

Working together to provide quality social and public health services, affordable housing and long-term care in our communities.



Message from General Manager, Patti Moore

Healthy diets, affordable housing, clean water, adequate income, effective parenting, aging with dignity—what do these all have in common? They are all priorities within a human services organization such as our Health & Social Services Department. Human services can be defined as a continuum of programs that address human needs ranging from basic needs such as food and shelter through life improvement services such as job training and education. The goal in the provision of human services is to achieve a better quality of life for all citizens. This could be measured by physical, mental and financial health, as well as strong, well functioning families and safe, sustainable communities.

What kind of concerns are there in Haldimand and Norfolk? Early brain development, education levels and income play a significant role in an individual and families overall health and well-being. How do our Counties stack up in those areas?

Adequate Income—average annual earnings are approximately \$6,000 (Haldimand) and \$8,000 (Norfolk) lower than the provincial average. (Statistics Canada, 2001 Community Profiles)

Education Levels—24% of the residents of Haldimand and 30% of the residents

of Norfolk have less than a high school education compared with the Ontario average (20%). (Statistics Canada, 2001 Community Profiles)

Early Learning and Care—the number of licensed child care spaces in our community would provide service to 6% of the age 0 to 6 population. The provincial average is 12%.

Food and shelter are two of the most basic of human needs. Are these an issue in our communities?

Subsidized Housing—over 300 individuals or families are on a waiting list for rent geared-to-income housing which can take several months or years to be housed.

Food Banks—in Haldimand and Norfolk there are 12 food banks being used by hundreds of our residents.

What is the impact?

The mortality rate from 1993 to 1997 for diseases of the circulatory system was 31% higher in Haldimand and Norfolk, compared with Ontario (Haldimand and Norfolk Health Status Report, 2002).

On average, 500 single or two parent families receive social assistance each month. This includes over 900 children a

month living in poverty in our community. This does not include those working families or those not on assistance that are also below the poverty level.

Residents of Norview Lodge are older and more frail with the average age at admission of 83 years.

The Health & Social Services Department have many services and resources that are helping our community address all of these issues and many more. We also work with many community partners to ensure our residents enjoy the highest quality of life possible.

Please visit our website at www.haldimand-norfolk.org or contact any of the staff identified in this report to find out more about how we can work together to provide quality social and public health services, affordable housing and long-term care in our communities.

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Fast Facts



Haldimand-Norfolk Health Unit

Addiction Services

- 2,451 individual and group counseling sessions provided
- 2,499 participants attended 77 presentations
- 819 clients counseled (311 youth and 508 adults)
- 51 family members counseled

Communicable Disease Team

- 10,510 immunizations given (includes Flu shots)
- 1,999 sexual health counselling sessions
- 731 sexual health clients on caseload
- 416 reportable diseases investigated
- 124 Personal Services Settings (PSS) inspections
- 73 individuals requested HIV testing

Healthy Environment Team

- 4,524 water samples taken by private citizens
- 683 fixed premises inspections
- 522 seasonal housing units inspected
- 260 bites (all animals) investigated
- 253 private water samples taken for land transactions
- 214 tobacco compliance inspections with minor

Healthy Growth & Development Team

- 1,881 visits by mothers and babies to Well Baby/Breastfeeding Clinics offered in 4 sites
- 945 families with a live birth
- 904 children had dental screening at various Health Unit clinics
- 802 families received a post-partum telephone contact
- 328 babies received an infant hearing screen
- 276 referrals to preschool speech and language program

Population Health Team

- 8,465 students benefited from snack, breakfast or milk programs
- 5,561 students enrolled in the TV Turn Off campaign
- 3,830 high school students participated in Drug Awareness Week assemblies
- 909 employees participated in the workplace health program
- 487 car seats checked for safe installation

