

Health & Social Services Department Annual Report 2010



Message from the General Manager, Patti Moore

In a report titled *Reclaiming Our Humanity*, Sherri Torjman, vice-president of the Caledon Institute of Social Policy, says a vibrant community is one that:

- Provides support that meets the basic needs of all members.
- Promotes inclusion to enable all members to participate actively in social, economic, cultural and political life.
- Promotes opportunities for the lifelong acquisition of knowledge and skills by all members.

The basic needs that must be supported include:

1. Income and Social Status
2. Social Support Networks
3. Education and Literacy
4. Employment/Working Conditions
5. Social Environments
6. Physical Environments
7. Personal Health Practices and Coping Skills
8. Healthy Child Development
9. Health Services

“Municipal leadership is vital. Municipalities are the closest level of government to citizens. A strong municipality is one where all citizens are engaged and contributing to the economic base. Citizens living in poverty are often socially and economically marginalized, living life on the fringes and not able to access community services including transportation

and recreation.” (Canada’s *Cities Reducing Poverty*, Liz Weaver)

Haldimand and Norfolk Counties have been experiencing challenging economic times. This situation has made meeting the basic needs of all citizens very difficult. The Health and Social Services Department has been working over the past few years on how we can better integrate our services and resources to meet people’s needs and work towards a more vibrant community. We have also been working towards better integration across municipal departments and with our various community partners to address the awareness in the community and partnerships developed. Our activities as a department have shown us that there is much work to be done. In looking at experiences in other communities in Ontario, a collaborative effort across many sectors can make a difference in people’s lives and therefore their community. Join us in working towards a more vibrant Haldimand and Norfolk!



2010 Annual Report Health Unit



Haldimand-Norfolk Health Unit

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Manager's Report, Jill Steen

During 2010 the Health Unit continued to work towards meeting the needs of our many communities and addressing the 14 standards within the Ontario Public Health Standards.

This year the Ministry of Health Promotion and Sport charged health units across the province with engaging community members, partners, and local leaders in a process to identify community priorities, particularly in the areas of physical activity and sport and recreation, injury prevention, healthy eating, mental health promotion, tobacco use and exposure, and substance and alcohol misuse. By year end, the community had landed on five aims or results for Haldimand and Norfolk which include:

- Our children and youth are strong and connected
- Our residents are healthy
- Our community is vibrant
- Our community is safe, and
- People are connected.

Stay tuned in 2011 for the initiatives that are in place to reach these goals.

Another new program launched in 2010 was Healthy Smiles Ontario. This no-cost dental program provides preventive care for eligible children and youth aged 17 and younger. The program covers a full range of preventive and early treatment dental services including check-ups, cleaning, fillings,

x-rays, scaling and more. The Health Unit's dental staff assists clients with the application process for this provincially funded program.

This year the Health Unit, in partnership with Social Services and Social Housing, began a process to better understand the lives of some of our citizens who are struggling with low or fixed incomes. Poverty and low-income living have many negative effects on the lives and health of adults, and particularly children, in our community. We launched the Do the Math Campaign in November, where local community leaders were challenged to eat, for one week, only food available from a food hamper. A blog was established to bring this challenge alive in Haldimand and Norfolk. As we move into 2011, further initiatives will be planned to raise awareness of poverty in our community.

Healthy Babies, Healthy Children Team

- 205 pregnant women screened through Larson Screening Tool
- 892 live births recorded
- 492 moms received postpartum telephone contact
- 262 families received a postpartum home visit
- 123 families assessed as high risk received home visits
- 1,520 home visits by Family Home Visitors and Public Health Nurses



Population Health Team

- 339 people participated in the Driven to Quit smoking cessation campaign
- 140 people participated in three community walks led by Norfolk Pathways for People
- 900 people attended World Health Day events on April 11th in Caledonia and in Port Dover
- 238 participants attended six Workplace Health networking sessions
- 38 schools participated in student nutrition programs



The Health Unit's new youth drug awareness website (thechillzone.ca) was launched in September. More than 6,000

high school students were targeted via lunch hour events, PA announcements, posters and banners. Three hundred high school students took part in the 'test your knowledge' online quiz at the launch events. Thousands of grade 7 and 8 students were targeted via posters and stickers for classroom use. As a result of the launch events and local media, the website received 913 visits from September to December.

