

2011

# Health & Social Services Department ANNUAL REPORT



## message from the general manager, **patti moore**



Last year I talked about working together towards more vibrant communities. Our department has been doing just that in 2011 and here are a few initiatives.

### **Local Foods to Health Care Facilities**

This project was a jointly funded endeavour by a variety of groups. The overall intent was to increase the amount of locally grown foods served in health care facilities and increase awareness of the value of locally grown food. Norview Lodge along with Norfolk County were two of the partners in this initiative. There were six objectives during the project's seven-month timeframe:

1. Increase the amount of Ontario food in all categories (produce, meat, dairy, other);
2. Create a sustainable partnership with a competent food distribution company that can fulfill the requirements of the project;
3. Create new supply partnerships with Norfolk Growers;
4. Increase processing of local Ontario food products in a format that is not only consistent with existing processes, but also financially economical as compared to

current suppliers;

5. Amend institutional purchasing policies and procedures that support buying local Ontario foods;
6. Develop resources to communicate key messages and project results which broaden awareness.

Now that a system is in place, the health care facilities can continue with purchasing local to meet the goals of 10% local product served in the next three years and 30% in the next five years.

This project has also raised awareness with local growers. It has given smaller, local growers another option/channel to consider for their products. The project also connected and supported other Norfolk County businesses, including a media group, two restaurants/catering companies and an equipment company.

### **Priority Population Public Health Nurses**

The department has added two Public Health Nurse positions, paid for by the provincial government, who are focusing specifically on social determinants of health. This initiative is being jointly funded by the Health Unit and Social Services divisions. It is a positive step forward in assisting vulnerable populations in our community, particularly those living in poverty. These two positions work collaboratively with Social Services

### **Senior Supportive Housing**

Staff worked with the provincial government, Haldimand County, the local LHIN and Halton Cheshire Homes Inc., a supportive housing provider, to develop senior's supportive housing in an old wing of Grandview Lodge in Dunnville. This multimillion dollar project will take some of the pressure off the hospitals, long-term care homes and families to ensure seniors, who will live in this facility, receive the proper level of care. In 2012, 21 units are scheduled to open that will provide seniors some degree of help with the activities of daily living such as personal care or preparing meals. Supportive housing ensures individual care needs are met while enabling seniors to optimize their health and well-being in a supervised residence.

and Social Housing staff to address the needs of those hardest to serve in our community. They have coordinated efforts to support residents in the control of bed bugs. These nurses have also taken the lead on various initiatives to increase the awareness of poverty and how we can best address it locally.

Staff in our department are working towards more vibrant communities, how about you?

## manager's report, **jill steen**



During 2011 the Health Unit began an exciting new process for re-viewing our public health business. In the spring we began investigat-

ing the idea of undertaking a 'service review' of our programs to ensure optimal delivery of public health programs and services mandated from both provincial and municipal governments. We launched our service review with the goal of providing high impact programs and services, based on community needs and available

resources, to meet the Ontario Public Health Standards.

We based our review on four principles: community need, program impact, local capacity and partnerships/collaboration. The end result will be a priority setting exercise to determine how to best allocate our resources in this rural community.

Staff members have been involved in compiling local health data to direct the discussion about community needs. We also reviewed the current scientific and public health literature to determine what the best or promising practices are in our various program areas.

As we look ahead to 2012, we plan to provide an opportunity for our community partners and stakeholders to provide input about current programs, services and relationships. We recognize that public health services are not stand-alone, and our connections and partnerships with other stakeholders are integral to optimal services to our community.

In the meantime, I would encourage you to visit our website [www.hnhu.org](http://www.hnhu.org) to get up to date information on anything from bed bugs to walkable communities. Buttons on our front page take visitors to current issues, events and opportunities happening in Haldimand and Norfolk Counties.

