

2013

Health & Social Services Department ANNUAL REPORT



HALDIMAND & NORFOLK
SOCIAL SERVICES



Message from the General Manager, **Patti Moore**



As we read in the media, as the baby boomers age, many individuals are retiring. Our department is no exception. Along with many frontline staff leaving the workplace after many years of service, we also have management staff leaving. 2013 saw significant change in the leadership within the Health and Social Services Department. The process to replace a manager, with the hiring practices at Norfolk County, is an extensive one. First, the jobs are benchmarked to determine the skill sets required to fill the position along with the level of responsibility. This process has a number of people involved including Human Resource staff, the position's manager, as well as others who would have an understanding of the role. Second, a job description, job posting, interview package and testing material are developed to use in the recruitment. Some of the important skills that were identified for all three vacancies included:

- Leadership
- Good with People
- Communication
- Collaboration
- Business Management
- Strategic and Critical Thinking
- Flexibility

The first new manager to be hired in 2013 was Heidy Van Dyk, the new Manager of the Social Housing Division. Heidy started work with Norfolk County, in this new role, in January 2013. Prior to that, Heidy worked for Haldimand-Norfolk Women's Services for 14 years. She was also a Municipal Councillor for Ward 5 in Norfolk County from 2006 to 2010. Heidy brings a passion and commitment for equitable housing for all to this position.

Bill Nolan, Administrator of Norview Lodge also started work in January 2013. Bill worked at Grandview Lodge in Dunnville from 2001 to 2004 and then came to Norview Lodge in 2005 as the Support Services Coordinator. Bill left Norfolk County to go to the private sector for seven years and has since returned. Bill brings with him a wealth of knowledge about long-term care. Along with that, his love of people and dedication to providing quality service will serve Norview well.

The last hired, this past fall, was Jamie Brownlee, Manager of the Social Services Division. Jamie previously worked for the Children's Aid Society

(CAS) of Haldimand-Norfolk. From 2003 to 2013, Jamie held a number of positions within CAS serving the children and families in our community. Some of the skills Jamie brings to her new role includes strong people skills and effective communication strategies.

The remaining members of the Department Management team includes: Jill Steen, Manager of the Haldimand-Norfolk Health Unit; Les Anderson, Program Manager, Administration and Communications; and Marlene Walker, Administrative Coordinator.

"Leaders are people who do the right things; managers are people who do things right" (Warren G. Bennis). Leadership involves creating a compelling vision of the future, communicating that vision, and helping people understand and commit to it. Managers, on the other hand, are responsible for ensuring that the vision is implemented efficiently and successfully. The Health and Social Services Management Team has the ability to fill both these roles in a blended fashion to best serve the community. Positive work relationships based on respect and trust has already been established among the group. Only good things can come in the future, we look forward to working together with you!

Manager's Report, **Jill Steen**



The Health Unit has been undergoing a program review over the last two years to better serve our community and meet our legislated mandates. The review that we have conducted has resulted in some changes to our internal structure and how we operate in the community.

We have a new focus on health planning with a commitment to develop programs and initiatives that are based on community need and evidence informed practice.

We recognized a need to increase our staff's understanding and integration of health promotion theory across all programs. This includes a thorough appreciation of the various components of health promotion including: building healthy public policies, creating supportive environments, developing personal skills and strengthening community action.

We identified the need to align the services we provide to our area schools including: immunization, dental screening, student counselling, and health promotion initiatives. A comprehensive school health approach is being planned to improve our work with our colleagues in education.

In addition to the school health services, public health provides several different supports to new

parents/families. For a family this could include: prenatal classes; phone contact from a Public Health Nurse, a visit from a Family Home Visitor and follow-up with the Public Health Dietitian. These services will be enhanced and better coordinated to provide a more thorough and seamless approach to maternal and child health issues.

Finally, we made a commitment to work more collaboratively across our teams. More integration and better communication internally will help our clients and community be better served by our staff.

Community Health Team

On November 27th, 2013, the Healthy Communities Partnership Haldimand and Norfolk, along with the Advocacy School, hosted a workshop called "How the System Works and How to Work the System." 42 participants representing various local communities and organizations attended the full-day training. Participants received information on how to effectively advocate for policy development, the key features of political and government decision making, on how to deal with resistance, and developing an advocacy strategy.

2013 Healthy Communities Fast Facts

- 53 new bike racks are being installed at public facilities across Norfolk County to support Active Transportation

2013 Fast Facts Tobacco:

- 70 participants were recruited for the Smoking Treatment for Ontario Patients (STOP) program
- West Haldimand General Hospital (Hagersville) and Haldimand War Memorial Hospital (Dunnville) introduced smoke free grounds policies



Maternal & Child Health Team

As a result of a lengthy internal program and services review, we saw the formation of the **Maternal and Child Health Team** in September 2013. The team now consists of a Community Dietitian, Nurse Practitioner, Health Promoter, Program Assistant and Public Health Nurses. This is a group of diverse professionals who have the common goal of helping families in the prenatal period and families with children newborn - school transition reach their optimal potential.

