

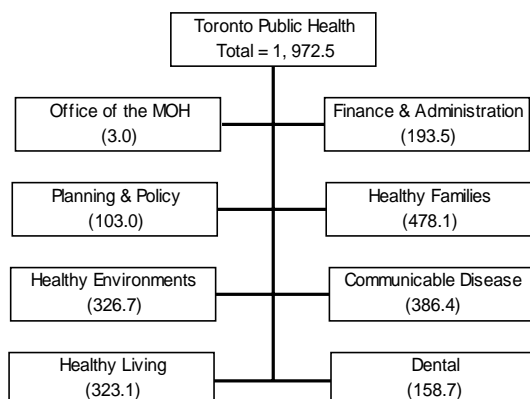
Toronto Public Health

Toronto Public Health promotes the health of all communities and individuals, who live, work and visit Toronto according to the health priorities established by the Board of Health and the Province of Ontario.

Mission Statement:

A healthy city where all people enjoy the highest level of health and well being. Toronto Public Health (TPH) improves the health of the whole population and reduces health inequalities.

Program Profile

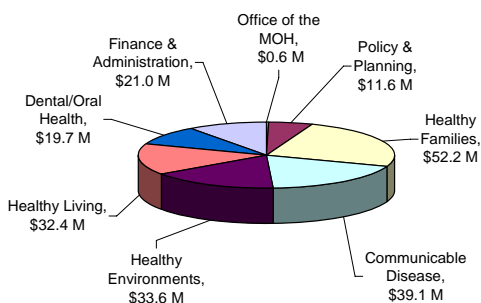


2007 Key Strategic Directions and Priorities

- Improve the health of the City's diverse population through responsive services.
- Champion public health for Toronto.
- Anticipate, prevent, and respond effectively to public health emergencies.
- Work with others to create integrated health and social systems that serve Toronto's health needs.
- Be an innovative and effective public health organization.
- Become the public health workplace of choice.

2007 Recommended Operating Budget by Service

Total = \$210.2M (Gross)



2006 Key Accomplishments

Communicable Disease Control

- Responded to 52,300 notifications of reportable/communicable diseases and investigated and managed 340 disease outbreaks.
- Continued to develop the Toronto Pandemic Influenza Plan, in consultation with stakeholders in health, emergency planning, social, community and other sectors.

Healthy Families

- Provided 41,100 Healthy Babies Healthy Children home visits by Public Health Nurse and Family Home Visitors to high risk families.
- Provided Peer Nutrition education to 3,270 participants.

Healthy Environments

- Completed the implementation of the final phase of the Toronto Tobacco control By-law and conducted more than 10,000 compliance inspections which revealed more than a 97% compliance rate.
- Achieved 91% completion rate in the Dine Safe Program by conducting 26,816 inspections of food establishments.

Healthy Living

- Provided training, consultation and site support to 440 student nutrition programs serving 79,000 children and youth.
- Established the Toronto Drug Strategy Implementation Panel to oversee implementation of the drug strategy and foster intersectoral co-ordination and co-operation to improve the response to substance use issues in Toronto. Formed working groups to implement priority drug strategy recommendations, and developed a dedicated staff secretariat in TPH to support implementation of the Toronto Drug Strategy.

Planning & Policy

- Provided research, policy, evaluation, epidemiology, communication and media relations support to TPH programs.
- Supported TPH services and staff through quality assurance management, professional development and practice, and library services.
- Coordinated emergency preparedness and continuity of operations planning for TPH.

Dental/Oral Health Services

- Provided dental treatment services to approximately 33,000 children and adolescents of low-income families, low income seniors, and high risk parents referred from other public health programs.

Finance and Administration

- Consolidation of Toronto Public Health lines to Toronto Health Connection (THC) has resulted in an increase of 4,832 calls for 2006 over 2005.
- Enhanced the Toronto Public Health website resulting in increased use of the website by the public. In 2006, the number of monthly website visits increased by 120,000 over 2005.
- Implementation of ePet, to increase use of on-line applications to renew animal licenses and to initiate new animal licenses.

2008 / 2009 Outlook

Public Health will evaluate strategies, program services and project priorities in relation to new Ontario Public Health Standards, with particular attention to meeting the needs of Toronto's diverse population and reducing health inequalities. Public Health will continue to build corporate, community, provincial and federal partnerships that improve the health of the community and foster integrated service systems. Public Health will continue to build a strong emergency preparedness system.

