

Leading the Way to a Healthier Durham



HEALTH  
DEPARTMENT

# 2018 HEALTH PLAN

AN ACCREDITED PUBLIC HEALTH AGENCY

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## Abbreviations

- AD – Administration Division
- AS – Administrative Support
- BETTER – Building on Existing Tools To Improve Chronic Disease Prevention and Screening
- BHV – Blended Home Visiting Program
- CACC – Central Ambulance Communications Centre
- CCC – Child Care Centres
- DA – Dental Assistant
- DH – Dental Hygienist
- CDC – Community Development Coordinator
- CE LHIN – Central East Local Health Integration Network
- CFAC – Community Food Advisor Coordinator
- CHN – Community Health Nurse
- COOP – Continuity of Operations Plan
- CS-IT – Corporate Services – Information Technology Division
- CWIS – Cold Warning & Information System
- DDSB – Durham District School Board
- DRHD – Durham Region Health Department
- DRPS – Durham Regional Police Service
- ECCC – Environment and Climate Change Canada
- EH – Environmental Health
- FV – Family Visitor
- GT – Graphics Technician
- HA – Health Analyst
- HARP – Health Analytics, Research & Policy Team
- HBHC – Healthy Babies Healthy Children Program

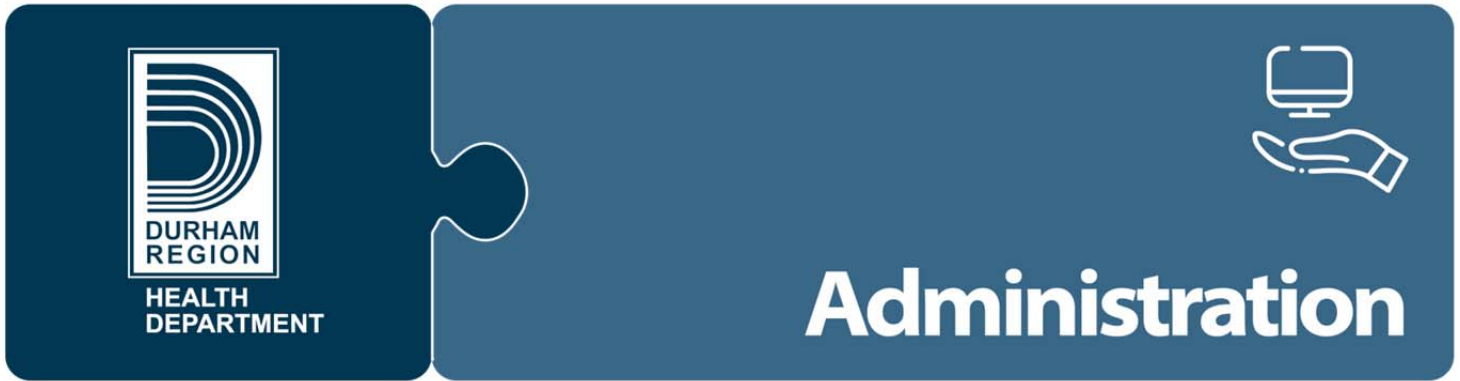
- HCP – Health Care Provider
- HIC – Health Internet Coordinator
- HISM – Health Information Systems Manager
- HMCA – *Healthy Menu Choices Act, 2015*
- HPPA – *Health Protection and Promotion Act*
- HPRS – Health Policy & Research Specialist
- HQ – Headquarters
- ICD – Infant & Child Development Program
- IDP – Infant Development Program
- IPAC – Infection Prevention & Control
- KI – Potassium Iodide
- LSPA – *Lake Simcoe Protection Act, 2008*
- MCYS – Ontario Ministry of Children and Youth Services
- MOHLTC – Ontario Ministry of Health and Long-Term Care
- MSM – Men who have Sex with Men
- NCAST – Nursing Child Assessment Satellite Training
- NP – Nurse Practitioner
- OBC – *Ontario Building Code*
- OPG – Ontario Power Generation
- OPHS – *Ontario Public Health Standards: Requirements for Programs, Services, and Accountability*
- OT – Occupational Therapist
- PA – Program Assistant
- PH – Public Health
- PHD – Population Health Division
- PHI – Public Health Inspector
- PHN – Public Health Nurse
- PHU – Public Health Unit

