services, gender and culture. The Health Unit position adopts the determinants of health framework as a means of improving the overall health status of Haldimand and Norfolk Counties. The full text of this position paper can be viewed on our website, www.hnhu.org under the “reports and more” tab.

Health Unit staff have demonstrated a firm commitment to the social determinants of health approach and will continue to work together to develop additional strategies, programs and partnerships required to address these determinants.

Message from the Acting Medical Officer of Health, Dr. Malcolm Lock

Since assuming the position of Acting Medical Officer of Health in mid-April of 2007, the Health Unit and I have witnessed a variety of provincial changes and proposals. A number of these initiatives have been implemented. All will potentially affect the day-to-day delivery of public health services to our community.

As a primary result of government commissions following the SARS outbreak, several recommendations were made that impact public health. The new Ministry of Health Promotion will integrate several services with the Ministry of Health and Long-Term Care, as well as with the newly commissioned Health Protection Agency.

Coupled with this, public health initiatives delivered previously under the Mandatory Core Program Guidelines, will now be delivered within the Ontario Public Health Standards (still underdevelopment).

Small drinking water systems monitoring will now also be assumed by public health, from Ministry of the Environment purview.

In all, this has been, and will continue to be in 2008, a challenging process, as we incorporate these measures in conjunction with providing the Health Unit's day-to-day programming. I am comforted and confident, however, that our talented, professional staff will adequately meet these challenges head-on, and for my part, I am looking forward to participating with them in this exciting process.



Clinical Services Team

The Clinical Services Team provides three major programs. The Preschool Speech and Language (PSL) Program provides assessments and treatment programs for children birth to five years of age, as well as the local Infant Hearing Program. The Dental Program provides in-school dental screening, oral health teaching and administration of the Children in Need of Dental Treatment, which subsidises emergency dental treatment for children up to Grade 8. The Vaccine Preventable Disease Program monitors community immunization levels, and delivers school-based vaccine programs and community clinics, including our annual influenza clinics.

Early Literacy Initiatives

Our PSL program helped form a community early literacy group to identify strengths and gaps in early literacy programs in our area. The group includes members of local school boards, libraries and other community programs serving children. We also partnered with community libraries to ensure local availability of books known to be beneficial to children receiving speech and language therapy.

Vaccination Initiatives

The Vaccine Preventable Disease Program implemented a Meningitis C vaccination catch-up program and sent approximately 3,000 notices to the homes of teens eligible for the vaccine. Hundreds came to Health Unit clinics to get their shot. Ontario launched the Human Papilloma Virus vaccine program for Grade 8 girls and our nurses were able to offer this program by November in area schools.

Fast Facts - Clinical Services Team

- 164 new children assessed by Speech Language Pathologists.
- 34 months was the average age for a child's first visit with a Speech Language Pathologist.
- 5,582 children received a dental screen at school.
- 6,462 flu shots given.
- 414 vaccines given through clinics at our Simcoe and Caledonia offices.





Communicable Disease Team

The Communicable Disease Team provides a broad range of services, including assistance in managing disease outbreaks, investigation of diseases reportable under provincial law, and inspections of various public and private institutions, including daycare centres, retirement/nursing homes and personal services establishments, such as hair dressers, spas, etc. The team participates in community vaccine clinics, such as the annual flu clinics, and offers several services – education, counselling, testing, treatment – related to birth control and communicable diseases, including sexually transmitted diseases such as HIV/AIDS. In addition, the team responds to general public inquiries regarding diseases.

Outbreak Management

The team assisted in the management of approximately 33 institutional outbreaks in 2007, compared to 26 in 2006.

Pandemic Planning

The bulk of the Haldimand-Norfolk Health Unit Influenza Pandemic Plan was completed in 2007. Assessment centres form one of the key parts of the plan. These centres will help reduce the surge of persons going to hospitals and physicians' offices during a pandemic, allowing them to function more efficiently.

Sexual Health Services

The Sexual Health Program expanded its clinical services to the Residents of Haldimand and Norfolk in 2007. This included one outlying walk-in clinic at the Delhi Family Health Centre and a school-based clinic in Dunnville Secondary School. These clinics offer such services as contraceptive counselling, low-cost birth control methods, emergency contraceptive pills, pregnancy testing, STD/HIV testing and treatment, and Pap testing for teens and young women who don't have a family physician.

