



# Durham Region Health Department Divisions and Programs/Teams

## Commissioner & Medical Officer of Health

- Community & Resource Development (CARD)
- Health Analytics & Research Team (HART)
- Health Policy & Equity

## Business Affairs

- Administrative Services
- Privacy & Information Security

## Health Protection

- Durham Health Connection Line
- Emergency Management
- Food Safety
- Healthy Environments
- Health Information Systems
- Infectious Diseases Prevention & Control
- Part 8 Ontario Building Code
- Quality Assurance
- Safe Water
- Smoke-Free Ontario

## Oral Health

- Oral Health Clinic
- Oral Health Promotion
- School Screening

## Paramedic Services

- Administration
- Community Programs
- Logistics
- Operations
- Quality & Development

## Population Health

- Durham Health Connection Line
- Health Information Systems
- Healthy Families
- Healthy Living
- Immunization
- Infant & Child Development
- Infectious Diseases Prevention & Control
- Quality Assurance

**Commissioner & Medical Officer of Health  
Dr. Robert Kyle**

**Associate Medical Officer of Health  
Dr. Pepi McTavish**

**Community & Resource Development (CARD) Team**

Development of educational, promotional and resource materials, communication with the public and the media on public health issues and programs and maintenance of the department website.

**Health Analytics & Research Team (HART)**

Supports effective public health practice in all Health Department programs by conducting population health assessment with a focus on health equity, and supports program evaluation, evidence-informed decision-making, and research and knowledge exchange.

**Health Policy & Equity Team**

Policy expertise, advice and support to the Commissioner & MOH and all Divisions to meet Regional and Provincial reporting requirements and for development of policy and health equity initiatives. Includes Library Resource Centre.

**Business Affairs  
Director:  
Zahra Jaffer**

**Health Protection  
Director: Anthony Di Pietro**

**Oral Health  
Director:  
Dr. Maryam Pezeshki**

**Paramedic Services  
Director and Chief:  
Troy Cheseboro**

**Population Health  
Director and Chief Nursing Officer: Kavine Thangaraj**

**Administrative  
Services Team**

Operational and administrative support to all Divisions for the effective and efficient operations of the Health Department.

**Healthy Environments Program**

Investigation and response to inquiries and complaints regarding potential health hazards, public awareness and risk communication, participation in regional climate change initiatives and official plans relating to built environment.

**Emergency Management Program**

Public health emergency preparation and response activities, including reviewing, updating, and maintaining the Health Department Emergency Master Plan and KI pill distribution.

**Oral Health Clinic Team**

Provides direct client care in fixed and portable clinics including professionally applied fluoride, scaling, restorations and extractions for children 0-17 through the Healthy Smiles Ontario Program and to eligible low-income seniors through the Ontario Seniors Dental Care Program. Provides on-site dental services for residents at the Region's four long-term care homes.

**Administration Team**

Provides direction and management of staff, vehicles and facilities to ensure compliance of regulations and standards through all programs within Paramedic Services.

**Durham Health Connection Line (DHCL) Program**

Provides assessment, health information, counselling and referral services to Durham Region residents.

**Privacy &  
Information Security**

Development and implementation of policies and procedures, provision of privacy training to all staff, conducting privacy impact assessments where required and responding to information requests.

**Food Safety Program**

Routine and complaint-based inspections of all food premises, education to food handlers and food service providers, investigation and response to food borne illnesses and outbreaks, compliance checks on food recalls and public awareness activities. Inspections related to *Healthy Menu Choices Act, 2015*.

**Infectious Diseases Prevention  
& Control Program**

Investigations and management of cases of infectious and communicable diseases, including vector-borne diseases and rabies, disease outbreaks, routine inspections of child care centres and personal services settings, and response to complaints in all settings. Public awareness of IPAC measures and public disclosure of inspection results and investigations in follow-up to complaints.

**Oral Health  
Promotion Team**

Conducts oral health promotion activities including classroom education in schools and at community events. Develops resources and participates in social media campaigns. Assists the Director in providing enhanced access to dental care for adults receiving services through Ontario Works Income Support.