The Maternal and Child Health Team continues to work on achieving their Baby Friendly Initiative (BFI) designation. The BFI is a global program whose purpose is to promote, protect and support breastfeeding. Over the past year we have had two policies related to breastfeeding passed in Norfolk County. We now have policies providing clients with a private space to breastfeed while they visit Norfolk County buildings, and allow staff returning to work after a maternity leave time during the day to pump if they are still nursing their babies. The BFI committee continues to update and distribute information regarding the benefits of breastfeeding to clients and health care providers, educate staff and liaise with the hospital to support moms going home.



Maternal and Child Health Fast Facts

1. Fall Prevention

A community intervention to reduce falls in the home among young children 1 through 4 years was implemented. 2,962 brochures and 240 posters were distributed to child care centres, elementary schools, doctor's offices, hospitals and Ontario Early Years Centres.

- 13 car seat clinics
- 133 car seats were checked
- 72 donor car seats provided to families

2. Well Baby Drop-Ins at Ontario Early Years Centres

- 4 sites-Dunnville, Simcoe, Caledonia and Delhi
- 2,041 contacts made with moms and babies and family supports

3. Prenatal Classes

- 16 series of 4 classes each provided in Norfolk and Haldimand
- Attended by 111 pregnant women and their partners

4. NutriSTEP Program

The NutriSTEP program provides questionnaires to parents and caregivers of toddlers and preschoolers to help them identify if their child's eating and activity habits could be improved. Each questionnaire distributed provides families with information on how to build a healthy child and where to get healthy eating advice. Toddler packages are distributed through doctors' offices, daycares, and Ontario Early Years Centres and Preschool packages are provided to all junior kindergarten students.

The NutriSTEP program continues to expand with 1,499 toddler and 1,432 preschool questionnaires going to parents and caregivers in 2013.

School Health Team

- 8,242 school health newsletters distributed (Healthy Schools elementary newsletter & Sexual Connection secondary newsletter)
- 1,320 hours volunteered by youth members of the Health Education & Advocacy Team (HEAT) program
- 5,229 children received dental screenings at school
- 2,335 influenza vaccines administered at Health Unit clinics
- 431 high school students counselled or supported by a public health nurse

Infectious Disease Team

- 359 inspections conducted – Personal Service Settings (145), Day Cares - food and facility (80) and Institutional food (134)
- 410 reportable diseases investigated of which 193 were sexually transmitted infections
- 24 respiratory outbreaks and 8 enteric outbreaks followed
- 1,688 sexual health appointments/services conducted (testing, consultations, counselling, etc.)
- 56 individuals tested for HIV



Environmental Health Team



The Healthy Environment Team underwent a name change in mid-2013, and is now referred to as the Environmental Health Team (EHT). This brings us in line with other teams of Public Health Inspectors throughout Ontario who work primarily on issues of environmental health, such as food safety inspections, animal bite investigations for the control of rabies, and monitoring the quality of pools and drinking water to which the public has access. Only our name changed however – the staff and our responsibilities remained the same.

Our team of six public health inspectors were kept busy throughout the year. Most of our energies went into food safety and migrant housing inspections, along with animal bite investigations. In 2013 the EHT:

- Conducted 1,121 food premise inspections for 704 food premises in both Haldimand and Norfolk Counties
- Assessed 422 Seasonal Agricultural Worker accommodations on local farms, mostly in Norfolk County
- Investigated 385 animal bites to ensure there was no exposure to the rabies virus. Most animals were dogs and cats, however bite reports were also received for 8 raccoons, 3 squirrels, 1 horse and a chipmunk
- Investigated 156 complaints of various types – everything from food safety concerns to chemical spills
- Trained and certified 317 residents of Haldimand and Norfolk in Safe Food Handling.



Health Unit

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Manager's Report, **Jamie Brownlee**



Transformation, Modernization, and Reform. Ontario Works and Children's Services Programs across the province are in the midst of major reform in the way services are delivered. These changes will result in a more responsive, seamless, and high quality Social Services program for our community. For Haldimand and Norfolk, this means that our entire division is navigating a transitioning environment. Our staff has worked very hard in preparation to improve our service delivery through the implementation of these changes.

The Haldimand and Norfolk Ontario Works teams are preparing to implement the new Social Assistance Management System (SAMS), a provincial computer application that will be used to deliver Social Assistance programs across the

province. Our staff has been training to learn how to use SAMS and are looking forward to seeing our community benefit from a modern system with improved customer service. The plan is to implement the new application in the fall of 2014. We look forward to the change and the positive impact it offers Haldimand and Norfolk.