- PSO – Privacy & Security Officer
- PSS – Personal Services Settings
- RC – Resource Coordinator
- RDPS – Region of Durham Paramedic Services
- SCPA – *Skin Cancer Prevention Act (Tanning Beds), 2013*
- SDWS – Small Drinking Water Systems
- SFOA – *Smoke-Free Ontario Act, 2017*
- TEO – Tobacco Enforcement Officer

## Introduction

DRHD is responsible for the delivery of public health programs and services and paramedic services. Public health programs and services include programs to support healthy living, healthy families, prevent and control infectious and communicable diseases, protect the public's health from potential health hazards and analyze the health status of Durham Region residents.

In 2017, MOHLTC communicated a number of policy changes including legislative and regulatory changes and the release of the modernized OPHS, which came into effect January 1, 2018. DRHD has re-named a number of its programs to streamline reporting and better align with the new OPHS. DRHD major services and activities are now reported under the following program categories: Administration; Health Analytics, Research & Policy; Health Protection; Healthy Families; Healthy Living; Infectious Diseases; and Paramedic Services. In addition to providing programs and services to clients, quality assurance and continuous quality improvement initiatives are planned and implemented throughout all programs to ensure that programs and services are efficient, effective, and meet the needs of DRHD clients. As such, these initiatives are not reported separately.



## Administration

Health Professions	Human Resources (FTEs)	Budget (\$,000s)
AS Staff, CDC, GT, HIC, HISM, HPRS, PA, PH Physician, PSO, RC	61.8	7,873

## Administrative Services

### Program Goals

To provide effective and efficient support to all DRHD divisions, programs and services that help to enhance the delivery of OPHS and to meet all requirements of internal and external customers.

### Priority Objectives

Develop and implement a reconfiguration plan for HQ floor space and the Port Perry office to support changes in the department, in collaboration with Facilities Management

Develop a staff engagement strategy for AD staff



**Priority Objectives**

Implement a strategy to support AD staff as the new OPHS are implemented across DRHD

## Community & Resource Development

### Program Goals

To provide support to all DRHD divisions, programs and services, helping to enhance compliance with OPHS.

### Priority Objectives

Develop and execute promotional vlogs to highlight areas featured in the “This is Public Health” video and promote vlogs via DRHD’s social media platforms

Revamp Durham Health Check-Up, DRHD’s annual online community health report

Participate as DRHD’s representative on the redesign of INSIDER, the corporate intranet

## Privacy & Information Security

### Program Goals

To provide effective and efficient privacy and information security support to all DRHD divisions, programs and services that help to enhance compliance with applicable privacy and public health related legislation, information security standards and information management best practices.

### Priority Objectives

Review and update the Incident Management Policy and Procedure

Update the privacy training material to incorporate recent legislative changes

Work with CARD on creating a video recording of the privacy training



## Health Analytics, Research & Policy

Health Professions	Human Resources (FTEs)	Budget (\$,000s)
Epidemiologists, HA	6.0	753

### Program Goals

**Population Health Assessment:** Public health practice responds effectively to current and evolving conditions, and contributes to the public’s health and well-being with programs and services that are informed by the population’s health status, including social determinants of health and health inequities.

**Health Equity:** Public health practice results in decreased health inequities such that everyone has equal opportunities for optimal health and can attain their full health potential without disadvantage due to social position or other socially determined circumstances.

**Effective Public Health Practice:** Public health practice is transparent, responsive to current and emerging evidence, and emphasizes continuous quality improvement.

