

2014

Health & Social Services Department ANNUAL REPORT

HALDIMAND & NORFOLK
SOCIAL SERVICES

HealthUnit
Haldimand-Norfolk

SocialHousing
HALDIMAND & NORFOLK

Message from the General Manager, **Patti Moore**



numbers to identify the amount of work that staff performs. What I would like to talk about are the staff that

This is my last opportunity to write opening remarks for the Annual Report as I am retiring in 2015. This report includes a great deal of information including many

generate those numbers through the work they do.

Health and Social Services requires special people to deliver the wide range of services and supports to meet what is mandated by the province. The people who work in my department, are the most amazing staff I can imagine! Over the years I am sure I have not acknowledged that enough. It has been my distinct pleasure and honour over the past 28 years to work with hundreds of these dedicated, knowledgeable, compassionate and caring people.

They are the quality staff who work to improve the lives of the residents of Haldimand and Norfolk. I can't begin to describe all that these amazing people do as their responsibilities are so very different. Yet many of them work closely together, using their unique skills and abilities, in a kind of dance, to ensure the best outcomes possible for the people they serve and for the betterment of our communities.

I want to take this opportunity, as I move to my next stage of life, to thank each and every one of you that I have worked with over the years. You have touched my life in so many ways and contributed to who I have become. My thanks

also go to all those staff in other County departments and community agencies, along with the many volunteers, councillors and mayors I have worked with.

To all the residents of Haldimand and Norfolk, please be assured you have amazing people working within this municipal department doing their best to provide you with the services and supports expected of us by the provincial government and our local politicians.

I'd like to leave you with a few quotes from Dr. Seuss –

"You have brains in your head. You have feet in your shoes. You can steer yourself any direction you choose."

"It's not about what it is, it's about what it can become."

"Today was good. Today was fun. Tomorrow is another one."

"Don't cry because it's over. Smile because it happened."

I wouldn't change anything about my employment journey. I look forward to our paths crossing in the future!

Health & Social Services Advisory Committee

Haldimand Representatives

Councillor Lorne Boyko¹
Councillor Bernie Corbett²
Councillor Tony Dalimonte (Chair)
Mayor Ken Hewitt²
Councillor Rob Shirton¹

Norfolk Representatives

Councillor Doug Brunton²
Councillor Charlie Luke¹
Councillor Harold Sonnenberg
Councillor John Wells (Vice Chair)

¹January 1 to November 30, 2014
²Appointed December 1, 2014

Manager's Report, **Heidy Van Dyk**



2014 was a year of continued and increased federal and provincial investments into affordable housing and homelessness prevention programs. These additional investments allowed the Social Housing Division to assist individuals and families in the community. The additional funding also helps us work toward our vision, which states that, "Residents of Haldimand and Norfolk will be able to live in safe, appropriate, accessible and affordable housing with support opportunities."

In the area of affordable housing, the 2014 provincial budget included a commitment to a six year extension of the Investment in Affordable Housing (IAH) program. This program is funded 50% by the Federal Government and 50% by the Provincial Government and includes the following components: the construction of new affordable rental housing, as well as programs such as Ontario Renovates, Affordable Home Ownership, Housing Allowances and Rent Supplements. The six year allocation for Haldimand and Norfolk Counties totals \$4,918,600. This past year was the first year of the IAH extension program. The Social Housing Division allocated our full annual allocation to assist people in purchasing their

first home, to renovate their home for health and safety, and accessibility, or with rent assistance to make their market rent housing more affordable. Over the next five years, the Division will offer all components of the IAH Extension program in order to increase the amount of affordable housing in our community.

The Community Homelessness Prevention Initiative (CHPI) is 100% provincial funding that we receive in order to provide housing to people who are homeless and assistance to people who are at risk of homelessness to remain housed. This past year the annual CHPI allocation for Haldimand and Norfolk Counties was increased by \$241,765, to a to-

Highlighted Social Housing Project:

Kent Park Community Homes Portfolio Expansion

In 2013, Kent Park Community Homes, one of our community's non-profit social housing providers, was approved to receive \$560,000 of Investment in Affordable Housing capital funding to add six one bedroom units of affordable housing to their portfolio. Kent Park has 70 units of social housing: a 40 unit apartment building and 30 townhouse units. The additional six units of affordable rental housing will provide much needed one bedroom apartments for people on the social housing centralized waiting list. The units are stacked townhouses; the three ground floor units have modifications for people with a disability and there are three units on the upper level that are accessed by an exterior staircase. Construction took place throughout 2014 and the units were finished early in 2015.