Infectious Disease Team

- 308 inspections conducted - Personal Service Setting (154), Day Care (50) and Institutional (104)
- 358 reportable diseases investigated
- 15 respiratory outbreaks and 13 enteric outbreaks followed
- 1,450 sexual health appointments/services conducted (testing, consultations, counselling, etc.)
- 30 individuals tested for HIV
- 90 individuals tested for sexually transmitted infection

Healthy Environment Team

- 3,213 water samples submitted by private citizens for testing by the Public Health Lab
- 358 animal contact investigations
- 189 food handlers certified
- 1,049 food premises compliance inspections conducted
- 425 seasonal housing units approved

Family Health Team

- 3,343 babies, families and their supports met with a nurse at Well Baby Drop-in sessions at Ontario Early Year Centres
- 486 Early Pregnancy Resource kits delivered to physician offices
- 149 pregnant women attended prenatal classes
- 859 high school students counselled and supported by a Public Health Nurse

Shaken Baby Syndrome

In 2010, utilizing funding from the Ontario Neurotrauma Foundation, the Health Unit sought to raise awareness of Shaken Baby Syndrome (SBS). Modelled after best practices and a successful SBS prevention program in upstate New York, the local program was designed to inform parents that feelings of frustration are normal when they are unable to console their baby; it is how we handle that frustration that is important. Awareness raising DVDs were, and continue to be, provided to new parents through Norfolk General Hospital. Educational sessions were provided at local agencies, asking them to share the simple, yet important message – don't shake your baby or young child.

Clinical Services Team

- 231 preschool children assessed by a Speech Language Pathologist
- 33 months was the average age of children referred to the Preschool Speech and Language program
- 56 children placed on the Healthy Smiles Ontario program
- 594 children (0 to 17 years of age) received emergency dental care through the Children in Need of Treatment program (CINOT)
- 83% of eligible grade 7 students received a vaccine against Meningococcal meningitis through the school based immunization program

2010 Annual Report Social Services



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Manager's Report, Jodi Guilmette

The economic situation throughout 2010 continued to create challenges for the Haldimand & Norfolk Social Services Division. Overall, the unemployment rates reached a high of 11% in December 2010; an increase of 2.4% over December 2009. However, there have been some positive signs of improvement to the economy. The employment rates remained stable at 55%, and full-time employment opportunities grew by 1.4% between December 2009 and December 2010. This continued to impact both our Ontario Works programs and our Children's Services programs.

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Our Ontario Works caseload peaked in March 2010. The average monthly caseload in 2010 was 1,394. This represented a 12% increase over 2009. In addition, an average of 185 people applied for assistance each month throughout 2010. These individuals and/or families were seen, on average, within four days of applying for assistance.

With respect to our Children's Services programs, the Full Day Kindergarten program mandated by the province continued to be rolled out. Our Phase 1 schools now have both teachers and early childhood educators (ECEs) working side by side in their kindergarten classrooms. As the Full Day Kindergarten program expanded, the impact to our local child care operators continued to be monitored to ensure that the child care system itself was stable and met the needs of our families and children.

It should also be noted that for the first time ever, a wait list for our child care fee subsidy was implemented in July 2010. At the end of 2010, approximately 75 children (51 families) were still waiting to access the fee subsidy program.

Despite these challenging times, staff remained dedicated to delivering high quality services to our clients and to the broader community. I would like to recognize their perseverance and flexibility, and thank each of them for their contributions.



Overpayment, Administration Support & Intake Services Team

- 8.96 was the average number of Social Assistance intake applications completed per day
- 29 Ontario Disability Support Program/ Ontario Works funerals and 11 needs-tested funerals funded
- 2,382 discretionary payments for assistive devices (knee braces, orthotics, aerochamber)
- \$1,137,890.80 in overpayments recovered
- 164 Ontario Works recipients and families transferred to Ontario Disability Support Program

Employment Services Team

- 5 participants completed Personal Support Worker program
- 22 participants completed Adult Co-op program
- 72 participants completed Community Placement program
- 551 participants attended various life skills workshops
- 208 participants found employment – Norfolk (123), Haldimand (85)
- 279 participants accessed Job Coach Services
- 96 clients received Outreach Services

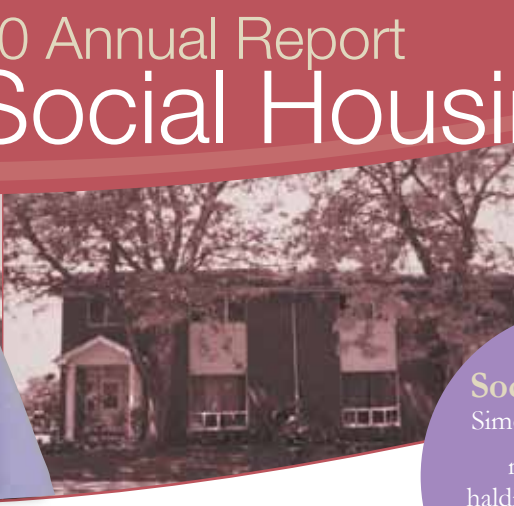
Financial Services Team

- 1,394 was the average monthly financial assistance cases
- 290 cases reviewed through Consolidated Verification Process to ensure adequate entitlement
- 196 investigations completed, 87 resulted in overpayments being applied to the case