Social Housing

- 656 social housing units are Rent Geared-To-Income (RGI)
- 518 individuals assisted with small rent/utility loans
- \$491 average rent/utility assistance provided per family
- 295 applications for geared-to-income housing on the central waiting list
- 180 social housing units are full pay or market rental housing

Ontario Works & Social Services

Administration & Recovery Team

- \$917,499 overpayments recovered
- \$428,961 support income deductions and reimbursements from the Family Responsibility Office
- \$175,491 to be collected as a result of investigations
- 17,150 individuals served by National Child Benefit Reinvestment Strategy (NCBS) programs
- 564 new support referrals to the Family Support Worker
- 272 calls received on fraud lines

Employment Team

- 10,350 volunteer hours contributed to our communities
- 1,744 participants successfully completed lifeskills workshops
- 403 volunteer placements
- 157 average participants placed in paid employment each month

Financial Team

- 5,179 hours of homemaker services provided
- 1,509 social assistance applications completed
- 103 Ontario Works recipients and their families transferred to Ontario Disability Supports Program

Social Housing

The Social Housing Division is responsible for funding and providing effective administration of subsidized rental housing programs that prevent homelessness. Staff ensure that residents in Haldimand and Norfolk Counties have access to safe, clean, affordable housing regardless of income or economic circumstances.

Consolidated Homelessness Prevention Program (CHPP)

The Ministry of Community and Social Services provides funding to the municipality for programs that reduce and/or prevent residents of the two Counties from becoming homeless.

In 2005, \$92,754 was provided to the Salvation Army Family Services of Dunnville to deliver a Rent/Utility Bank and a Housing Support Program to needy residents of Haldimand and Norfolk. More than 500 needy residents were provided with small loans to enable them to pay overdue utility bills or rental arrears. As a result, this helped to prevent utility shut-offs or eviction due to non-payment of rent.

Strong Communities Rent Supplement Program Units

Haldimand and Norfolk Counties were fortunate to secure provincial funding for 16 additional rent subsidized units under the Strong Communities Rent Supplement Program. This 100% provincially funded program provides rental subsidies to needy tenants within certain privately owned apartment buildings to enable them to afford market rents.



Canada-Ontario Affordable Housing Program

The Ministry of Municipal Affairs and Housing announced in December 2005 that Haldimand and Norfolk Counties were allocated 25 new affordable housing units, 30 rent allowance subsidies and 31 home ownership unit subsidies under the new Canada-Ontario Affordable Housing Program.

Social Housing Provider "Benchmarked" Subsidies

The devolution of social housing mandated that Haldimand and Norfolk administer and fund social housing in accordance with the Social Housing Reform Act, 2000. One of the key program components of the Act, delayed by the province until 2005, was the creation of a new funding model based on local standardized costs and revenues called "benchmarks". In late 2005, all housing providers subject to the Act had their 2006 subsidy levels determined using standardized "benchmarks". This change will ensure that not only will housing providers have predictable and sustainable funding in the future, but also that housing providers will operate their projects in an efficient and business like manner.

For information, contact Merv Hughes at 519-426-6170, ext. 3122.

Haldimand-Norfolk Health Unit

Message from Acting Medical Officer of Health, Dr. Jeff Tschirhart, M.D., C.C.F.P.

The Health Unit has positively faced many challenges over the past year. The changes to the public health sector have had direct impact on our resources, structure and ability to fulfill our mandate. In response to the changing external environment, the Health Unit staff and Board developed a three-year Strategic Plan in November that will enable us to fully utilize opportunities to strengthen our local service provision to the communities we serve. The Strategic Plan can be viewed on our website at www.hnhu.org.

Working productively in a rapidly changing environment causes additional stress and strain on all our resources. I would like to thank the staff and Board for

their ongoing dedication to our mission: We promote and protect health and prevent disease by providing community health services in Haldimand and Norfolk Counties, and look forward to the exciting times ahead for public health.