Fast Facts - Communicable Disease Team

- 2,039 sexual health counselling sessions; 817 sexual health Clients on caseload.
- 433 new sexual health/STD/HIV program contacts.
- 101 individuals requested HIV testing
- 158 individuals requested STD testing and treatment.
- 317 reportable diseases investigated.
- 128 Personal Service Setting (PSS) inspections (100% coverage); 150 institutional inspections (100% coverage).

Communications Services Team

The Communications Services Team carries out a variety of communications functions for the Health Unit, including strategic communications planning, media relations, print and electronic advertising, document production and general marketing.

Team Status Achieved

The Health Unit's communications function received official team status in 2007, having previously operated as a unit under the Business Administration Team. The new Team was formed to recognize the growing strategic importance of communications in public health education as well as service delivery.

Fast Facts - Communications Services Team

- 250 projects in total completed, including ads, pamphlets, posters and displays.
- 38 media releases issued.
- 8 newsletters produced.
- 5 reports produced.



Fast Facts – Epidemiology

- 5 health status reports initiated.
- 2 future reports identified.

Departmental Annual Report Redesigned

The Communications Services Team undertook a fundamental redesign of the Health and Social Services Department Annual Report. With the guidance of an enthusiastic inter-divisional steering committee, the team created a dramatically different, corporate look.

Youth-Friendly Look Developed

In order to reach out to the younger population in our community, the Communications Services Team, in conjunction with the Population Health Team, collaborated to develop a “youth-friendly” look for publications geared to that audience. The pilot project, a booklet entitled “Alcohol and Other Drugs,” was adapted by at least one other Ontario Health Unit.

Epidemiological Services Team

The Epidemiological Services Team is responsible for monitoring and identifying emerging issues and trends related to health status and for evaluating public health program and services, all of which contributes to the understanding of population needs within Haldimand and Norfolk.

Several Studies Initiated

Throughout 2007, the Epidemiologist was busy writing several health status reports that will be released in 2008. These included a Cancer Report, Cancer Summary Report, Dental Report, and a Communities and Hospitals Against Trauma Report (C.H.A.T). Moreover, the Epidemiologist liaised with Dr. Heather Lee Kilty from Brock University who is producing a Rural Health Report scheduled for release in 2008.

Fast Facts – Family Health Team

- 179 prenatal class participants.
- 3,323 visits made by mothers, dads, babies and siblings to 152 well baby drop-ins.
- 1,042 student visits made to a Public Health Nurse in the schools for counselling related to sexual health, relationship issues, self-esteem, depression, anxiety, eating disorders, bullying and medical issues.

Family Health Team

The Family Health Team provides health services to groups, individuals and families, such as telephone counselling, home visiting, individual counselling in schools, preconception programs, prenatal programs, parenting programs, well-baby and breastfeeding drop-ins, and community presentations on many health and lifestyle topics. The Family Health Team also collaborates with other key community agency partners in delivering services to the community.

Breastfeeding Calendar and Evaluation

The Health Unit developed a calendar for 2007 to support and promote breastfeeding. The calendar, which drew on the volunteer services of a local professional photographer, featured women from Haldimand and Norfolk posing in familiar community locations with their breastfed babies. Postcard evaluations showed 93.2% of respondents felt the calendar promoted breastfeeding and 85.2% felt the calendar increased their awareness of breastfeeding services.



Postpartum Depression Campaign

In March 2007, the Healthy Babies Healthy Children Team and Family Health Team participated in an initiative by the provincial Best Start organization to heighten awareness of postpartum depression. The teams distributed brochures, posters and fridge magnets to libraries, pharmacies, physicians' offices and local hospitals in Haldimand and Norfolk. Health Unit staff also produced radio ads and news releases featuring local Residents who had experienced postpartum depression and contained contact information for those seeking help or more information.

Preconception Health

One of the team's Public Health Nurses developed a preconception health presentation specifically geared to our Low-German-speaking Mennonite community. Developing the presentation required the Health Unit to effectively cross a language barrier as well as respect the important religious and cultural values embraced by this significant element of our population. The presentation was well received by participants at the Norfolk Community Help Centre's Moms and Tots Program.

Fathering Initiative

The Fathering Initiative Committee supported fatherhood by handing out 300 pens to dads in our community to show appreciation for their parenting role. Each pen was inscribed with "Father Involvement Initiative Ontario Network" and a website address to provide more information for fathers.