## Share the Road!

Norfolk Pathways for People, the Health Unit and the Norfolk County Roads Department introduced the Share the Road campaign in 2011. Share the Road is a public safety campaign to increase motorists' and bicyclists' awareness of shared responsibility for road safety. Twenty-five yellow Share the Road signs have been posted on Norfolk County Roads and over 1,000 Share the Road bumper magnets have been distributed to remind drivers to be aware of other road users – bicyclists and walkers – and to use caution when approaching them. Haldimand County will be posting signs in 2012.



## Population Health Team

- 510 families participated in the Active and Safe Routes to School project in Haldimand County
- 31 different organizations participated in five Healthy Communities' Turn the Curve sessions
- 180 participants attended six Workplace Health networking sessions
- 6,600 Canada's Food Guides distributed to 25 local schools

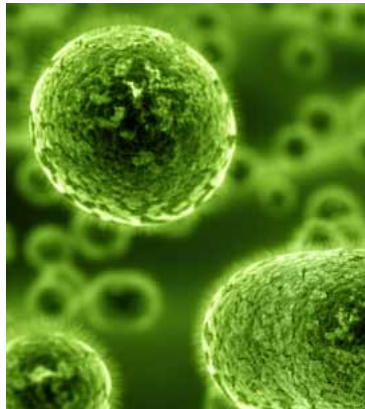
## Healthy Babies, Healthy Children Team

- 181 pregnant women screened through Larson Screening Tool
- 929 live births recorded
- 535 moms received postpartum telephone contact
- 262 families received a postpartum home visit
- 141 families assessed as high risk received home visits
- 1,505 home visits by Family Home Visitors and Public Health Nurses



## Infectious Disease Team

- 365 inspections conducted - Personal Service Setting (154), Day Care (50) and Institutional (104)
- 400 reportable diseases investigated
- 18 respiratory outbreaks and 8 enteric outbreaks followed
- 1,507 sexual health appointments/ services conducted (testing, consultations, counselling, etc.)
- 31 individuals tested for HIV
- 59 individuals tested for sexually transmitted infections



## Clinical Services Team



- 4,067 children received a dental screening in their school
- 597 children received emergency dental treatment through the Children in Need of Treatment Program (CINOT)
- 185 preschool children assessed by a Speech-Language Pathologist
- 33 months was the average age of children referred to the Preschool Speech and Language program
- 3,745 influenza vaccines administered at Health Unit clinics
- 1,117 combination tetanus/diphtheria/pertussis booster vaccines administered at high school clinics

## Healthy Environment Team

- 1,118 food premises compliance inspections conducted
- 390 animal contact investigations conducted
- 353 food handlers certified
- 478 seasonal housing units inspected
- 164 small drinking water system risk assessments conducted
- 146 ticks submitted for identification



## Family Health Team

- 145 pregnant women attended prenatal classes
- 385 prenatal bags distributed to clients through physician offices
- 658 high school students counselled and supported by a Public Health Nurse
- 2,868 babies, families and their supports met with a nurse at Well Baby Drop-in sessions at Ontario Early Year Centres

### Alcohol Free Pregnancy Campaign

In 2011, the Health Unit partnered with a local restaurant and bar to raise awareness of the dangers of drinking alcohol during pregnancy and the risk of Fetal Alcohol Spectrum Disorder (FASD). Twelve hundred napkins with the campaign's key message (see below) were distributed to patrons at the Turkey Point Hotel with their drink orders, and hotel staff wore buttons bearing the same message. Roadside billboards also displayed the campaign's trademark visual.

Fifty maternity t-shirts emblazoned with an image of an infant and the phrase "I pledge to give my baby a healthy start" were also distributed to expecting mothers who vowed to abstain from alcohol during their pregnancy. Health Unit staff were able to refer some of these women to addiction counselling for alcohol use concerns.



## manager's report, **jodi guilmette**



I want to take this opportunity to thank the employees of the Haldimand & Norfolk Social Services (HNSS) Division for their dedication and commitment throughout 2011. I also want to extend a big thank you to our many partners for the much needed support they provide to the adults, families and children that access our services.