Accredited Since
1998

Haldimand-Norfolk
Health Unit

Message from Manager, Karen Boughner

Many of the health care sectors are involved in the province's transformation agenda for the delivery of health care. Although public health is not an agency

that falls within the jurisdiction of the Local Health Integrated Networks (LHINs) there is a parallel review of public health taking place as part of Operation Health Protection, the province's three-year plan to build a stronger, revitalized public health system. The final report, to be released in early 2006, will make recommendations to the Chief Medical Officer of Health and through her, to the Minister of Health and Long-Term Care. Staff have engaged in several activities over the past year in order to have input into this process and speak to the needs of small rural Health Units. This is a time of rapid change and growth in public health. The dedicated staff at the Health Unit have worked hard in 2005 to provide quality programs for the communities we serve during this time of transition.

Haldimand-Norfolk Health Unit

Addiction Services

Addiction Services is a community treatment program offering assessment, referral and outpatient counselling for individuals experiencing problems with gambling and substance use. Counselling is provided in individual and/or group format. Assistance is also available to family members and friends. Counsellors are on site in all secondary schools on a regular basis and in all elementary schools, as requested.

For information, contact Mary Nemeth at 519-428-1805, ext. 3303.

Coping Skills

Addiction Services partnered with Adult Mental Health Services to offer a concurrent disorders group, "Coping Skills", to clients who are experiencing difficulty with mental health issues, substance use and legal issues. The group provides participants with cognitive strategies in dealing with anger, anxiety, depression, stress and assertive behaviour.

Referrals are made through various community partners. Two five week sessions of the group were completed. Encouraging, positive evaluations were received from those participating.

Older Adult Problem Gambling Program

As a result in increased provincial funding, Addiction Services is now addressing issues related to older adults (55+) and gambling.



The Older Adult Program has increased its ability to promote prevention and education messages as well as provide counselling services. Information to help older adults keep gambling activities fun and responsible is now being distributed. However, if problems develop, help is available at the Health Unit.

Crack/Cocaine Use on the Rise

There has been a noticeable increase in crack/cocaine use among clients seeking assistance at Addiction Services. The proportion of clients who reported crack/cocaine use as problematic more

than doubled from 2003 to 2005. Specifically in 2003, 11% of clients reported that crack/cocaine use as problematic, compared with 26% in 2005.

Disease Prevention Services

Communicable Disease Team

The Communicable Disease Team provides services including: assistance in the management of institutional and community outbreaks (gastrointestinal and respiratory), investigation of reportable diseases, inspections (nursing homes, licensed daycare facilities and personal service settings), vaccine storage and handling, immunization clinics in schools/community, and the collection of vaccine records and enforcement of legislated vaccination requirements for all school aged children. The Sexual Health Program offers contraceptive counselling including low cost birth control methods, pregnancy testing, Sexually Transmitted Infections (STI)/HIV testing and PAP testing for teens.



For information, contact the Program Coordinator, Communicable Disease Team at 519-426-6170.

Integrated Public Health Information System (iPHIS)

The Ministry of Health and Long-Term Care implemented a new reportable disease information system in Ontario. This new system was fully implemented across the 36 Health Units in 2005. iPHIS will allow all Health Units to better manage reportable diseases and outbreaks throughout Ontario.

Outbreaks

The Communicable Disease Team assisted in the management of approximately 40 outbreaks in 2005 including the Rubella outbreak and several Salmonella outbreaks. The Rubella and Salmonella outbreaks involved several other Health Units in Ontario and received considerable media attention.

Pandemic Plan

The Health Unit continued to work on preparing an influenza pandemic plan. In the event of a pandemic, it will be managed by an Emergency Health Control Group (EHCG) under the direction of the Acting Medical Officer of Health. The EHCG will have clearly defined responsibilities in the event of a pandemic and will receive assistance from five sub-committees. The Pandemic Plan is expected to be released in 2006.