All of the units are fully occupied. Anyone wishing to be on the waiting list for these affordable units needs to complete a social housing application which can be found on the Social Housing Division website, www.hnhousing.org.

Congratulations to the Board of Directors at Kent Park and their housing development and property management teams on the successful completion of this project. As can be seen in the photo, the units are beautiful and something of which we are all very proud!

tal of just over \$1.1 million. The additional funding has allowed the Division to provide additional funding to existing homelessness prevention programs such as the Emergency Housing Program, the Rent and Utility Bank and the Housing Stability Benefit, as well as invest in new programs. Our new programs include clean up assistance for people with hoarding issues, and new partnerships with the Canadian Mental Health Association, the Haldimand Norfolk Housing Corporation and Community Living Haldimand in the delivery of eviction prevention programming and housing stabilization

support for vulnerable people at risk of homelessness.

Our 11 social housing providers, including the Haldimand Norfolk Housing Corporation, continue to provide affordable housing to vulnerable people in Haldimand and Norfolk. I would like to take this opportunity to thank our housing provider staff and volunteer boards of directors for their dedication and commitment to providing safe and affordable housing in our community.

Fast Facts

- 402 people in Haldimand and Norfolk spent more than 4,000

nights in the Emergency Housing Program

- 31 low income homeowners were provided with Ontario Renovates assistance to improve the health and safety, energy efficiency or accessibility of their home
- 123 applicants (individuals and families) were housed in social housing
- 79% of people waiting for social housing are single individuals and childless couples; 25% of those are seniors age 65 years and older

Social Services 2014 Annual Report

Manager's Report, **Jamie Brownlee**



Throughout 2014, the Social Services Division continued to experience a multitude of changes that resulted from Social Welfare Reform and Child Care Modernization.

The new Social Assistance Management System (SAMS) was implemented in November 2014. SAMS is a provincially mandated technology that is used to deliver Ontario Works programming across the province. The new technology will modernize the way that Ontario Works programs are delivered, including a new portal where participants can access their information through Social Assistance Online.

Throughout 2014, staff prepared for the transition to SAMS by attending training, developing new business processes, and reorganizing staff and work. Across the province there were challenges with the implementation of SAMS, which are expected to last into the coming year.

Locally, our staff have worked to ensure as minimal disruption to Ontario Works Participants as possible. Staff recognize the opportunities that exist within this new program and are working hard to master the technology in order to better serve the community.

Over the past year, Social Assistance resources and supports have increased significantly in Haldimand County, with the reallocation of support to the Dunnville office as well as a new satellite office in Caledonia. Haldimand County saw an increase in a Community Support Worker, two Case Managers, a Supervisor, and a Senior Case Manager. Further, residents of Caledonia and the surrounding area are now able to receive services in their own community by appointment. These new supports improve accessibility for Haldimand residents to participate in the Ontario Works program.

Fast Facts

- \$695,480.48 in overpayments recovered (Jan-Oct 2014)
- 1,425 active Financial Assistance cases handled monthly, on average

- 2,294 discretionary payments made for assistive devices (e.g. kneebraces, grab bars, aero chamber)
- 91 Ontario Works recipients and families transferred to Ontario Disability Support Program
- \$619,515.26 annual cost savings due to Family Support Program (average monthly caseload of 739)
- 6.94 Social Assistance intake applications completed daily, on average
- 37 Ontario Disability Support Program/Ontario Works funerals funded
- 4 needs-tested funerals funded for Haldimand residents
- 215 eligibility complaints (e.g. Undeclared Income, spouse not declared, children no longer in care)
- 18 investigations per month resulted in annual overpayment totals of \$45,861.51
- Resulting in a \$60,000 cost savings for the year
- 74 Internal Reviews were conducted
- Average of 4.25 file reviews monthly for a total of 51 for the year