Fast Facts – HBHC Team

- 223 pregnant women entered the program.
- 920 live births took place.
- 872 mothers received postpartum telephone contact.
- 424 mothers received postpartum home visits.
- 127 new families accessed HBHC Home Visiting.
- 204 represents the total number of families participating in the HBHC Home Visiting Program.

Healthy Babies Healthy Children (HBHC) Team

The Healthy Babies Healthy Children (HBHC) program provides a variety of services aimed at the healthy development of children ages zero to six years. Available free of charge, HBHC services can be provided before or after the birth of a child. Services offered by Public Health Nurses and/or Family Home Visitors include support in the areas of bereavement, breastfeeding, infant nutrition, postpartum infant care, child safety, parenting, prenatal education and other aspects of child development.

Ten Years of Service

In 2007, the HBHC Program celebrated 10 years of service to the community. The provincewide program was developed in 1997 as a joint initiative of Ontario's Ministry of Health and the Ministry of Community and Social Services. To recognize the anniversary, the Haldimand-Norfolk Health Unit hosted a workshop, titled *Wire Together Fire Together*, for partner agencies. Guest speaker was Dr. Robin Williams, Medical Officer of Health for Niagara Regional Health Unit. Dr. Williams and Anne Biscaro, a Public Health Nurse from the Niagara Regional Health Unit, discussed the science of early brain development and how we, as a community, can help children reach their full potential.



Healthy Environment Team

The Healthy Environment Team deals with a variety of areas involving food safety, West Nile virus, lyme disease, rabies, water quality, seasonal housing, the Smoke-Free Ontario Act, the Sun Sense initiative and air quality. Education in these areas is a major team function and 2007 proved to be a record year for creating public education materials.

West Nile virus

The team continued to monitor dead birds, mosquitoes and humans for West Nile virus. In 2007, one mosquito tested positive for WNV from a trap in Jarvis. There were no positive birds and no human cases identified.

Fast Facts – Healthy Environment Team

- 3,791 private water samples taken.
- 211 complaints investigated.
- 426 bunk houses passed inspection.
- 430 seasonal housing water samples taken.

Food Safety

The team trained 250 food handlers to ensure they are well aware of safe food handling techniques. Since 2003, the Health Unit has trained a total of 850 food handlers. Also, the team re-launched the Eat Smart program with a record-breaking 18 establishments applying for the award.

Tobacco Enforcement

Education and inspection of tobacco vendors led to a decrease in youth access to tobacco products. Only two premises sold tobacco products to our underage test shopper during compliance and enforcement checks.



Population Health Team

The Population Health Team addresses health issues such as healthy eating, active living, alcohol and drug abuse, injury prevention and tobacco use prevention. Services include workplace health, nutrition inquiries, car seat clinics and heart health programs. Staff work with individuals, groups, community partners and schools to help the community achieve optimal health.

Fresh Heir

Fresh Heir, the Health Unit's Youth Action Alliance, successfully completed its first full year of existence. This project includes 10 local high-school-aged youth hired as Peer Leaders. The students engaged other youth in the community with messaging on tobacco use prevention, reducing second-hand smoke exposure, and exposing the deceptive marketing tactics of the tobacco industry. In addition to completing nine youth-developed tobacco control activities, the Peer Leaders gained new leadership skills.

Car Seat Deputies

In the fall of 2007, in partnership with the Haldimand County OPP, 956 elementary-school-aged children from eight schools participated in the Car Seat Deputy program, designed to encourage students to ensure that everyone in their vehicle is always buckled up safely. Each student "deputized" received a certificate, badge (sticker) and a plastic stetson (police hat).

Walkable Communities

Health Action, a community-based organization administered by the Health Unit, held two successful workshops in each County to mobilize Residents to focus on improving the built environment and to encourage the development of communities that support walking for transportation, health and recreation. In Norfolk, there was one additional workshop resulting in the formation of a community group called Norfolk Pathways for people who will work towards making Norfolk more walkable. The walkable communities initiative is based on the concept that making the healthy choice the easiest choice through the built environment ensures that the communities where people live, work and play allow everyone the choice to be active, safely.

Fast Facts – Population Health Team

- 4,501 students participated in drug awareness initiatives.
- 2,177 students participated in the heart healthy school award program.
- 522 workplace health newsletters distributed to employers.
- 18 high school students screened 6,532 motor vehicle occupants for the annual seat belt survey.
- 736 seniors attended community workshops on preventing falls.



Ontario Works

Message from the Manager, Pat Ranford

The year 2007 featured a continuum of care from birth (child care) to adulthood (Ontario Works) to seniors (Homemakers Services) and a number of initiatives, including Best Start that only commenced in 2006.