Background

Program Objectives for 2007

Toronto Public health will achieve its goals through the following objectives:

- 1) to enable individuals, families and communities to improve and increase their control over their health;
- 2) to change political and policy environments, service systems and social norms to advance health goals;
- 3) to control infectious disease, reduce exposure to environmental health hazards and enforce laws that protect the public's health;
- 4) to reduce the spread of disease and the number of disabilities, injuries, illness and premature births and deaths;
- 5) to identify, monitor and communicate health trends and needs

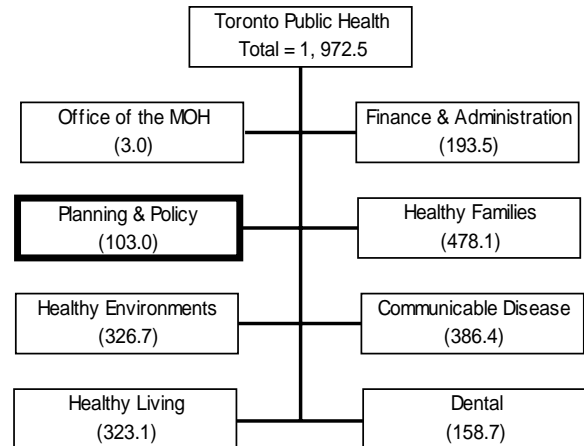
Planning and Policy

Program: Toronto Public Health

Service Area Description:

Planning and Policy service include activities that:

- Provide leadership or support to service areas in the areas of healthy public policy, professional practice, research and evaluation, knowledge management, communications and emerging issues management, and governance.



Service Levels provided

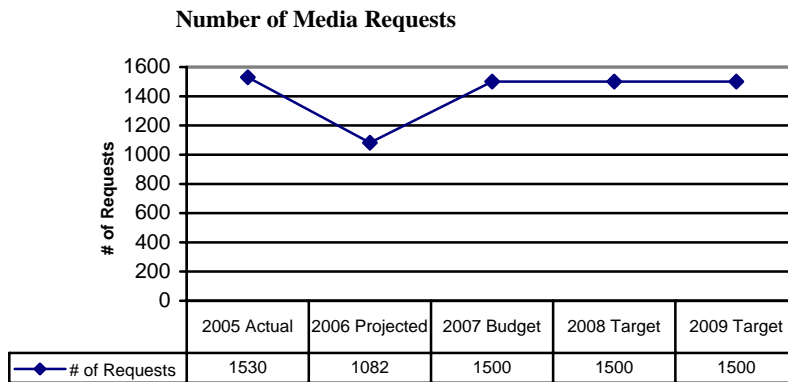
- Initiation of, informing and influencing the public health policy process
- Promotion of accountability and competence through identification, dissemination and monitoring of professional standards and organizational requirements
- Ensuring consistently high quality, timely information is available for decision making
- Integration of evidence-based knowledge into planning and decision-making processes
- Communications support for health promotion priorities
- Development and maintenance of systems of accountability

Emerging Challenges and Opportunities:

- *Aligning of resources to reflect new Ontario Public Health Standards and City priorities*
- *Providing policy, advocacy and communications support related to emerging local health issues*
- *Meeting the growing demand for health surveillance information*
- *Improving performance management capacity*
- *Ensuring ongoing commitment to professional, evidence-based practice*

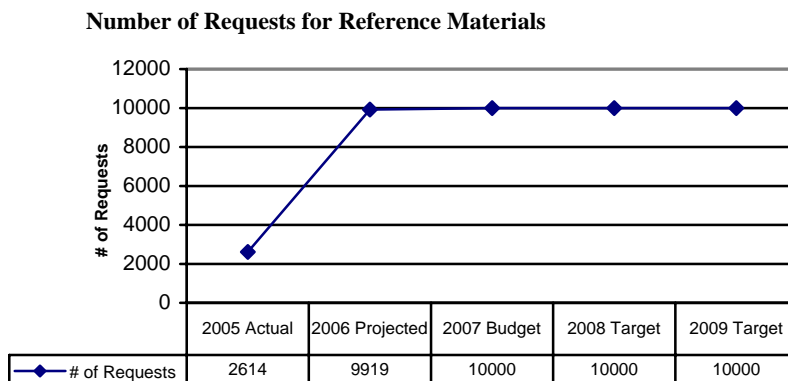
Key Performance Measures:

- **Efficiency Measure:**



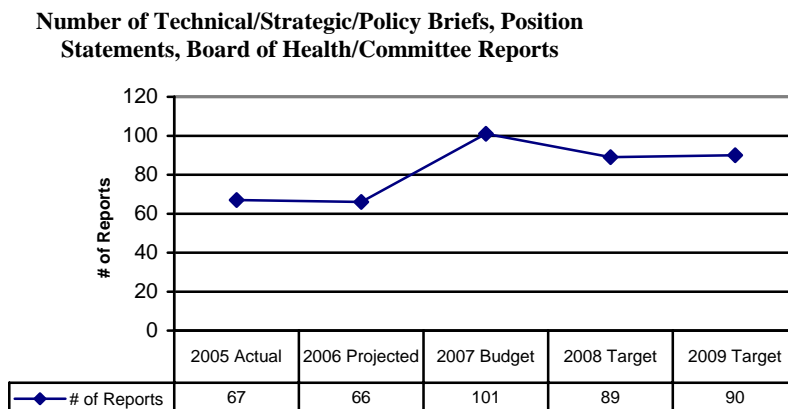
2006 – election year, which likely contributed to fewer media calls in the fall. Targets – difficult to predict – but continuing interest in health issues indicates that call volumes are expected to remain consistent.

- **Customer Service Measure:**



In 2006, four new full-text databases helped the TPH library to supply staff with 9,919 items. This number is expected to remain stable.

- **Community Impact Measure:**



The number of briefs and position statements provided to senior management and Board reports has increased as P&P continues to provide key evidence for decision-making.

Healthy Families

Program: Toronto Public Health

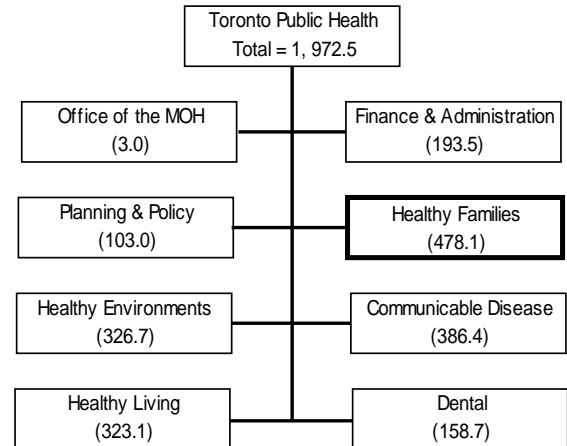
Service Area Description:

Healthy Families services include activities that:

- Promote and support healthy behaviours and environments, healthy birth outcomes and readiness to parent for people in their reproductive years and foster healthy attachment and early learning utilizing positive parenting strategies
- Promote the physical, cognitive, communicative and psychosocial development of children and support effective parenting in high-risk families

Service Levels provided

- Provide targeted services to 4000 nutritionally at risk pregnant women
- Provide a range of education programs to support parenting capacity within at risk populations
- Achieve 85% contact rate with consenting postpartum families
- Provide telephone support, clinic and home visiting services to breastfeeding mothers to promote and support exclusive breastfeeding to 6 months
- Provide public health nursing and family home visitor home visiting services to 2000 families referred to the Healthy Babies/Healthy Children program
- Reach over 4000 individuals with culturally appropriate Peer Nutrition educational assessment and counselling workshops in priority neighbourhoods
- 95% of newborn infants receive hearing assessments
- Ensure the provision of an appropriate range of Preschool Speech and Language services to 8000 children with an identified speech and language disorder