Employment Services

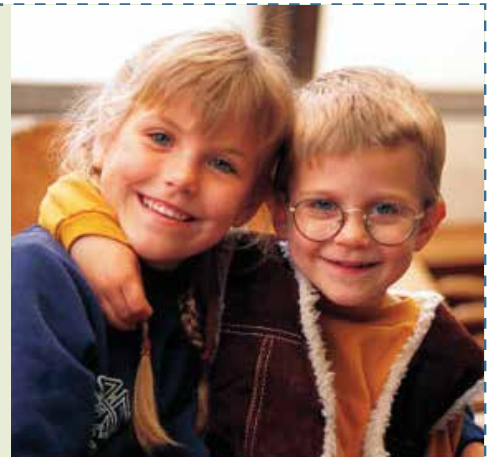


- 383 clients obtained employment
- 306 participants accessed Career Coach services as a result of finding employment
- 580 participants attended various Life Skills workshops
- 8 participants completed Personal Support Worker programs all are employed
- 3 participants completed the Auto Mechanic program all are employed
- 86 participants completed Community Placement programs 9 obtained employment
- 85 participants accessed employment placement services
- 8 participants placed in employment through employment placement incentives

Children's Services

Children's Services have also experienced a year of change and transformation. The province has continued to modernize child care to ensure that children in our community continue to have access to high quality, accessible, and affordable child care. All publicly funded schools in Haldimand and Norfolk now offer the full day kindergarten program, with the numbers of before and after school child care spots increasing in area schools. We continue to partner with our local school boards to ensure a seamless day for children, filled with quality programming. In 2014, the Ministry of Education released a

new resource, "How Does Learning Happen" which is rapidly changing the way child care is delivered in our community. It recognizes the importance of belonging, well-being, engagement, and expression as the foundations for child care programming. Throughout the community, child care operators are working to enhance their programs to reflect the learning needs of children and quality programming. The Children's Services Team has completed a service delivery review and we are excited to move forward in embracing a modernized child care and early learning program in our new structure.



Although we expect further changes as a result of both Social Welfare Reform and Child Care Modernization, we are committed to implementing the required changes while continuing to provide high quality, client centered services for Haldimand and Norfolk.

Manager's Report, **Jill Steen**



In 2014, the Health Unit was pleased to release the 2014 Parenting Needs Assessment Report, a comprehensive survey of parents' needs in Haldimand and Norfolk.

This was the culmination of a project that began several years earlier and was developed with input from agencies in Haldimand and Norfolk which are involved with the delivery of parenting programs, services and resources, including Grand Erie District School Board, Haldimand-Norfolk REACH and the Salvation Army. One of the survey's initial goals was to discover why attendance at some programs had declined. Other goals included determining the needs of parents, the types of programs and information that would support them and the barriers to accessing services.

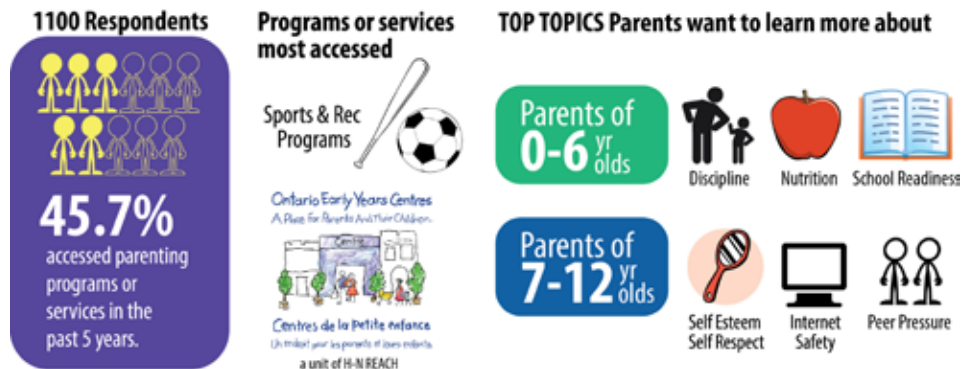
The survey was advertised and disseminated using a mixed method approach. Bookmarks were created and widely distributed which includ-

ed the online link. The survey was also promoted on the radio, with posters and social media. Extra effort was made to reach populations that are often underrepresented; this includes the Low German speaking Mennonite population.

1,144 people responded, with the majority being females 35-54 years old. Parents of younger children were most interested in information about behaviour and discipline, while parents of older children wanted more information about self-esteem and self-respect. School flyers are the top choice for marketing information, and parents prefer to receive information at home, through newsletters, pamphlets and the Internet as they

are more likely to focus their attention on the information. Time is a major barrier for parents trying to access resources and services. Parents indicated that Haldimand and Norfolk could provide more flexibility with program hours. Overall, the results showed that great work has been done in the community, but that continued efforts are needed to assist parents so that children can attain and sustain optimal health and development.