Healthy Environment Team

The mandated responsibilities for the Healthy Environment Team are health hazard investigation, food safety, water quality, emergency response, tobacco control, sun safety education for the prevention of skin cancer, inspection of swimming pools and bathing beaches, migrant farm workers' housing and rabies prevention.



For information, contact Glen Steen at 519-426-6170, ext. 3204.

Safety Committee

The Healthy Environment Team in conjunction with the Simcoe Detachment of the OPP and a member of the Population Health Team were members of a Safety Committee with a primary emphasis on bicycle safety among migrant farm workers. This committee was developed in response to a traffic accident that involved the death of two migrant farm workers while bicycling at night. Several methods of communication that include videos, posters and notices were developed in 2005, and will be distributed to migrant farm workers in 2006.

Low Cost Rabies Clinics

The Healthy Environment Team investigated 299 animal bites, of which 166 were dog bites and 51 were cat bites. In 2005, rabies clinics were cancelled. However, in 2006 the Simcoe and District Humane Society will be

Haldimand-Norfolk Health Unit

holding low cost rabies clinics, of which the Health Environment Team will provide support.

Health Promotion Services

Population Health Team

The Population Health Team addresses health issues including: 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 worked with individuals, groups, community partners and schools to help the community achieve optimal health.



For information, contact Jill Steen at 519-426-6170, ext. 3238.

Vegetable & Fruit Media Campaign



During our local growing season from May to October, nutrition information, storage tips and recipes were on the radio and featured biweekly in Haldimand and Norfolk papers. The media kick-off which occurred in early May included deputations with Norfolk and Haldimand Councils, a Morning Show appearance on CD 98.9 and attendance at a Best for Women Fair.

The Ripple Effect



The Ripple Effect is a local documentary developed and delivered collaboratively by Population Health and Addiction Services in conjunction with a number of community partners. The DVD explores the challenges and consequences of decision making while under the influence of alcohol and other drugs. This awareness and education initiative was presented at all Haldimand and Norfolk high schools reaching a total of 2,830 students. Student evaluations show that almost 80% of students reported learning something new after viewing it, and the majority of students indicated

that the DVD will "help them make more responsible decisions" and make them "think about the consequences of decision making".

Heart Healthy School Awards

By year end, six elementary schools were participating in the Heart Healthy School Award program. Parents, staff and students worked together to provide healthy eating, physical activity, smoking prevention and stress management activities within their schools.

Healthy Growth & Development Team

The Healthy Growth and Development Team provides health services to groups, individuals and families. Services include:



Well Baby and Breastfeeding Clinics, telephone counseling, home visits, individual counseling in schools, parenting programs, prenatal classes, speech therapy, dental screening and community presentations on many health and lifestyle topics.

For information, contact Melanie Laundry at 519-426-6170, ext. 3213 or Rose Anne Maracle-Ringuette at 905-318-5367, ext. 305.

Dental Health Program

A total of 188 children received dental screenings offered at the Ontario Early Years Centres across Haldimand and Norfolk Counties. Dental screenings are also provided at Health Unit sites in Simcoe, Caledonia, Dunnville and the Norfolk Community Help Centre. A total of 5,177 children were also screened at Haldimand and Norfolk elementary schools. Various dental financial assistance programs continue to be available to assist children and teens.

Pre and Postnatal Nurse Practitioner Program

We celebrate another successful year of delivering pre/postnatal health care from the Mothers Care Clinic in Langton. The clinic was able to service the health

care needs of over 700 clients this year, many who do not have physicians or health cards. The most exciting news comes from the provincial government in the way of secured ongoing funding of the project. With the help of a translator and weekly secretarial support, key stakeholders continue to utilize health care for immigrant women and their children. These services are delivered by a Nurse Practitioner in partnership with the many other Early Years Initiatives being offered within the Health Unit to provide comprehensive holistic health care.