<b>Priority Objectives</b>
Complete release 4 of <i>Health Neighbourhoods</i> with updates of all indicators, including sociodemographic indicators from the 2016 census, within an Open Data format
Create a guide that outlines a standardized and explicit process for identifying priority populations
Engage with the CE LHIN on population health assessment



## Health Protection

Health Professions	Human Resources (FTEs)	Budget (\$,000s)
Senior EH Specialist, Senior/PHIs	42.9	5,976

## Emergency Management

<b>Program Goals</b>
To enable consistent and effective management of emergency situations.

<b>Priority Objectives</b>
Develop a plan in collaboration with OPG, MOHLTC and other stakeholders to collect ~240,000 expired KI tablets and re-distribute new KI tablets to first responders and institutions within the 10 km primary zone of Pickering and Darlington Nuclear Generating Stations
Develop and implement KI communications campaigns to raise public awareness about KI

<b>Priority Objectives</b>
Complete the review and revision of DRHD's COOP

## Food Safety

### Program Goals

To prevent or reduce the burden of food-borne illness and support the implementation and enforcement of the HMCA.

### Priority Objectives

Conduct inspections/re-inspections and enforcement strategies of food premises on a priority/risk assessment basis in accordance with OPHS

Conduct inspections/re-inspections and ensure progressive enforcement strategies of all food service premises as defined under the HMCA in accordance with OPHS

Further investigate the need for no-cost/low-cost Food Handler Training Courses for priority populations and provide courses to assist the target population in collaboration with community partners



## Healthy Environments

<b>Program Goals</b>
To prevent or reduce the burden of illness from health hazards in the physical environment.

<b>Priority Objectives</b>
Respond to health hazard complaints and inquiries within 24 hours
Collaborate with ECCC, MOHLTC and PHUs to develop a CWIS
Develop and implement a disclosure system for recreational camp inspections

## **Ontario Building Code – Part 8 (Sewage Systems)**

<b>Program Goals</b>
To prevent diseases in humans and contamination of the physical environment due to on-site private sewage systems.

<b>Priority Objectives</b>
Renew the sewage system management agreements
Plan for Phase I of the sewage system maintenance program under the LSPA (Phase I) in collaboration with the Township of Brock
Plan for Phase 2 of the sewage system maintenance program under the LSPA and OBC in collaboration with the Township of Scugog

## Safe Water

<b>Program Goals</b>
<p>To prevent or reduce the burden of water-borne illness related to drinking water.</p> <p>To prevent or reduce the burden of water-borne illness and injury related to recreational water use.</p>

<b>Priority Objectives</b>
<p>Conduct surveillance and inspections of regulated and non-regulated recreational water facilities in accordance with the OPHS</p>
<p>Conduct surveillance and inspections of SDWS in accordance with the HPPA and OPHS</p>
<p>Develop and implement a disclosure system for recreational water and SDWS inspections</p>



# Healthy Families

## Healthy Families

Health Professions	Human Resources (FTEs)	Budget (\$,000s)
Clinical Dentist, DAs, DHs, FVs, OTs, PHNs, PH Nutritionists, Psychometrists, Senior ICD Consultants	85.0	10,957

## Durham Health Connection Line

### Program Goals

To ensure Durham residents have access to health information and counselling on those health issues as outlined in the OPHS.

### Priority Objectives

Respond to callers with assessment, health education, counselling and referrals to community resources

Provide information, data, and collaboration to PHD programs to support their program activities

## Healthy Families – Child & Youth, Prenatal & Newborn, & Healthy Babies Healthy Children

### Program Goals

To achieve optimal preconception, pregnancy, newborn, child, youth, parental, and family health.

### Priority Objectives

Implement an awareness campaign to promote physical activity, nutrition, and stress management programs and services that would benefit women of child-bearing age

Facilitate Supporting Mothers and Infants Learning Experience series

Provide an education session to stakeholders on key strategies to foster healthy growth and development through different life stages of the family unit

Implement a program to address the parenting needs of newcomer parents in collaboration with key stakeholders

Implement a plan to obtain and evaluate client feedback about HBHC services

Conduct NCAST assessments with clients in the BHV

## Infant & Child Development

### Program Goals

To enhance the growth and development of infants and young children with developmental disabilities or those at risk for developmental delay.