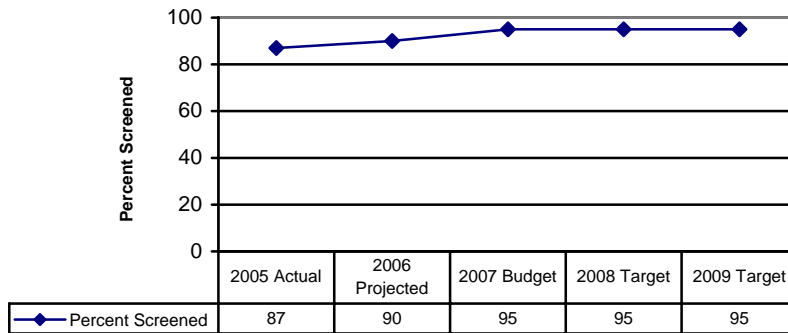
Emerging Challenges and Opportunities:

- *Expand capacity to provide parenting education in priority neighbourhoods*
- *Reduce wait times for Preschool Speech and Language Services across Toronto*
- *Work towards the internationally recognized Baby Friendly Initiative (BFI) designation*
- *Focus HBHC resources and services on Toronto's vulnerable and marginalized population*
- *Participate in integrated planning and service delivery among the Best Start Network Partners and Best Generation Yet Initiatives*

Key Performance Measures:

- **Efficiency Measures**

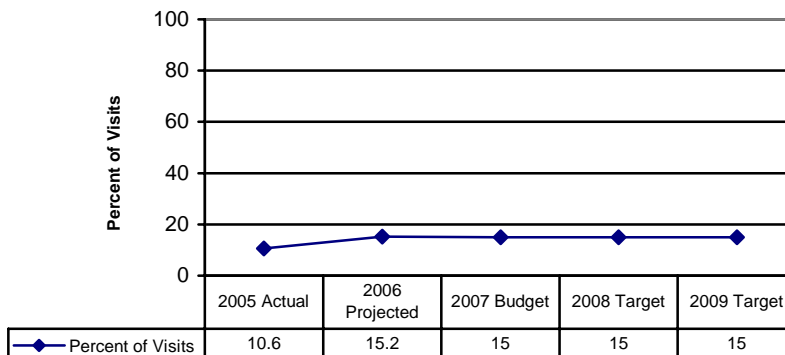
Percentage of the Total Number of Infants Born in Toronto Who Are Screened for Hearing Loss



The universal screening program targets 42,000 babies born in Toronto hospitals each year, 10,000 of which reside outside of Toronto. Ongoing partnership development with hospitals and community sites has focussed on achievement of a 95% reach.

- **Customer Service**

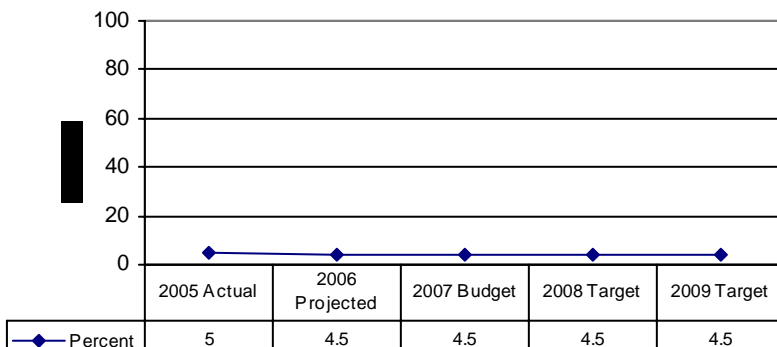
Percent of Home Visits That Are for Service Coordination with All Service Providers and Family



The target of 15% was achieved following training on implementation of the service coordination model. Maintenance of this rate reflects best practice with respect to high risk home visiting services.

- **Community Impact**

Percentage of the Women Enrolled in the Healthiest Babies Possible Program Who Have Low Birth Weight Babies



The Healthiest Babies Possible program continues to demonstrate a low birth weight rate lower than that of the general Toronto population. We anticipate a stable rate of 4.5% which reflects the high levels of risk experienced by HBP participants.

