

Health & Social Services Overview

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Topics to Cover

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- ▶ Emerging Issues

Division Structure

- ▶ Formed in 2001 when the Region of Haldimand-Norfolk was dissolved
- ▶ Main office in Simcoe; Haldimand offices in Dunnville and Caledonia
- ▶ Shared services in Haldimand and Norfolk Counties
 - ▶ Public Health, Ontario Works, Children's Services, Housing and Homelessness Prevention
 - ▶ Costs are attributed to each County based on the arbitrated settlement

Governance

- ▶ Norfolk Council is the Board of Health (BOH) and the Consolidated Municipal Services Manager (CMSM) for Social Services – provincially legislated responsibilities
- ▶ Health & Social Services Advisory Committee
 - ▶ 3 members of Norfolk Council
 - ▶ 3 members of Haldimand Council
 - ▶ All staff reports for PH and SS&H are heard by Advisory Committee before being presented to Norfolk Council
 - ▶ Advisory Committee recommendation is what is considered by Council (not necessarily the staff recommendation)
- ▶ BOH and CMSM reports that directly impact Haldimand are also presented to Haldimand Council as information and recommendation for consideration by Norfolk prior to final decision making

Funding and Accountabilities

- ▶ Health and Social Services (H&SS) receives funding from and is accountable to the following provincial Ministries
- ▶ Each Ministry has their unique funding formula, guidelines and reporting requirements
 - ▶ Ministry of Health
 - ▶ Ministry of Municipal Affairs and Housing
 - ▶ Ministry of Children Community and Social Services
 - ▶ Ministry of Education
- ▶ Funding from the federal government is also received by Social Services & Housing for child care and affordable housing development

Departmental Overview – Public Health

- ▶ Programs and services delivered in accordance with the *Health Protection and Promotion Act* and the Ontario Public Health Standards
- ▶ Medical Officer of Health provides medical guidance, oversight and direction
- ▶ Public Health programs focus on health protection and health promotion
- ▶ Public Health teams include
 - ▶ Healthy Growth & Development (HGD)
 - ▶ School Health & Substance Use (SHSU)
 - ▶ Environmental Health (EHT)
 - ▶ Infectious Disease (ID)
 - ▶ Professional Practice and Quality Assurance (PPQA)
 - ▶ Planning and Evaluation (P&E)

Public Health – Healthy Growth and Development

- ▶ Healthy Growth and Development focuses on ensuring a healthy start for newborns, healthy development for children and maternal health
- ▶ Healthy Babies Healthy Children – in home visits to support new parents and infants, particularly those who are vulnerable and at risk of poor health outcomes
 - ▶ Family Home Visitors
 - ▶ Public Health Nurses
- ▶ Maternal & Child Health – pre and post natal health services
 - ▶ Prenatal classes
 - ▶ Public Health Nurses
 - ▶ Public Health Dietician Services

Public Health – School Health & Substance Use

- ▶ School based public health programs for elementary and secondary students offered by Public Health Nurses and Dietician
- ▶ Oral Health – oral health screening for children through the Healthy Smiles Ontario Program offered by Dental Assistants and Dental Hygienists
- ▶ Ontario Seniors Dental Health Program – dental services for low income seniors offered in partnership with contracted dentists
- ▶ Substance Use – harm reduction; safer drug use supplies and education; referrals and support accessing treatment; Naloxone kits – program is offered by Public Health Nurses

Public Health – Environmental Health

- ▶ Environmental Health Team (EHT) includes Public Health Inspectors and the Smoke Free Ontario Program (SFOP)
- ▶ EHT Services include
 - ▶ Public health inspections of restaurants, food premises, personal care service establishments, pools, congregate care settings, bunkhouses
 - ▶ Water inspections
 - ▶ Animal bites / rabies response
 - ▶ Vector borne illness monitoring
 - ▶ Outbreak management
- ▶ Smoke Free Ontario Program includes
 - ▶ Inspection
 - ▶ Enforcement related to the Smoke Free Ontario Act
 - ▶ Health promotion related to tobacco use and vaping

Public Health – Infectious Disease

- ▶ Prevention and management of Infectious Disease – offered by Public Health Nurses
 - ▶ Health Promotion related to prevention of infectious disease, including sexually transmitted infections
 - ▶ Reporting and contact requirements for diseases of public health significance
 - ▶ Infection Prevention and Control (IPAC) Practitioner
 - ▶ COVID-19 response
- ▶ Vaccine Preventable Disease – offered by Public Health Nurses
 - ▶ School vaccinations, including student vaccination clinics and monitoring in accordance with provincial legislation and regulations
 - ▶ Monitoring of childhood / preschool vaccinations
 - ▶ Distribution of vaccines to local physician offices
 - ▶ Planning and delivery of COVID-19 vaccinations (in partnership with primary care and pharmacies)