To promote the quality of life of the child and family.

### Priority Objectives

Provide services for infants and children with or at-risk for developmental delay and their families

Revise program operations and service based on change initiated by MCYS IDP review, local service system changes and ENCOUNTER

Develop and implement a communication plan on program changes for local agencies, HCPs and services



## Healthy Living

Health Professions	Human Resources (FTEs)	Budget (\$,000s)
CFAC, PHNs, PH Nutritionist, TEOs	92.2	11,894

## Healthy Living – Chronic Disease Prevention

<p><b>Program Goals</b></p> <p>To reduce the burden of chronic diseases of public health importance* and improve well-being.</p> <p>*Chronic diseases of public health importance include, but are not limited to, obesity, cardiovascular diseases, respiratory disease, cancer, diabetes, intermediate health states (such as metabolic syndrome and prediabetes), hypertension, dementia, mental illness and addictions.</p>
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<p><b>Priority Objectives</b></p> <p>Implement year three of a four year plan for the BETTER HEALTH: Durham project in Priority Neighbourhoods in collaboration with HARP</p>
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**Priority Objectives**

Implement “Leave the Pack Behind” provincial campaign to promote tobacco-free living to young adults (age 18-29) in collaboration with community stakeholders

Implement a communication plan to increase local awareness of Healthy Active Living behaviours



## Healthy Living – Prevention of Injury & Substance Misuse

<b>Program Goals</b>
To reduce the burden of preventable injuries and substance use.

<b>Priority Objectives</b>
Develop a local opioid response plan in collaboration with community partners
Collaborate with stakeholders to promote adoption of Durham Vision Zero
Provide elementary schools with curriculum support regarding stress management

## Healthy Living – School Health

### Program Goals

To achieve optimal health of children and youth in schools through partnership and collaboration with school boards and schools.

### Priority Objectives

Develop school health and well-being strategic plans in collaboration with local school boards

Plan and implement public health programs/services at DDSB youth hubs in collaboration with youth and stakeholders

Implement strategies to promote immunization to parents of elementary school aged children in collaboration with the Immunization Program

## Oral Health

### Program Goals

To achieve optimal oral health of school-aged children and youth through partnership and collaboration with school boards and schools.

To achieve timely and effective detection and identification of children and youth at risk of poor oral health outcomes, their associated risk factors and emerging trends.

To improve access to oral health to children and youth from low-income families.

To improve the oral health of children and youth.

### Priority Objectives

Implement the oral health requirements of the OPHS

Build, implement and utilize ENCOUNTER for payment of adult claims and reporting in collaboration with CS-IT and PHD

Expand digital radiography technology to each operatory in the dental clinic

## ***Smoke-Free Ontario Act, 2017 Enforcement***

<b>Program Goals</b>
<p>To ensure that tobacco, e-cigarette vendors and other organizations that are subject to the SFOA are in compliance with the Act.</p> <p>To restrict youth access to tobacco products and e-cigarettes.</p>

<b>Priority Objectives</b>
Complete all tobacco and e-cigarette compliance inspections and investigations
Revise the regional smoke-free by-law to address local hookah use and Regional premises entrances
Develop and offer educational training for e-cigarette vendors



## Infectious Diseases

Health Professions	Human Resources (FTEs)	Budget (\$,000s)
CHNs, NPs, PHNs, Senior/PHIs	87.9	12,603

## Immunization

### Program Goals

To reduce or eliminate the burden of vaccine preventable diseases through immunization.

### Priority Objectives

Assess, maintain and report on the immunization status of students

Implement a plan to increase immunization coverage rates in the local priority neighbourhoods

Implement a plan to reduce vaccine wastage in accordance with the OPHS

## Infectious Diseases Prevention & Control – Health Protection

### Program Goals

To reduce the burden of communicable diseases and other infectious diseases of public health importance.