Communicable Diseases

Program: Toronto Public Health

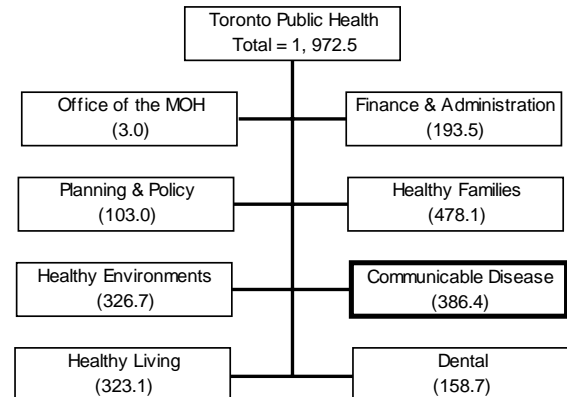
Service Area Description:

Communicable Disease Control programs include activities that:

1. Reduce the occurrence and transmission of infectious diseases through surveillance, case and contact investigation and management and outbreak response.
2. Promote healthy behaviours and environments to reduce the burden of infectious diseases.

Service Levels provided

- The Vaccine Preventable Diseases (VPD) program annually assesses immunization records for all students enrolled in Toronto schools. VPD programs offers Hepatitis B and Meningitis C vaccine to approximately 28,000 grade 7 students and delivers influenza vaccine to 40,000 clients.
- The Sexually Transmitted Infection (STI) case management program provides comprehensive assessment, counselling, referral and partner notification for approximately 9,500 cases of sexually transmitted infections annually.
- The Needle Exchange program distributes safer drug use supplies (525,000 needles) to drug users in Toronto.
- The AIDS and Sexual Health Information Line provides 82.5 hours of telephone counselling weekly.
- Sexual Health (SH) clinics provide 178.5 hours of sexual health services in clinic sites across the city, and provide approximately 59,000 client visits in 2006. Services include STI testing and free treatment, provision of low cost birth control and pregnancy testing and referral.



Emerging Challenges and Opportunities:

VPD

Challenge: Due to the current lack of resources, the VPD program is unable to implement a program to assess the immunization records of all children attending a licensed day nursery.

STI

Challenge: The STI/Needle Exchange/SH Clinics program has difficulties providing accessible, comprehensive, sexual health services within current space and resources when the need for services is increasing, and programs are currently functioning at capacity or are over capacity.

TB

Challenges: The TB Control program has difficulties associated with extraction of data from the provincial reportable data base (iPHIS) for surveillance and program management purposes. The TB Control program has difficulty with inconsistency in physician reporting and treatment of patients with TB disease and latent TB infection which would be improved by a centralized TB clinic system. There is also an inability to compel contacts to be tested for TB and for those who test positive to take prophylaxis.

Service Levels provided

- The Tuberculosis (TB) Control Program manages between 300 and 340 TB cases per year, and follow up on approximately 3400 contacts and 1900 medical surveillance clients annually.
- The Control of Infectious Disease and Infection Control program (CIDIC) and the Communicable Disease Liaison Unit (CDLU) responds to approximately 15,000 reportable diseases cases and approximately 300 disease outbreaks annually.

Emerging Challenges and Opportunities:

CIDIC/CDSU/CDLU

Challenge: MOHLTC initiative to resolve duplicate clients and cases in iPHIS as a result of merging 37 health unit databases into a single provincial system.

Opportunity: Implementation of the new MOHLTC, Public Health Surveillance and Management System for case/contact/outbreak and immunization management.

CIDIC/CDLU

Challenge: Inability to hire for temporary vacancies significantly increases the workload for other team members.

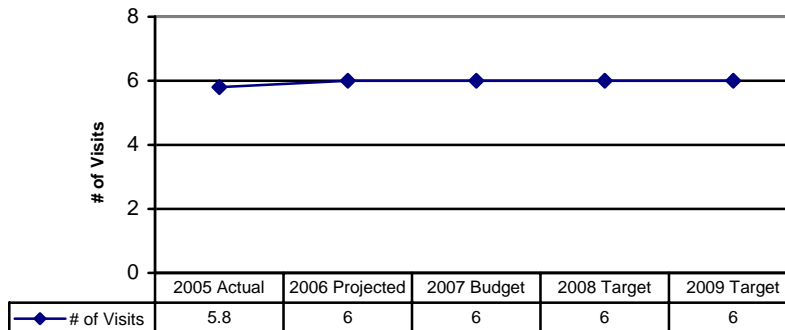
CDLU

Opportunity: Continuous relationship building with Infection Control Practitioners has resulted in increased collaboration and improved communication with the hospitals.