Healthy Babies Healthy Children (HBHC) - Early Identification Component

In the past year the HBHC program has promoted Early Identification for children 6 weeks to 6 years by:

- counselling parents to monitor infant child development
- referring families for in-depth assessment and to appropriate agencies
- promoting resources, programs and participating on committees
- supporting the School's Cool initiative.

Epidemiology

The main goal of the Epidemiologist is to monitor the health status of Haldimand and



Norfolk residents as well as to assist in evaluating health promotion programs. A West Nile Virus Report (WNV) was released in 2005, which provided an overview of WNV surveillance data (human, bird and mosquito) over the last five years (2000-2004). The WNV Report also highlighted how the WNV program in Haldimand and Norfolk has changed. Four reports from the Student Health Survey (Sexual Health; Tobacco; Nutrition and Physical Activity; Mental Health and Gambling) were also released in 2005. A Reproductive Health Report and Injury Report, were started in 2005, and are expected to be released in 2006.

For information, contact Deanna Tries at 519-426-6170, ext. 3215.

Ontario Works & Social Services

Message from Manager, Pat Ranford

The Division faced and overcame many challenges in 2005, primarily as a result of Ministry-initiated changes. By June 2005, we had implemented the mandatory local delivery plan for intake, and moved to a super user model whereby our clients only had one Case Manager for financial and employment services. This change improved customer service and streamlined the intake process. We also commenced work on Best Start that resulted in an Implementation Plan being completed for year-end. A two-year Request For Proposal (RFP) for Homemaker Services was also put in place. In addition, we began work on the Ministry's new Outcome Measures funding and assessment model. Despite these new requirements, staff continued to meet performance measures and targets.

The Ontario Works & Social Services Division distributed a Customer Satisfaction Survey in 2005 and received a 18.4% response rate. Although the response rate was low, there was positive feedback pertaining to treatment of clients, telephone callbacks within 24 hours and satisfaction with the service. Respondents still expressed concerns with the legislation, policy directives and the Ontario Works rates.

All Ontario Works & Social Services Division staff are to be commended again for their timely, effective and supportive services to our Haldimand and Norfolk County residents.

Administration & Recovery Team

National Child Benefit Reinvestment Strategy (NCBS)



Parents on social assistance and those working in low

income jobs are able to receive support through NCBS.

Partnering agencies include:

- Child Nutrition Network
- Haldimand-Norfolk Health Unit
- Norfolk Community Help Centre
- Salvation Army Family and Community Services

NCBS also assisted Ontario Works participants through Lifeskills Workshops and an Emergency Assistance for Children Fund.

For information, contact Linda Maiden at 519-426-6170, ext. 3784.

Eligibility Review

This team is responsible for investigating the eligibility of participants. All suspected fraud cases are referred to the Eligibility Review Officer for further investigation and action. Upon completion of the investigation, decisions are made regarding ongoing eligibility and fraud overpayments. If deemed necessary, participant may be referred to the police for legal action.

Over the last year, there were a total of 272 fraud complaints completed, which resulted in one conviction. In addition, there were 145 internal reviews, 19 Social Benefit Tribunal submissions completed and 9 Social Benefit Tribunal hearings conducted, all of which are non-police related appeal proceedings.

Possible frauds may be reported to our Hotline at 1-800-420-5403.

For information, contact Kris Vandebussche at 519-426-6170, ext. 3750.

Overpayments

Overpayments can be created through unreported changes in rent, heat, hydro, spousal/child support acquired, or earnings. Our participants and their spouses are responsible for repaying overpayments that were created through unreported changes in any Ontario

Works or Ontario Disability Support Program. In 2005, \$917,499 in overpayments were recovered.

For information, contact Chris Fehrman at 519-426-6170, ext. 3746.

Family Support Services



Participants are assisted in obtaining financial support for themselves and their children through support orders and agreements. When our participants receive financial assistance from Ontario Works, they are required to pursue spousal and child support. During 2005, 564 new support referrals were received.