The Employment Services team has continued to increase supports and opportunities for our participants to improve employment outcomes. Finding work can be difficult in today's job market, and it can be even more difficult for those who lack education and training, and for those who have been away from employment for a variety of reasons and for lengthy periods of time. We have developed several skills training programs, tailored to our local community, that prepare participants to enter the local job market career ready and with marketable skills. These programs provide opportunities and remove some of the barriers that make it difficult to obtain stable employment. We hope to offer additional training programs in the upcoming year. Through dedication and commitment, our staff's vision to provide opportunities for quality skills training that results in stable and meaningful

employment for our participants was achieved.

It is an exciting time for Children's Services across the province. The province has continued along the path of child care modernization to ensure that children in our community will have access to high quality, accessible and affordable child care. In September 2014, all schools will offer the full day kindergarten program, with before and after school child care now offered in many of the schools. We are working to create a seamless day for children. We are looking at how learning happens and how we as a community can implement responsive programs to meet the learning needs of our children. The Children's Services Team has recently completed a service delivery review and we are excited to move forward in embracing a modernized child care and early learning program.

As we continue to navigate social services transformation, we will continue to make positive changes for our community and ensuring quality services are available to the residents of Haldimand and Norfolk.

Financial Services Teams

- 6.68 Social Assistance intake applications completed daily, on average
- \$938,740.98 in overpayments recovered
- 35 Ontario Disability Support Program/Ontario Works funerals funded
- 7 needs-tested funerals funded for Haldimand residents
- 1,408 active Financial Assistance cases handled monthly, on average
- 2,158 discretionary payments made for assistive devices (e.g. kneebraces, orthotics, aero chamber)
- 116 Ontario Works recipients and families transferred to Ontario Disability Support Program
- 334 cases reviewed through Eligibility Verification Process to ensure adequate entitlement



Employment Services Team

- 335 participants accessed Career Coach services as a result of finding employment
- 669 participants attended various Life Skills workshops
- 7 participants completed Personal Support Worker programs
- 28 participants completed Adult Co-op programs
- 102 participants completed Community Placement programs
- 45 participants accessed employment placement services; 22 gained employment as a result
- 9 participants placed in employment through employment placement incentives

Children's Services Team

- 171 child care fee subsidy applications completed
- 878 licensed child care spaces available
- 24 fee subsidy agreements signed with licensed child care operators
- 14 wage subsidy agreements signed with licensed child care operators



Health & Social Services Advisory Committee

Haldimand Representatives

Councillor Lorne Boyko¹
Councillor Tony Dalimonte (Chair)
Councillor Craig Grice²
Councillor Rob Shirton

Norfolk Representatives

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

¹Appointed November 25, 2013

²January 1 to October 15, 2013

Social Services

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Manager's Report, **Heidy Van Dyk**



The Social Housing Division offers programs to assist and support people who are living anywhere on the housing continuum, from absolute street homelessness to affordable home ownership, with rent-geared-to-income and affordable rental housing existing at points in between.

2013 saw the continuation of some long standing programs and the introduction of new ones. As the Consolidated Municipal Services Manager for housing, the Division is responsible for maintaining one modified chronological waiting list for all social housing units. This responsibility was delegated by the Division to the Housing Corporation at the time of devolution. In order to further exploration of human services integration opportunities between housing, social services and public health, the decision was made to create the position of Social Housing Resource Coordinator within the Social Housing Division to manage the centralized waiting list. I would like to acknowledge and thank the Haldimand Norfolk Housing Corporation for the work they did to manage the waiting list on behalf of the Service Manager and for their assistance during the transition. The transfer of the centralized waiting list was completed on time with no break in service to our housing providers or social housing applicants.

We completed and received Ministry approval of our 10 Year Housing and Homelessness Plan. The Plan, which was mandated for completion under the Housing Services Act, provides a framework for our work over the next decade to meet the housing demands of our community. Now that the Plan is finalized and approved I look forward to working on the implementation of our 5 strategic directions and 30 action items, with the goal of realizing our vision, which is that "Residents of Haldimand and Norfolk will be able to live in safe, appropriate, accessible and affordable housing with support opportunities."

We introduced a new logo, brochure and website for the Social Housing Division. We are very happy with our new look and encourage people to go to our website, www.hnhousing.org, for more information.

Investment in Affordable Housing (IAH) Strategy for Ontario

The Division delivered the third year of the provincially and federally funded Investment in Affordable Housing (IAH) Strategy for Ontario, consisting of the Rental Housing, Home Ownership, Ontario Renovates, Housing Allowance and Rent Supplement components, with the following results.