The report was a great example of community partner collaboration. The School Health Team and the Maternal and Child Health Team will be using the information in their program planning in future interactions with parents in our community.



Environmental Health Team

2014 was a busy and productive year for the Environmental Health Team. The team of eight Public Health Inspectors not only conducted routine inspections but spent time focusing on environmental health issues specific to our community. These include:

- Assessing farm gate food vendors to ensure prepared food offered to the public from these premises is produced safely
- Conceiving and implementing a water hauler inspection program to ensure delivered water remains

free from health hazards

- Conducting Small Drinking Water System assessments to prevent unsafe water quality issues

The Team also was present at the many special events occurring in Haldimand and Norfolk to conduct food safety inspections. These events included the Caledonia Fair, the Port Dover Friday the 13th rally and the Norfolk County Fair.

Fast Facts

- 1,110 inspections were conducted for 716 food premises in both Haldimand County and Norfolk County

- 96 inspections occurred for 39 recreational water facilities, including pools and spas in both counties
- 450 Seasonal Agricultural Worker accommodations were assessed
- 410 potential rabies virus exposures were investigated to prevent animal-to-human transmission
- 143 complaint investigations were initiated regarding topics such as food safety, recreational water quality and other various health hazards
- 332 food handlers were certified through the food safety course

School Health Team

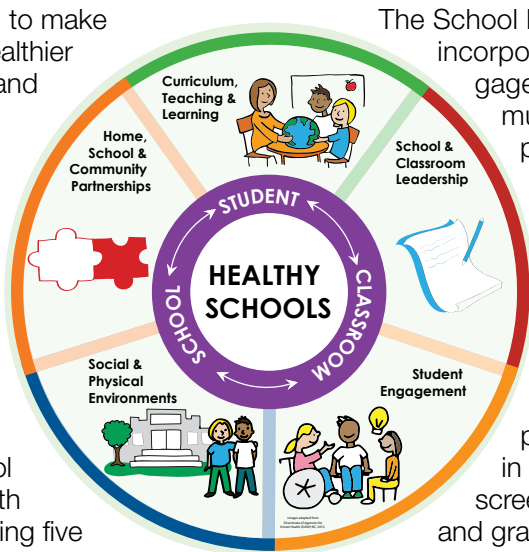
School Health

The School Health Team is comprised of Public Health Nurses, a Dietitian, and Health Promoters. The Team utilizes a comprehensive school health (CSH) approach to make local schools healthier places to learn and work.

This CSH approach looks at much more than what happens in the classroom or individually. Rather, it encompasses the whole school environment, with actions addressing five important areas:

1. Curriculum, Teaching and Learning
2. School and Classroom Leadership

3. Student Engagement
4. Social and Physical Environments
5. Home, School and Community Partnerships



The School Health Team incorporates youth engagement and community mobilization principles to work with students, staff, and parents on issues of concern to their school community.

The Oral Health program provides in school dental screenings for JK, SK and grade 2 students by Registered Dental Hygienists.

Preventive Dental clinics are by appointment in the Simcoe and Dunville offices.

Vaccine Preventable Disease program provides in school immunization clinics to Grade 7, 8 and secondary school students. Monthly Health Unit clinics are held in Simcoe and Caledonia by appointment and also Houghton. Influenza vaccine is available through Public Health clinics and public clinics in both Counties.

Fast Facts

- 7,904 school health newsletters distributed (Healthy Schools elementary newsletter & Student Health Connection secondary newsletter)
- 853 hours volunteered by youth members of the Health Education & Advocacy Team (HEAT) program.
- 3,686 children received dental screenings at school
- 1,290 influenza vaccines administered at Health Unit clinics
- 953 contacts made with high school students by Public Health Nurses

Infectious Disease Team

The Infectious Disease Team (ID) includes Public Health Inspectors, Public Health Nurses (PHNs), including a PHN specializing in sexual health, a PHN infection control practitioner, and a nurse practitioner.

The Team is responsible for implementing the Ontario Public Health Standards (OPHS) including Infectious Diseases Prevention and Control, Sexual Health, Sexually Transmitted and Blood-borne Infections, Tuberculosis Prevention and Food Safety. The team responds to Mandatory Blood Testing Legislation applications, and are responsible for implementing 11 specific protocols under the OPHS.