For information, contact Laura Boughner at 519-426-6170, ext. 3763.

Children Services Team

Best Start

The main purpose of Best Start is to strengthen Early Development, Learning and Care services for children 0 to 6.



In 2005, the approved Child Care Services Plan was updated to include the Best Start component. A Transition Plan was developed to use existing vacant child care spaces to:

- increase spaces/subsidies with priority on JK/SK
- gradual expansion for children aged 0-4
- identify capital planning to accommodate additional spaces for 2005-2006
- out year capital projects that could be initiated in 2005-2006

For information, contact Jodi Guilmette at 519-426-6170 ext. 3744.

Ontario Works & Social Services

Employment Team

Lifeskills Workshops

Many Lifeskills Workshops continue to be offered to assist our participants in obtaining employment. In an effort to better prepare our participants for employment, the following workshops were offered from both the Dunnville and Simcoe offices:

- Cashier / Customer Service Training
- Discovery – Workshops Designed for Participants with Disabilities
- Lost—Understanding Job Loss
- Job Seekers Workshop
- New Direction – Workshops Focusing on Interviewing Skills
- One Step at a Time – Workshops Designed for Single Parents
- Job Survival
- Call Centre
- Cleaning Industry
- Long-Term Care Training
- Successful Volunteer Workshops

For information, contact Marlene Smith at 519-426-6170, ext. 3787.

Employment Placement Program (EPP)

EPP offers job specific training to participants, depending on individual circumstances.



All employable adults are required to undertake any full-time, part-time or casual employment. Participants are also required to make efforts to gain employment by using a current resume, job searching techniques, networking and other strategies.

In an effort to better service participants that have been in receipt of Employment Insurance (EI) benefits, an Employment Placement Coordinator actively works with these individuals to assist them in obtaining wage subsidy, training dollars and/or job creation opportunities.

In 2005, an average of 157 participants were placed into paid employment per month.

For information, contact the Employment Placement Coordinator at 519-426-6170, ext. 3776.

Community Participation

Community Participation is an opportunity for our participants to become involved in their community while they learn basic work and life skills, obtain experience and make contacts for future employment.



In an effort to enhance the skill levels of participants, a job specific skills training program in the long-term care industry was developed in partnership with the community and piloted in 2005. Through this program, individuals have the opportunity to train for three months in a long-term care facility as a house-keeping aide, laundry aide or dietary aide. This pilot was very successful with 10% of the participants leaving Ontario Works for employment.

For information, contact Sherry Lloyd at 519-426-6170, ext. 3739.

Financial Team

Homemakers Services

For individuals in need of homemaking services, assistance to support the costs is available. These services include laundry, light housekeeping and meal preparation. Community Care Access Centre (CCAC) and Victorian Order of Nurses (VON) Brant-Norfolk-Haldimand Branch assist in providing homemaking services.



In 2005, a Request for Proposal was distributed to determine the service provider commencing a two year

contract on January 1, 2006. The VON Brant-Norfolk-Haldimand Branch was awarded the contract.

For information, contact Dianne Crotta at 519-426-6170, ext. 3757.

Consolidated Verification Process (CVP)

CVP helps to ensure that the appropriate amount of financial assistance is provided to eligible participants.

The number of cases reviewed in 2005 was approximately 470. We achieved our mandated target of 98%. This generated additional monies from the province to reinvest in other Ontario Works' programs to assist our participants.

For information, contact Dinah Biddle at 519-426-6170, ext. 3751.

Ontario Works

The caseload receiving financial assistance has increased in 2005 with an average of 936 cases monthly. This is an increase from 2004's average monthly caseload of 870 and 800 cases in 2003.

The average waiting time at the Simcoe and Dunnville offices is four business days, which is within Ministry guidelines.

One-Step Application Process

In 2005, a one-step application process was implemented.