Key Performance Measures:

- **Efficiency Measures**

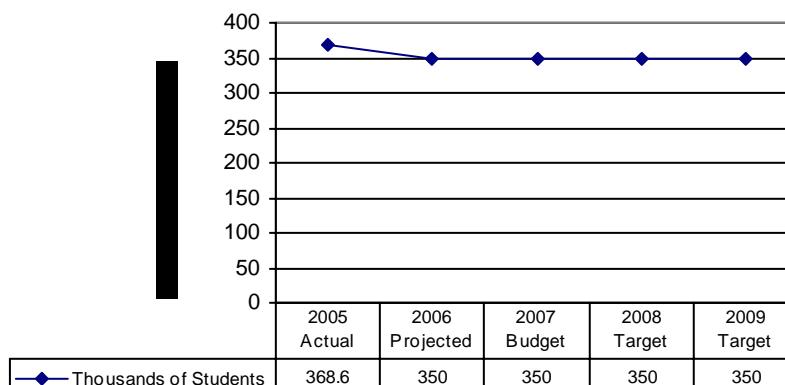
Number of Sexual Health Clinic Visits per Hour with a Physician Present in Clinic



Sexual health clinics are currently functioning at full capacity and do not have the resources or space to increase our number of client visits.

- **Customer Service**

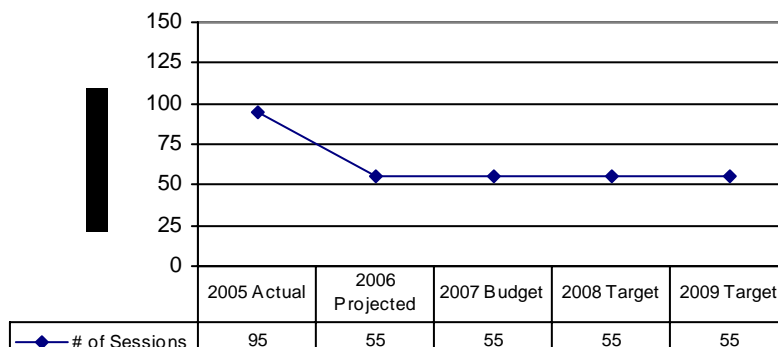
Number of Students Whose Immunization Coverage is Assessed



VPD program is assessing the maximum number of students enrolled in Toronto schools for their immunization status.

- **Community Impact**

Number of Educational Sessions Provided to Acute Care Facilities on Infection Control & Communicable Disease



The CDLU continues to provide on-going educational sessions in acute care facilities. These educational sessions have also been delivered in collaboration with other TPH programs such as TB and HE. As well, CDLU team members (including the Manager) attend all TPIC meetings, provide monthly public health updates and deliver educational sessions as requested, at these TPIC meetings.

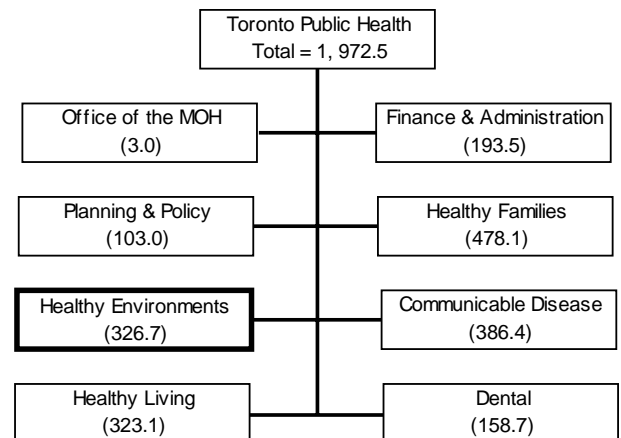
Healthy Environments

Program: Toronto Public Health

Service Area Description:

Healthy Environments services include the following activities:

- The prevention of food borne illness through food safety inspection and education activities
- The reduction of exposure to environmental health hazards and vector borne diseases.
- Provision of education and enforcement activities relating to the keeping of animals.



Service Levels provided

- Ensure compliance with mandated inspection frequencies by conducting 14178 high risk inspections, 13348 medium risk and 4394 low risk ones.
- Increase the number of trained and certified food handlers in high risk premises by 12000.
- Minimize health risk to the community as a result of man-made or natural disasters.
- Prevent drowning and preventable injuries in specified recreational waters by conducting 2470 inspections of swimming pools, spas and wading pools.
- Reduce the number of mosquito breeding sites by treating 200,000 storm sewers and other sites.