As well as fine-tuning and enhancing the above services, additional successes included:

- A less intrusive income-testing model for child care fee subsidy.
- The inception of a "Raising the Bar" accreditation program for licensed child care centres.
- An approval to construct two new licensed child care centers at Houghton Public School and St. Michael's School in Dunnville.
- An enhanced customer-service delivery model for Ontario Works that included DVD-conducted information sessions on OW programs, daily bank deposit, all-day walk-in assistance in both locations and job coach services.
- Targets met and exceeded for Hire Up!, CVP and Outcome Measures, and many more too numerous to mention.
- Approval to brand our services and programs with a new, professional and dynamic look.
- The addition of three new licensed child care centres for fee subsidy purposes in both Counties and one outside the Counties' boundaries to provide additional options for parents.
- Ministry Compliance Reviews for Ontario Works and Child Care that indicated our operations and processes were all in order.

All these developments in Social Services have presented staff with new challenges and have provided further opportunities to serve our Clients in a more effective and significant manner in 2007 and beyond.

Children Services Team

The child care system in Haldimand and Norfolk Counties consists of licensed child care, informal care and other related programs. It provides a range of quality services including commercial and non-profit licensed day nurseries and private home day cares, professional resource centres, as well as supports to children with special needs and children at risk. Norfolk County provides subsidies to families in Haldimand and Norfolk requiring assistance with their child care costs. Financial support is also provided to licensed child care centres to offset the costs of staff salaries. In addition, funds are provided to community organizations to ensure families and children have access to services and programs they require.

Licensed Child Care

Effective Jan. 1, 2007, eligibility for assistance with child care costs is now determined based on a new "income test" model as opposed to a "needs test" model.

In April 2007, the "Raising the Bar on Quality" initiative was launched. This annual community accreditation program for licensed child care centres builds on the strengths of the local community and promotes healthy child care environments. To date, more than 85% of all licensed child care centres are participating in Raising the Bar.

Special Needs Resourcing

Special Needs Resourcing provides supplemental staffing to support the inclusion of children with special needs in child care, at no additional cost to parents. As a result of Best Start funding, 2.5 full-time staff were added.

Best Start

The "Our Children, Our Neighbourhoods – Shaping Our Future" report was released. This report has the most extensive and current information available about the social and physical well-being of children and youth aged zero to 18 years in the two Counties. It includes key indicators of positive development and supportive environments for families that ensure the best outcomes for our children and youth. The information is broken down into 11 neighbourhoods to highlight specific community uniqueness and identify both strengths and areas for change. A copy of this report may be downloaded from www.hnhu.org/, "reports and more" tab.

In addition, construction of a child care centre and "hub" of services began in July 2007 at Houghton Public School. Both the child care centre and hub are expected to be operational by the spring of 2008.

Fast Facts – Children Services Team

- 158 child care fee subsidy applications completed.
- 271 children received child care fee subsidy.
- 198 families received fee subsidy for their children.
- 767 child care spaces available.
- 29 fee subsidy agreements in effect with licensed child care operators.
- 20 wage subsidy agreements in effect with licensed child care operators.



Employment Services Team

To assist people in finding and maintaining employment, the employment program offers a variety of services, including skills training and job coaching, as well as other job-related supports for families and individuals.

Fast Facts – Employment Services Team

- 227 Norfolk Participants and 129 Haldimand Participants found employment.
- 5 Participants placed in full-time employment through the Employment Placement Incentive program.
- 10 Norfolk Participants and 6 Haldimand Participants placed in paid employment through the Hire Up! wage subsidy program.
- 7 OW and 2 ODSP Participants completed the PSW Certificate program. Two gained employment in the PSW field.
- 93 Participants accessed the job coach services.

Job Coach

Under the employment program, a job coach was hired to provide job retention support to Ontario Works Participants. The job coach met Participants at their work place, home, or a mutually agreed upon location. Coaching helped prepare the Participants to be proactive in the “working world” and to prevent Participants from quitting a job without having a plan.

Personal Support Worker Program

Ontario Works, in partnership with Grand Erie Learning Alternatives Centre and Long-Term Care Facilities, developed a Personal Support Worker (PSW) program available to Haldimand and Norfolk Residents. The program provided students with in-class instruction and on-the-job experience in order to obtain up to six high school credits.