To make social assistance programs more effective and efficient, the Ministry streamlined the process from a two-stage to a one-step application process, dissolving the Hamilton-based Intake Screening Unit. Now residents contact our local Ontario Works office directly.

Changes were introduced in 2005 involving the implementation of an active and client-centered customer service focus.

Health & Social Services Dept.

Working for you in your community...

**Haldimand-Norfolk Health Unit
Ontario Works & Social Services
Social Housing**
12 Gilbertson Drive, Simcoe N3Y 4L1
519-426-6170 / 519-582-3579
905-318-6623 (free from 905 area)
Addiction Services 519-428-1805

Norview Lodge
44 Rob Blake Way, Simcoe N3Y 4L8
519-426-0902

Haldimand-Norfolk Health Unit
282 Argyle Street South
Caledonia N3W 1K7
905-318-5367



Haldimand-Norfolk Health Unit
22 Albert Street
Langton NOE 1G0
519-875-4485

**Haldimand-Norfolk Health Unit
Ontario Works & Social Services**
117 Forest Street East
Dunnville N1A 1B9
905-318-6623

2005 Budget



**Health & Social Services
Advisory Committee (2003-2006)**

Haldimand Representatives
Councillor Lorne Boyko (Chair)
Councillor Tony Dalimonte
Councillor Buck Sloat

Norfolk Representatives
Councillor Michael Columbus
Councillor Harold Sonnenberg
Councillor John Wells (Vice Chair)

**Health & Social Services
Management Team**
Patti Moore, General Manager
Karen Boughner, Manager, Health Unit
Merv Hughes, Manager, Social Housing
Kim Jenereaux, Manager, Norview Lodge
Pat Ranford, Manager, Social Services

2005 Annual Report

Health & Social Services Dept.

NORFOLK

HALDIMAND



44 Rob Blake Way, P.O. Box 604
Simcoe ON Canada N3Y 4L8
519-426-0902
www.norfolkcounty.on.ca



Fast Facts

General

- 99% occupancy rate
- 83 yrs average age at admission
- 80 admissions
- 28-105 yrs age of current Residents
- 3 1/3 yrs average length of stay
- 13 admissions to short stay program (2 beds)

Programs/Volunteer Services

- 1,436 hrs of service for Residents
- 82 volunteers assist with programs and activities
- \$6.60 MOHLTC funding/Resident/day

Nursing Care Services

- 2.74 hrs direct nursing care/Resident/day in new home
- 96% influenza vaccination rate among Residents
- 85% influenza vaccination rate among staff
- \$63.76 MOHLTC funding/Resident/day

Support Services

- 156,480 meals prepared and served
- \$5.34 MOHLTC funding/Resident/day for raw food costs
- \$6.12 actual raw food cost/Resident/day
- 123,845 square feet cleaned regularly in new home
- 1,400 lbs laundered daily in new home

Message from Medical Director/Home Physician, Dr. J.B.R. Chivers, Ph.D., M.D.

Norview Lodge returned to its 179 bed capacity with the move to the new Norview in late 2005. It had been operating at 144 beds since the flood in November 1996. Admissions ceased approximately two weeks prior to the move and with some deaths before and after the move, staff were actually required to fill 58 beds instead of just the additional 35. There was a waiting list of over 100 people.

Residents on the waiting list are older and frailer and wait an inordinate amount of time either at home with support or in hospital. The expectations of our Residents and families continue to grow, placing additional time demands on the staff. We continue to encourage them to be partners in care and spend considerable time educating and meeting with them to address their questions, concerns and expectations.

With the move to the new Norview Lodge, there has been a considerable amount of new staff, along with new routines to learn and lots of changes. Things are improving on a daily basis.

The staff of Norview Lodge is to be commended for the excellent care and service they provide to the Residents.