Our 2011 annual report reflects the continued commitment of our Ontario Works staff to serving nearly 1,400

Haldimand and Norfolk residents each and every month. While our demand for services has increased by nearly 35% over the last five years, the number of staff in our Division has only increased by approximately 10%. We are in a constant mode of identifying efficiencies to help staff manage the increased workload so that we can provide the best customer service. The new normal requires us to continue to find new ways to ensure efficiency and effectiveness.

Our Children's Services staff has also worked diligently throughout 2011. After a year and a half with a wait list to access child care fee subsidy program,

we were finally able to eliminate the wait list. In 2011, Haldimand and Norfolk Counties increased the Full Day Kindergarten program with an additional seven schools now offer Full Day Kindergarten. We continue to monitor the child care system to ensure that the system itself is stable and that the needs of our families and children are met.

Through the efforts of staff, we are well-positioned to address the needs of our customers and move forward with program development and enhancement. It is hoped that the services we provide will assist our clients as they journey toward self-sufficiency and a better quality of life.

### Children's Services Team

- 132 child care fee subsidy applications completed
- 224 families (347 children) received fee subsidy
- 863 licensed child care spaces available
- 32 fee subsidy agreements signed with licensed child care operators
- 17 wage subsidy agreements signed with licensed child care operators



### Employment Services Team

- 328 participants accessed Job Coach Services as a result of finding employment
- 581 participants attended various Life Skills workshops
- 7 participants completed Personal Support Worker program
- 22 participants completed Adult Co-op program
- 99 participants completed Community Placement program
- 6 participants placed in employment through employment placement incentive

### Financial Services Teams

- 7.80 Social Assistance intake applications completed daily, on average
- 1,376 active Financial Assistance cases handled monthly, on average
- \$1,248,925.65 in overpayments recovered
- 2,221 discretionary payments made for assistive devices (e.g. knee braces, orthotics, aerochamber)
- 112 Ontario Works recipients and families transferred to Ontario Disability Support Program
- 252 cases reviewed through Consolidated Verification Process to ensure adequate entitlement
- 36 Ontario Disability Support Program/Ontario Works Funerals funded
- 5 needs-tested funerals funded for Haldimand residents

## manager's report, **merv hughes**



The Social Housing Division provided many critically important housing and homelessness programs for needy residents of Haldimand

and Norfolk in 2011. The programs provided much needed financial assistance to needy residents through a Rent/Utility Bank, Emergency Energy Assistance, Domiciliary Hostel accommodation, and temporary Emergency Housing program.

Administration and funding was provided to 11 social housing providers in the two Counties. These providers deliver more than 830 units of municipally subsidized housing.

### **New Rental Housing to be Built in Simcoe**

Under the new Investment in Affordable Housing for Ontario program, Council allocated \$1.26M

of provincial funding to Sunfield Homes Inc. for the construction of 14 new, affordable rental units in Simcoe. In addition to immediately creating needed employment during construction, the finished units will be occupied by senior citizens and families requiring lower rent accommodation. Residents of these units will pay 80% of the established market rent for the community.

### **Social Housing Renovation and Retrofit Program (SHRRP)**

In 2011 more than \$900,000 of provincial funding was provided to various municipally subsidized non-profit housing providers in Haldimand and Norfolk. The SHRRP funding enabled housing providers to complete needed capital repairs without the need to access their limited capital reserves. This funding also created needed employment through local purchases of goods and maintenance services.