Financial assistance was available to Ontario Works and the Ontario Disability Support Program (ODSP) Participants to help cover the costs of child care, travel, school supplies and uniforms.

Financial Services Team

The Financial Team assists people in our community who are in financial need, and ensures that those who apply for benefits are eligible and receive correct entitlement. Working in partnership with the community, the team not only provides financial assistance but also case management to help people to become independent of social assistance.

Fast Facts - Financial Services Team

- 5,012 hours of homemaker services provided.
- \$261,275 to be collected as a result of investigations.
- 730 new family support referrals.

Family Support Services

As a result of 50% of Participants being without child or spousal support, a new initiative was developed. A Support Information Session was offered on a monthly basis at the Simcoe and Dunnville locations. The session provided Participants with an understanding of how the Family Support Worker can assist under the Child and Family Law Act.

Eligibility Review

The Eligibility Team investigated the eligibility of Participants. Suspected fraud cases were referred to the Eligibility Review Officer for further investigation and action. This year, 307 fraud complaints were completed, resulting in one conviction. There were 62 internal reviews, 13 Social Benefit Tribunal submissions completed and 16 Social Benefit Tribunal hearings conducted, all of which are non-police-related appeal proceedings.

Consolidated Verification Process

The Consolidated Verification Team reviewed 627 cases to ensure accurate issuance of financial benefits. This surpassed the mandated target of 515. This generated additional monies from the province to reinvest in other Ontario Works' services to assist Participants.

Ontario Works

The caseload receiving financial assistance increased in 2007, averaging 1,033 cases monthly, compared to 962 in 2006. Staff continued to meet the ministry guideline of four days from when a person first calls until his or her first appointment.

Overpayment, Administration Support and Intake Services Team

Key functions of this team includes the Ontario Works intake application process, reception, file system maintenance, overpayment recovery, accounting, cheque printing and administration support to both the Simcoe and Dunnville offices.

Intake and Client Services

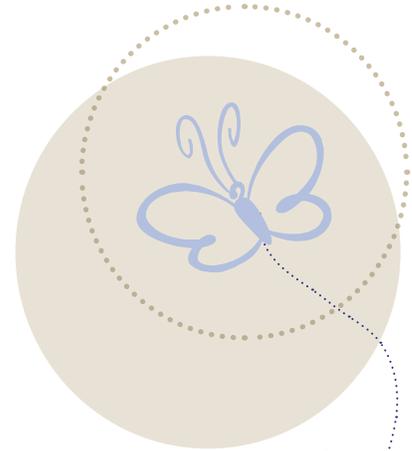
Customer service increased in both offices with the addition of a temporary fifth Case Aide. Both offices responded to telephone and in-person enquiries, intake applications, and completed approvals and payments. DVD Ontario Works information sessions were conducted. Social Services assisted with 42 funerals, 31 of which were Ontario Disability Support Program/Ontario Works Recipients and 11 were burials involving destitute people.

Administration Support

Accounting and cheque-printing functions, were updated and computerized with additional security measures. Daily social assistance payments through direct deposit were implemented mid-year. Approximately 3,833 files were approved to be destroyed in accordance with file retention legislation.

Overpayments

In 2007, \$749,678.69 in overpayments were recovered. Overpayments can be created when Participants in any Ontario Works or Ontario Disability Support Program fail to report changes in rent, heat, hydro, spousal/child support, assets or earnings.



Fast Facts - Overpayment, Administration Support and Intake Services Team

- 2,098 social assistance intake applications completed.
- 114 Ontario Works Recipients and their families transferred to Ontario Disability Support Program.
- 15,714 payments issued.



Social Housing

Message from the Manager, Merv Hughes

The Social Housing Division's goal is "to ensure efficient, effective and responsive delivery of social housing programs that considers the community's needs balanced against fiscal and legal responsibilities."

In carrying out the mandate above, the Social Housing Division is continually challenged to provide the best possible administrative services with a small, dedicated and innovative staff. We are strongly convinced that a community's health and well-being is greatly enhanced through the provision of safe, clean and affordable housing. We are motivated by the fact that an individual's good mental and physical health starts with a decent place to call home!

Affordable Housing Program (AHP)

Rental and Supportive Component

Haldimand and Norfolk Counties took advantage of available funding from the provincial and federal governments to provide financial incentives to encourage private sector developers and landlords to build affordable rental housing. Following a proposal call, four projects were selected for funding. In spite of the lack of available servicing capacity in both Counties, funding was made available to help deliver 27 new units of affordable housing in four locations. These affordable rental housing units are specifically targeted to low-income and moderate-income residents and will be available for occupancy in 2008. The affordable rental housing units are planned for Simcoe, Waterford and Port Dover. An additional eight units in Dunnville are awaiting final approval. In addition to creating more affordable residential units, such housing developments contribute to needed downtown revitalization.