Rental Housing

- 14 one and two bedroom units completed and occupied in Simcoe (Sunfield Homes)
- 6 units approved for IAH funding in Simcoe, to be constructed in 2014 (Kent Park Community Homes)

Home Ownership

- 6 first time home buyers received down payment assistance

Ontario Renovates

- 12 low income home owners received financial assistance for repairs or renovations in the following areas: health and safety, accessibility, energy efficiency

Housing Allowance

- 22 participants of Ontario Works and the Ontario Disability Support Program received monthly rent assistance, increasing the affordability of their market rent units

Rent Supplement

- 14 people living with a mental illness and/or developmental disability received monthly rent assistance, increasing the affordability of their market rent units while maintaining their community-based supports
- This program component is delivered in partnership with the Canadian Mental Health Association, the Norfolk Association for Community Living, the Haldimand Association for Community Living and Community Living ACCESS Support Services

Social Housing

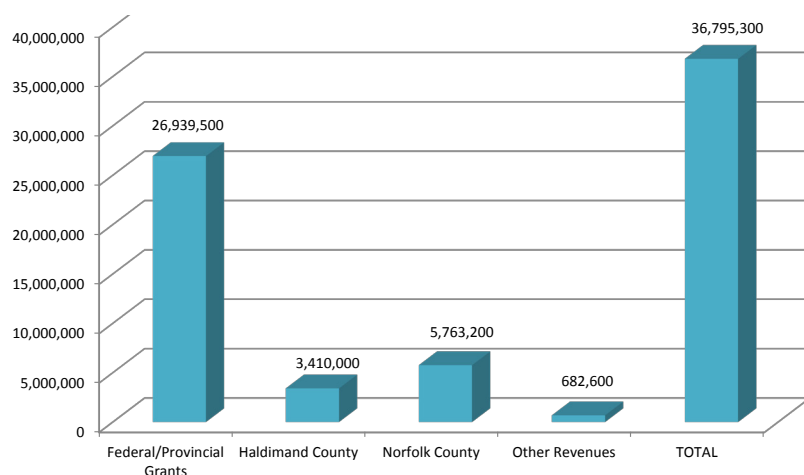
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Homelessness Prevention

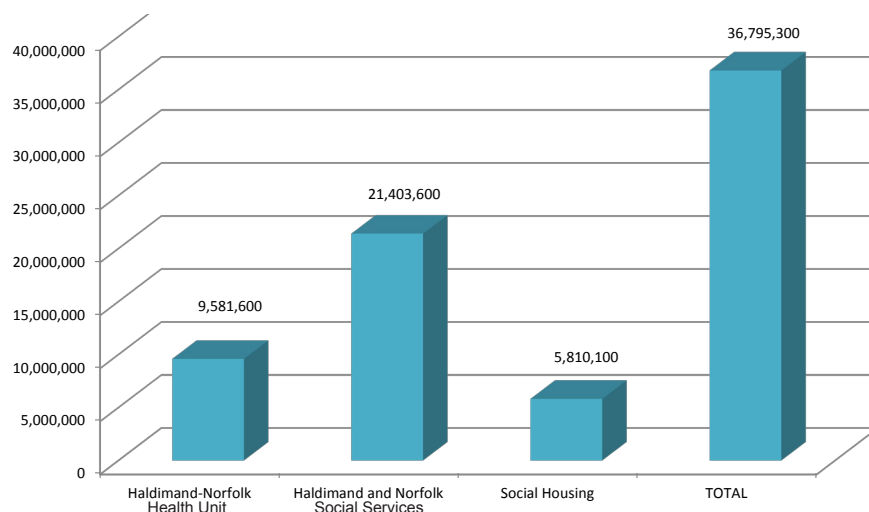
Our homelessness prevention programs experienced some major changes in 2013 with the introduction of the Community Homelessness Prevention Initiative (CHPI). The CHPI is the consolidation of five programs, some of which were funded by the Ministry of Community and Social Services, into one that is funded by the Ministry of Municipal Affairs and Housing. There are two main goals of the CHPI: to provide housing to people who are homeless and to prevent homelessness by keeping people housed. The programs that are funded by the CHPI include: the Emergency Housing Program, Rent & Utility Bank, Emergency Energy Fund, Domiciliary Hostels and the Housing Stability Benefit. The Housing Stability Benefit is a new program that was introduced in 2013 in response to the discontinuation of the Community Start Up and Maintenance Benefit. Funds are provided to recipients of Ontario Works and the Ontario Disability Support Program for the start-up of a new residence or to prevent eviction from a current residence. I would like to acknowledge the great work of the Dunnville Salvation Army Community and Family Services as our service delivery partner for the CHPI programs.

2013 Budget

Health & Social Services, Revenue



Health & Social Services, Expenditures



Designed by the Health Unit's Communications Services of the Health & Social Services Department.