Public Health – Professional Practice and Quality Assurance

- ▶ Professional Practice
 - ▶ Ensure that programs are delivered in accordance with the professional standards established by regulatory bodies for applicable positions within the division
 - ▶ Review standards for professional practice and documentation
- ▶ Customer Service
 - ▶ Customer Service Representatives at each of H&SS office locations to provide in person and telephone customer services for all departments
- ▶ Quality Assurance
 - ▶ Development and maintenance of H&SS quality assurance program to ensure high quality service and achievement of accountabilities
 - ▶ Lead internal program reviews to identify quality assurance improvements and efficiencies

Public Health – Planning and Evaluation

- ▶ Program Planning and Evaluation
 - ▶ Support teams with completion of annual service plans, work and operational plans
 - ▶ Completion of program evaluation to ensure program effectiveness and that programs meet intended targets and outcomes
 - ▶ Epidemiology
- ▶ Health Promotion
 - ▶ Health Promoters work across teams to promote healthy living, including nutrition, physical activity, active transportation, harm reduction, safer substance use, infectious disease prevention, prevention and detection of chronic disease
- ▶ Priority Populations and Health Equity
 - ▶ Review and advocate for policy related to the social determinants of health (housing, income, food security, etc.)
 - ▶ Ensure H&SS programs are delivered from a health equity lens (e.g. ensuring accessibility of programming for vulnerable community members)

Departmental Overview – Social Services & Housing

- ▶ Social Services & Housing includes the following programs
 - ▶ Ontario Works (OW)
 - ▶ Children's Services
 - ▶ Housing Services
 - ▶ Homeless Prevention Services

Ontario Works

- ▶ Delivered in accordance with provincial legislation and funding guidelines from the Ministry of Children Community and Social Services
- ▶ Financial assistance for individuals and families who qualify and are in financial need – shelter allowance and basic assistance
- ▶ Life Stabilization Plan – participants who are not yet ready for employment; goals to minimize and eliminate barriers to employment (e.g. housing, mental health, physical health, addictions, lack of community connection)
- ▶ Employment Services – referrals to employment service system manager for assistance with job readiness and job search
- ▶ Goal of OW is to support people to become financially independent

Children's Services

- ▶ Programs delivered in accordance with the *Child Care and Early Years Act* and funding guidelines from the Ministry of Education
- ▶ Support for the development and delivery of licensed child care
 - ▶ Capital and operating funding
 - ▶ Canada Wide Early Learning and Child Care Program (CWELCC)
 - ▶ Child care fee subsidy
 - ▶ Centre based and licensed home child care
 - ▶ Inclusion support for children with special needs
- ▶ Early ON Child and Family Centres
 - ▶ Delivered through service contract with Haldimand Norfolk REACH
 - ▶ Programs for families and children ages 0-6 years
 - ▶ Locations throughout Haldimand and Norfolk Counties

Housing Services

- ▶ Programs delivered in accordance with legislation and funding guidelines from the Ministry of Municipal Affairs and Housing and Federal government
- ▶ Social / Rent Geared to Income (RGI) Housing
 - ▶ Haldimand Norfolk Housing Corporation and 10 Not for Profit Housing Providers
 - ▶ RGI centralized waiting list eligibility and management
 - ▶ Annual operating subsidies and financial reporting
 - ▶ Service Manager consent for regeneration / redevelopment
- ▶ Affordable Housing Programs
 - ▶ Affordable = no more than 80% of average market rent
 - ▶ Capital funding for new development
 - ▶ Ontario Renovates
 - ▶ Affordable Home Ownership
 - ▶ Rent supplements and Housing Allowances

Homeless Prevention Services

- ▶ Programs delivered in accordance with the Ministry of Municipal Affairs and Housing regulations and funding guidelines for the Homeless Prevention Program
- ▶ Programs include
 - ▶ Homelessness Intake and Diversion
 - ▶ Emergency Housing
 - ▶ Housing Support Services
 - ▶ Housing Stability Bank
- ▶ Programs and services delivered using a Housing First and trauma informed care approach

Emerging Issues

▶ Public Health

- ▶ Full return to regular public health programming
- ▶ Continued COVID-19 monitoring and vaccination program
- ▶ Public Health Modernization

▶ Social Services & Housing

- ▶ Social Assistance Modernization – changes to OW service delivery
- ▶ Children's Services funding model change and impact of CWELCC
- ▶ Social Housing Regeneration – HNHC new development in Dunnville and repair and renewal of existing housing stock

Questions