Affordable Home Ownership Component

Under the Affordable Home Ownership component of the AHP, the provincial and federal governments provided funding to enable up to 31 low-income to moderate-income households to purchase a new or resale home. The funding provides eligible first-time home buyers with a forgivable loan of up to 5% of the purchase price towards the down payment of a new or resale home. Eligible Residents must meet certain occupancy requirements, maximum income levels and maximum home price restrictions to obtain the assistance. Public information sessions were held in each County to encourage Residents to make use of the program.

Water Filter Fund

The Social Housing Division started administering a new Water Filter Fund Program late in 2007 with 100% provincial funds to be used for tap-end water filters targeted to low-income households with unsafe, elevated lead levels in their drinking water. To be eligible for the Water Filter Fund program, house-



holds must have an annual income of less than \$20,000, have children six years of age and younger or pregnant women and have verifiably unsafe elevated lead levels in their drinking water. The program is currently delivered by the Dunnville Salvation Army Family Services on behalf of the two Counties.

Domiciliary Hostel Program

The number of contracted providers of domiciliary hostel services increased from three to five in 2007. Domiciliary hostels provide daily accommodation and living supports for needy Residents on a per diem basis. The province pays 80% of the costs of this program. Generally Residents of domiciliary hostels are on social assistance but are not yet nursing home ready.

The number of subsidized beds remained the same at 18. However, the addition of two contracted providers gives greater geographical access for Residents in need of this service.

In 2007, Social Housing staff imposed higher minimum standards of Resident care on privately owned contracted providers of domiciliary hostel services. New minimum standards were developed in 2007 and implemented with the full cooperation of all domiciliary hostel providers. The new minimum standards established higher levels for home maintenance, Resident activities, nutrition and cleanliness.

Fast Facts - Social Housing

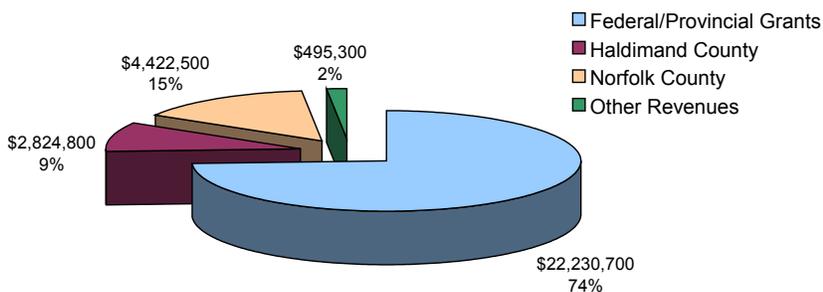
- 250 applicants sought social housing on the average in any given month.
- 60 residents on average monthly were assisted by the Rent/Utility Bank and were saved from utility shutoffs and eviction due to rental arrears.
- \$164 average rent/utility loan assistance was given from the Rent/Utility Bank.
- 20 homeless Residents per month (on average) were provided with emergency shelter assistance in local motels.



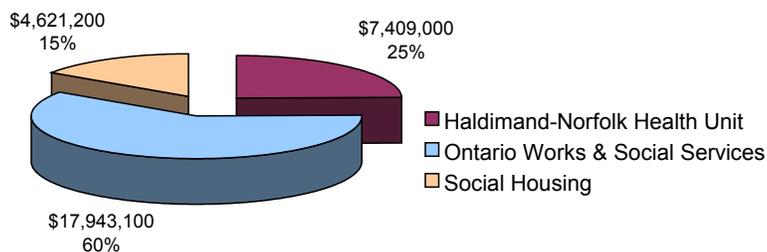
Health & Social Services Advisory Committee

Haldimand Representatives	Norfolk Representatives
<ul style="list-style-type: none"> • Councillor Tony Dalimonte (Chair) • Councillor Craig Grice • Councillor Don Ricker 	<ul style="list-style-type: none"> • Councillor Harold Sonnenberg • Councillor Heidy VanDyk • Councillor John Wells (Vice Chair)

Budget 2007 – Revenues



Budget 2007 – Expenditures



Haldimand-Norfolk Health Unit

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Social Housing

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