In 2014, the ID Team collaborated with the Local Health Integration Network

(LHIN), the hospital sector, Emergency Medical Services (EMS), and the HNHU's emergency planning staff to ensure prompt identification, investigation and management of any suspect or confirmed cases of Ebola. We participated in training Ebola exercises with our local hospitals and liaised with our health care partners regarding Ebola preparedness.

Fast Facts

- 347 inspections conducted – personal service settings (127), daycares – food and facility (104), residential facility (12) and institutional food (104)
- 21 institutional respiratory and 9 institutional enteric outbreaks followed
- 1,712 sexual health appointments/



services conducted (testing, consultations, counselling etc.)

- 465 reportable diseases investigated of which 227 were sexually transmitted infections
- 60 cases of Hepatitis C - 33% were between the ages of 20 and 29, with the most common risk factor being injection drug use
- Haldimand-Norfolk crude rate of Hepatitis C (53.7/100,000) is much higher than the Provincial average (31.1/100,000)

Community Health Team

Our internal tobacco control team is proud to share our comprehensive logic model, which was completed collaboratively in 2014. The idea behind the development of the model was to map out evidence-informed programming to enhance the Health Unit's efforts in reducing death and disability associated with chronic disease. The logic model focuses on three pillars: prevention, protection, and cessation. It highlights the different activities, desired outcomes and overall goal for our tobacco team. The Team has also created more detailed logic models for each pillar to ensure optimal services and programming in the upcoming years.



Fast Facts

- 595 inspections were completed for compliance with the Smoke-Free Ontario Act, including tobacco vendor inspections for display and promotion as well as youth access, and workplace, restaurant and bar inspections
- 531 adult residents participated in a survey to gather information and inform future planning about the patterns, barriers and facilitators of fruit and vegetable consumption in Haldimand and Norfolk Counties
- 104 participants received 5-week supplies of Nicotine Replacement Therapy (NRT) through the STOP on the Road program for smoking cessation. These clients were also referred to Smokers Helpline for follow-up support
- 155 people 'LIKE' Norfolk Pathways for People's Facebook page. Supported by the Health Unit, Pathways for People is a community coalition that advocates for the development and improvement of connected pathways in Norfolk County and promotes the regular use of trails, sidewalks and roadways for health, recreation and active transportation. Social media can be an effective way to garner support for Active Transportation

HPE & CQI Team

The Health Planning, Evaluation and Continuous Quality Improvement Team (HPE & CQI) assists HNHU staff to plan and deliver high impact programs for our population that are based on evidence and local need. In 2014 Health Unit staff began using a proven health planning tool to assist in the creation and planning of programs and services. Staff continue to increase their knowledge and skill in determining what public health activities will improve the health and wellbeing of our communities. This includes vulnerable populations like persons living in poverty.

Maternal & Child Health

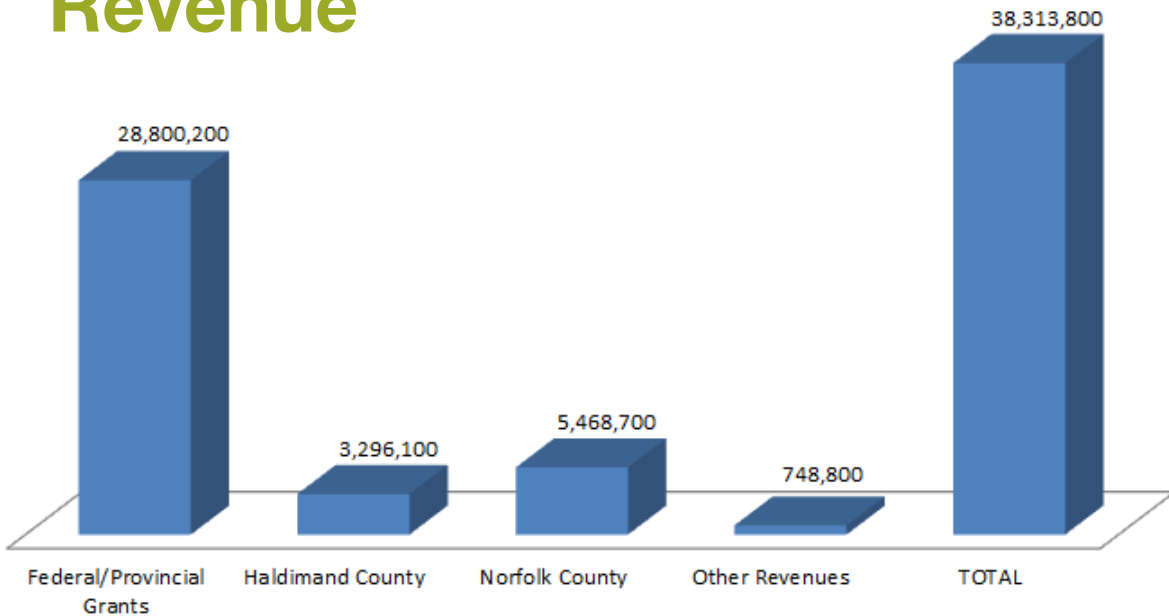
The Maternal & Child Health Team supports a variety of prenatal to school age initiatives including Healthy Babies Healthy Children program, Nurse Practitioner services, NutriSTEP support, prenatal classes and health promotion information on topics including breastfeeding, feeding your baby, and child safe environments.