Message from Manager, Kim Jenereaux

2005 was an extremely busy year preparing and planning for the move to the new Norview Lodge. This involved the preparation, submission and approval of a detailed move plan to the Ministry of Health and Long-Term Care (MOHLTC), the hiring of new staff, the provision of a facility-wide orientation program for current and new staff; and meetings with families and Residents. A very smooth transition took place over a three day period; with the assistance of Resident's families, staff and volunteers. The Residents are adjusting to and enjoying their new home, particularly the privacy and additional space. Staff have done an excellent job acquainting Residents and themselves to the new environment and routines. In addition, staff completed a successful accreditation review by Canadian Council on Health Services Accreditation (CCHSA).

Business Services

The administrative team provides reception, secretarial, scheduling and accounting services to all departments. For information, contact Lenore Allen, Business Services Supervisor at ext. 4223.

Admission Process

The Haldimand-Norfolk Community Care Access Centre (CCAC) determines eligibility and manages all admissions and waiting lists. To apply for admission, call CCAC at 519-426-7400.

Residents are required to pay for accommodation costs as established by the province annually. This is based on income only (except for private rooms). Norview Lodge provides both basic accommodation (two people per room sharing one bathroom) and private accommodation (one person and one bathroom). For tours, please call 519-426-0902 ext. 4229 or ext. 4245.

Programs/Volunteer Services

Volunteers provided an average of 121 hours of service per month in the Activation Department. These dedicated people assisted with activity programs and outings, provided pet therapy, musical entertainment and spiritual programs. This does not include the many hours of volunteer work provided by the Auxiliary, as well as the members of our community who assisted with several large fundraising events in 2005.

The Norview bus was on the move with an average of 8 outings per month, allowing our Residents to maintain valuable contact with their communities.

A Family Council was initiated early this year and provides an opportunity for family members to work together to provide support, share information and experiences, and work with our staff to help ensure the best quality of life for the Residents. For information, contact Valerie Holland, Programs/Volunteer Supervisor at ext. 4232.

Nursing Care Services



The year was very challenging with the planned move and the focus on hiring and general orientation, along with implementing the changes to the MOHLTC Standards including:

- RN's on-site 24 hours per day, 7 days a week
- Residents being offered two baths per week
- the New Nurse Graduate Initiative
- purchase of additional Resident lifts/transfer equipment
- pre and post occupancy review
- annual compliance review

An increase in our Case Mix Index resulted in an increase in funding of \$2.20 per Resident per day for nursing and personal care services, effective April 1, 2005.

For information, contact Judy Little, Nursing Services Supervisor at ext. 4225, Resident Care Coordinators, Gina Gibbons ext. 4229 or Michelle Smith ext. 4245.

Support Services

During the year, staff from Nutrition Services, Housekeeping and Laundry teams were combined to create the new Support Services team.

With the move to the new home, there was an increase in square footage, equipment, furnishings and appliances to be cleaned and an increase in laundry and meals for the additional Residents. For information, contact Donna Lotus, Support Services Supervisor at ext. 4257 or the Support Services Coordinator at ext. 4255.

Facilities Services

This department was reorganized to include Maintenance and Stores units (purchasing, inventory management and Resident transportation). The focus in 2005 included:

- maintaining the "old" Norview
- review and development of policies and procedures for the new home
- education and training on new systems
- moving and installing supplies and equipment
- setting up stores and inventory processes

For information, contact Brian Koncir, Facilities Services Supervisor at ext. 4228 or Linda Miedema, Purchasing Coordinator at ext. 4226.

Work of Heart Campaign



The fundraising campaign for purchasing quality of life items for the new home will continue on a smaller scale. To date, \$328,000 has been raised and purchases will be made in 2006.

Memorial donations to the Redevelopment Fund are appreciated. The 4th Annual Road Rally will be held September 9, 2006. If you would like further information about the campaign or assist with any of the events, contact Valerie Holland, Programs/Volunteer Supervisor at 519-426-0902 ext. 4232.

2005 Budget