### Priority Objectives

Investigate all reportable diseases in accordance with OPHS

Inspect licensed CCC and PSS in accordance with the OPHS, SCPA and Regional By-law #17-2016

Respond to all IPAC lapse complaints in accordance with OPHS

## Infectious Diseases Prevention & Control – Population Health

### Program Goals

To reduce the burden of communicable diseases and other infectious diseases of public health importance.

### Priority Objectives

Manage all sporadic infectious disease cases and contacts in accordance with the OPHS

Develop a communication plan to promote publicly funded vaccines to community agencies servicing high-risk MSM populations

Implement a sexual health clinic services client satisfaction survey



## Paramedic Services

Health Professions	Human Resources (FTEs)	Budget (\$,000s)
Paramedics	271	48,225

### Program Goals

To deliver a quality Paramedic Services system that is responsive to client needs.

To reduce mortality and morbidity related to cardiac arrest through the provision of pre-hospital advanced life support procedures.

(Primary program delivery is through RDPS with assistance from the CACC and local fire department tiered response programs).

### Priority Objectives

Meet or exceed the RDPS response time performance targets

Review staffing patterns to ensure an accurate deployment model is utilized that addresses the dynamic call volumes



Review RDPS deployment plan to ensure no duplication of services at Regional borders in collaboration with neighbouring paramedic services
Review patient priority system agreements with community partners
Establish a Memorandum of Understanding with DRPS to enhance training and deployment of RDPS tactical paramedics working with DRPS Tactical Support Unit
Rollout a RDPS Junior Paramedic one week summer camp program for children

## **Program Managers**

### **Administration**

Administrative Services: Shelley Chamberlain & Mary Nitsopoulos

Community & Resource Development: Glendene Collins

Privacy & Information Security: Sharan Dosanjh

### **Health Analytics, Research & Policy**

Health Analytics, Research & Policy: Dr. Robert Kyle

### **Health Protection**

Emergency Management: Sendi Struna

Food Safety: Greg Annis

Healthy Environments: Sendi Struna

*Ontario Building Code – Part 8 (Sewage Systems)*: Laura Freeland

Safe Water: Laura Freeland

### **Healthy Families**

Durham Health Connection Line: Vicky Olmstead

Healthy Families – Child & Youth, Prenatal & Newborn, & Healthy Babies Healthy Children: Jessica Ackerman & Janice Bogdan

Infant & Child Development: Susan Mace

### **Healthy Living**

Healthy Living – Chronic Disease Prevention: Becky Wall

Healthy Living – Prevention of Injury & Substance Misuse: Melissa Hutchinson

Healthy Living – School Health: Regina Elliott

Oral Health: Dr. Patricia Abbey & Brian Convey

*Smoke Free Ontario Act, 2017* Enforcement: Ross MacEachern

## **Infectious Diseases**

Immunization: Paula Hanley

Infectious Diseases Prevention & Control – Health Protection: Laura Gertsen,  
Brenda Kwan & Ross MacEachern

Infectious Diseases Prevention & Control – Population Health: Jazin Bond & Marion  
Megesi

## **Paramedic Services**

Paramedic Services: Troy Cheseboro

## **Coordination Committee Leads**

Accreditation: Dr. Robert Kyle

Child Care Centres: Brenda Kwan

Coordinated Schools: Becky Wall

Emergency Management: Sendi Struna

Executive: Dr. Robert Kyle

Health Human Resources: Dr. Robert Kyle

Health Neighbourhoods: Mary-Anne Pietrusiak

Infectious Diseases Management: Dr. Robert Kyle

Privacy & Security: Dr. Robert Kyle

Research & Knowledge Exchange: Brian Convey

Social Media Strategy: Glendene Collins

Staff Development: Shelly Chamberlain

Tobacco: Becky Wall