Throughout 2013 & 2014 this Team participated in a two year provincial Infant Feeding Pilot Study. Infant feeding data about breastfeeding provides important information about the use and effectiveness of infant feeding resources and programs available. Staff felt that participation in this study provided an additional way to reach out to mothers and identify breastfeeding issues in our area.

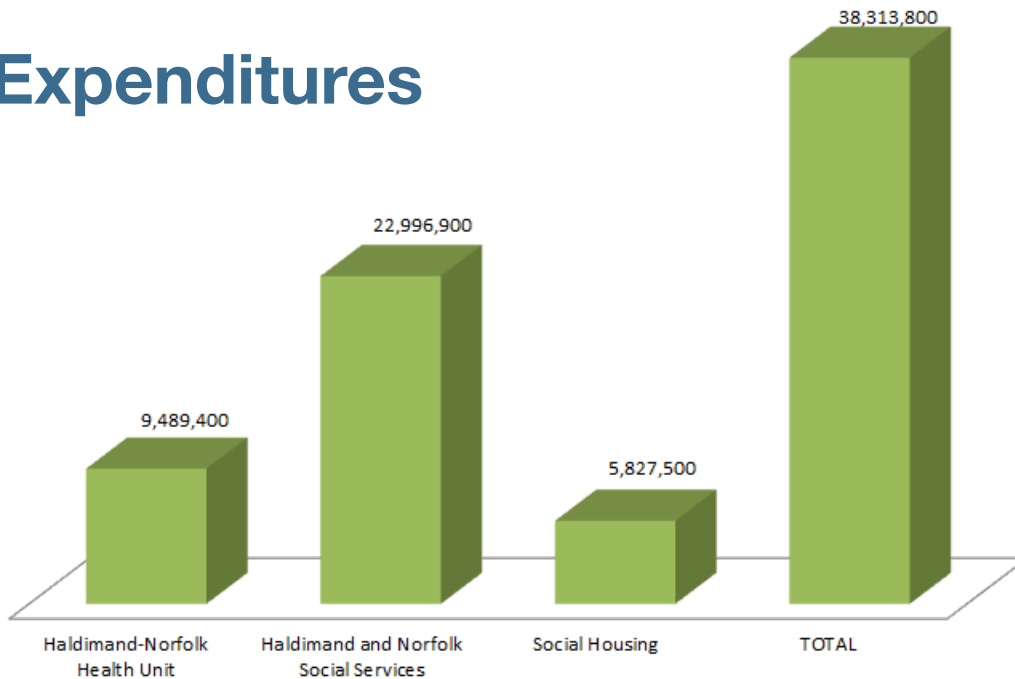
Fast Facts

- 127 pregnant mothers and partners attended Health Unit prenatal classes in Simcoe and Caledonia
- "Falls Can Cause Serious Head and Neck Injury" posters and brochures to prevent child falls were shared with 63 doctor's offices and every hospital emergency room
- 200 copies of the Toddler NutriSTEP screen, a feeding questionnaire for parents, were distributed to doctor's offices, schools and the Ontario Early Years Centres

Revenue



Expenditures



Health Unit

Simcoe: 519.426.6170 or 905.318.6623
Caledonia: 905.318.5367
 info@hnhu.org • www.hnhu.org

Social Services

Simcoe: 519.426.6170 or 519.582.3579
Dunville: 905.318.6623
 hnss@hnss.org • www.hnss.org

Social Housing

Simcoe: 519.426.6170 or 905.318.6623
 housing@haldimand-norfolk.org
 www.hnhousing.org

Designed by Communications Services of the Health & Social Services Department.