Children's Services Team

- 123 child care fee subsidy applications completed
- 247 families (371 children) received fee subsidy
- 860 licensed child care spaces available
- 34 fee subsidy agreements signed with licensed child care operators
- 19 wage subsidy agreements signed with licensed child care operators

2010 Annual Report Social Housing



Social Housing

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Manager's Report, Merv Hughes

The Social Housing Division is the smallest division within the Health & Social Services Department. Regardless of its size, the positive influence of the housing and homelessness programs administered within the division cannot be overlooked. The various programs administered have made a significant positive impact on the overall health and well being of the community.

The year 2010 saw a number of new housing initiatives delivered by the Social Housing Division utilizing new funding from the province.

Affordable Housing Program

Home Ownership Component

The Social Housing Division assisted seven low to moderate income families with financial assistance to allow them to purchase their first home.

Using the Affordable Housing Program funding from the province, in the amount of \$100,000, eligible applicants were provided with 10% of the purchase price of a resale home on an interest free down-payment loan basis for 20 years. The down payment assistance loan will be forgiven, provided the owner continues to own and occupy their home for the next 20 years.

This was the second year of this very popular program in Haldimand and Norfolk Counties. A total of 30 homes have been purchased under this program in the past two years.

Rental and Supportive Component

In the second year of the Canada-Ontario Affordable Housing Program (AHP), five proposals from the community were submitted in answer to an Expression of Interest (EOI) call to build new affordable housing units. These proposals were submitted to the province for consideration of funding under the AHP program.

One proposal submitted by Cheshire Independent Living Services (Halton Homes Inc.) was selected by the province to receive AHP funding in the amount of \$1.4M toward the construction of 21 senior supportive housing units to be built in the vacant 'mothballed' wings of Grandview Lodge in Dunnville. The proposal met all necessary requirements as per Ministry of Municipal Affairs and Housing guidelines. The Cheshire project was fortunate to also receive annualized funding from the Local Health Integrated Network (LHIN) for senior supportive services.



Short Term Rent Support Program

The province announced a new three year Short Term Rent Support Program (STRSP). This program is intended to assist low income needy households paying more than 30% of their gross monthly income for rent. Haldimand and Norfolk Counties were allotted approximately \$40,000 annually for this program. Eligible applicants were referred to the province from the Social Housing Central Waiting List, social assistance recipients and mental health supported clients. The Ministry of Revenue reviewed all submitted applications and selected 26 applicant households to receive a monthly rental subsidy of \$150.

Fast Facts

- 286 applicants on the Central Waiting List for Social Housing
- 55% of applicants on the Central Waiting List that are single under the age of 65
- 9.4% of applicants on the Central Waiting List that are over the age of 65
- 826 subsidized social housing units in Haldimand and Norfolk
- 1-3 years is the average wait time for an applicant on the Central Waiting List to be housed
- \$390 was the average monthly rent paid by a senior citizen in Social Housing.

Health & Social Services Advisory Committee

Haldimand Representatives

Councillor Tony Dalimonte (Chair)
Councillor Craig Grice
Councillor Don Ricker¹
Councillor Rob Shirton²

¹January 1 to November 30, 2010

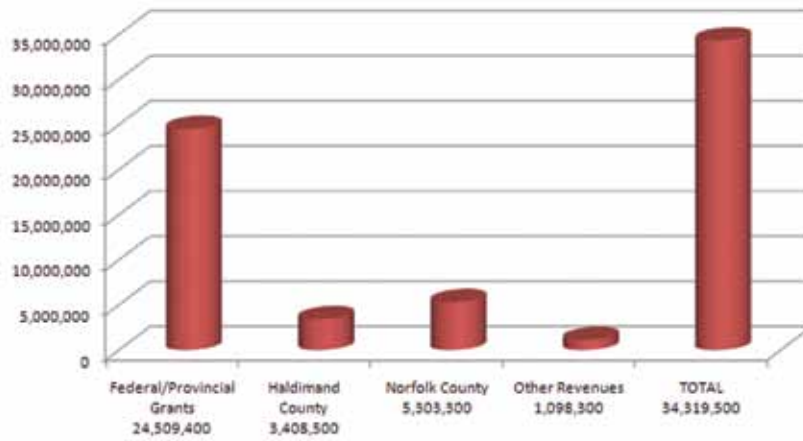
Norfolk Representatives

Councillor Charlie Luke²
Councillor Harold Sonnenberg
Councillor Heidi Van Dyk¹
Councillor John Wells (Vice Chair)

²Appointed December 1, 2010



Health & Social Services Revenues



Health & Social Services Expenditures