## Fast Facts

- 300 applicants on the Central Waiting List for Social Housing
- 2.2% was the average apartment vacancy rate
- \$400 was the average repayable loan assistance provided under the Rent/Utility Bank
- 18 needy residents requiring supports accommodated in Domiciliary Hostel accommodations per night, on average
- 20 homeless individuals stayed in emergency shelter per night, on average



## Health & Social Services Advisory Committee

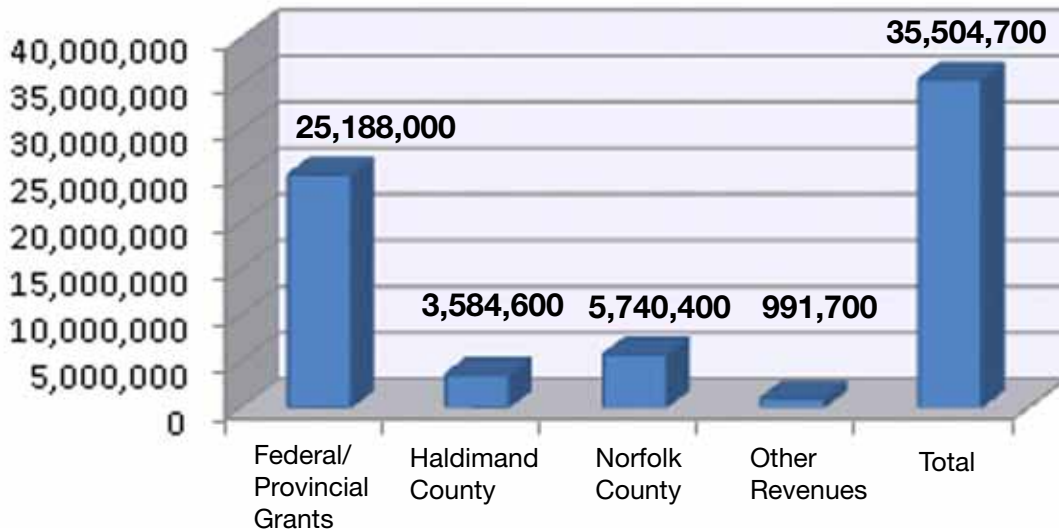
### **Haldimand Representatives**

Councillor Tony Dalimonte (Chair)  
Councillor Craig Grice  
Councillor Rob Shirton

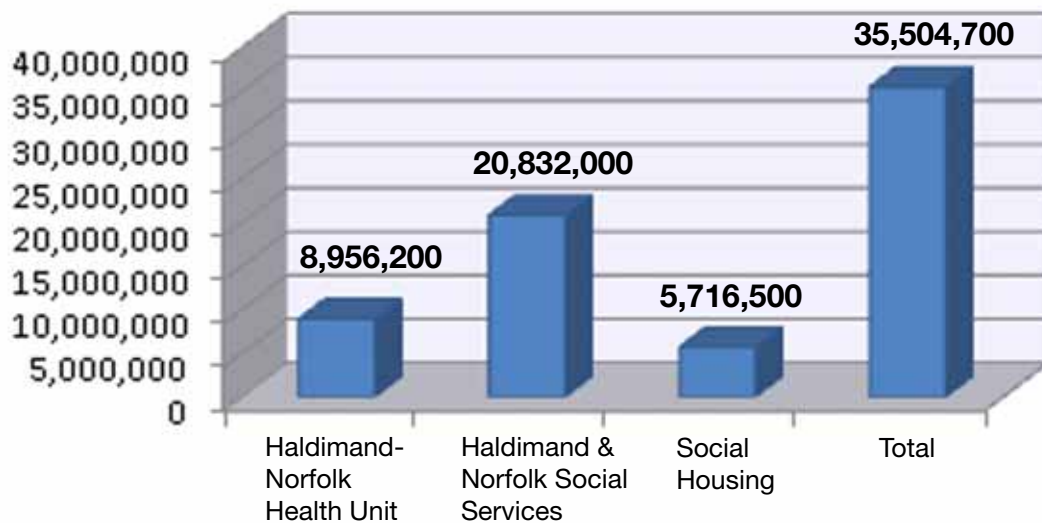
### **Norfolk Representatives**

Councillor Charlie Luke  
Councillor Harold Sonnenberg  
Councillor John Wells (Vice Chair)

## health & social services, **revenue**



## health & social services, **expenditures**



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### Social Services

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### Social Housing

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