**Logistics Team**

Ensures all vehicles are well maintained and available for deployment and medical supplies and equipment are available in all Paramedic Response Stations.

**Healthy Families Program**

Program activities address preconception health, prenatal education, preparation for parenting, growth and development, infant feeding, positive parenting, mental health and family dynamics. Healthy Babies Healthy Children identifies families at risk and provides support through home visits and community referrals.

**Healthy Living Program**

Engages school communities to address priority health issues using a comprehensive approach. Addresses chronic disease prevention, injury prevention, substance use and harm reduction with program activities focusing on healthy eating, physical activity, road and off road safety, falls, concussions, mental health promotion, alcohol, tobacco, vaping, cannabis, opioids and illicit drugs.

**Durham  
Region  
Health  
Department  
Program/Team  
Descriptions**

**Part 8 Ontario Building  
Code Program (Sewage Systems)**

Inspections pertaining to building permit issuance and geo-technical lot assessments on behalf of area municipalities and response to inquiries and complaints regarding malfunctioning private sewage systems.

**Safe Water Program**

Routine and complaint-based inspections of public drinking water supplies, pools and spas. Water sampling and analysis at public beaches, education and training to operators of public pools, spas and small drinking water systems. Provide advice to residents on private wells.

**Operations Team**

Ensures the planning, deployment and response of front-line ambulances and rapid response vehicles. Team consists of Advanced Care and Primary Care Paramedics supervised by Operations Superintendents.

**Immunization Program**

Enforcement of the *Immunization of School Pupils Act (ISPA)* and the *Child Care and Early Years Act, 2014*, monitoring of VPDs, vaccine administration, education about immunization and vaccine safety, and vaccine management. Provision of immunizations against COVID-19, HPV, hep B and meningococcal, influenza and diseases identified in ISPA.

**Infant & Child Development  
Program**

Provides home-visiting support to families with infants and young children (0 to transition to school age) with developmental concerns or special needs, through consultation, assessment, resources and service coordination.

**Smoke-Free Ontario Program**

Promotes and enforces *Smoke-Free Ontario Act, 2017* and the *Smoking and Vaping By-law*. Cannabis, tobacco and vapour product control and enforcement activities include education, inspections, issuance of warnings and charges, response to complaints.

**Quality Assurance Program**

Ensures programs and services are transparent. Emphasizes a culture of continuous quality improvement. Supports adherence of public health and professional practice standards in alignment with current and emerging evidence.

**Quality Development Team**

Ensures high quality land ambulance and paramedic services are delivered to Durham Region residents by conducting peer review audits, continuing education and continuous quality improvement initiatives.

**Quality Assurance Program**

Ensures programs and services are transparent. Emphasizes a culture of continuous quality improvement. Supports adherence of public health and professional practice standards in alignment with current and emerging evidence.

**Infectious Diseases Prevention &  
Control Program**

Program activities include ongoing monitoring of infectious and communicable disease rates, investigations and public health management of cases of reportable diseases and follow-up of contacts. Sexual health clinical services including diagnosis, treatment and follow-up are provided to vulnerable populations.

**Durham Health Connection Line  
(DHCL) Program**

DHCL is the primary access point for public health services in Durham Region. The program receives complaints, rabies investigations, and handles inquiries and requests for service, including applications for new businesses and special event vendors from the local community.

**Health Information Systems**

Oversees computer software applications for the Health Protection Division, including data management and security access. It coordinates new system configurations and ensures compliance with OPHS, while also monitoring technology advancements to maintain efficient program delivery.

**Community Programs**

Addresses patient and client needs prior to 911 being activated. Programs include the Primary Care Outreach Program (PCOP) to provide basic social navigation and medical assistance to priority neighbourhoods and homeless populations, and the Community Paramedicine Program to provide medical care assistance to individuals with high care needs at home or in a community setting to ideally prevent individuals from needing to call 911 or hospital care.

**Health Information Systems**

Oversees departmental computer software applications including management of data, information and security access. Configures and coordinates new and updated systems, ensuring compliance with OPHS. Monitors new and enhanced technology to ensure programs and services are current and delivered in an efficient manner.