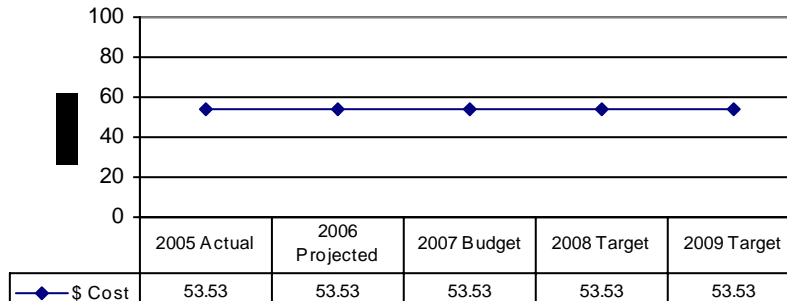
Emerging Challenges and Opportunities:

- ***Enforcing requirements of the Interim Guidance Document for the Environmental Assessment for mould in Marijuana Grow Ops and Illegal Drug Laboratories.***
- ***Enforcing the Heat Response protocol in the summer months.***
- ***Responding to the ever increasing number of food recalls while trying to maintain mandated inspection frequencies.***
- ***Ensuring the upgrading and the sustainability of a comprehensive, robust Healthy Environments Data Management and Reporting System***

Key Performance Measures:

- **Efficiency Measures**

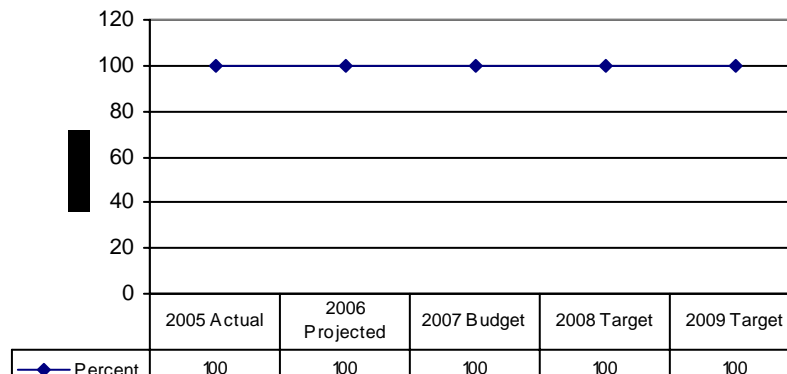
To Provide Efficiency in the Food Safety Program by Maintaining the Current Cost Per Inspection (direct costs) for High Risk Premises, Through the Use of Hand Held Devices That Decrease Inspection Time Required



Average inspection time will be reduced through the use of hand held devices, simplified form completion principles and guides.

- **Customer Service**

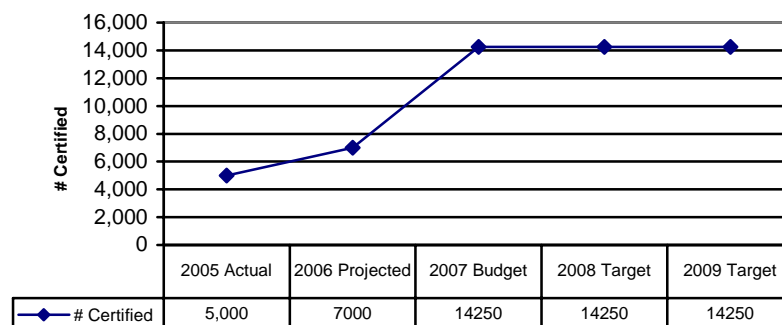
To Respond to 100% of Demand Calls (complaints, request for service) Within 24 Hours of all Healthy Environments Program Areas (Health Hazard, Investigations, Food Safety, Tobacco, West Nile Virus, Injury Prevention)



The current response time for all complaints is within 24 hours. HE policy requires this response time, and monitoring is done to ensure adherence.

- **Community Impact**

To Promote Safe Food Handling Practices by Increasing the Number of Certified Food Handlers



The projected increase in the number of trained food handlers is in response to a new City of Toronto By-law requiring certification. Previously only voluntary compliance was required.

Healthy Living

Program: Toronto Public Health

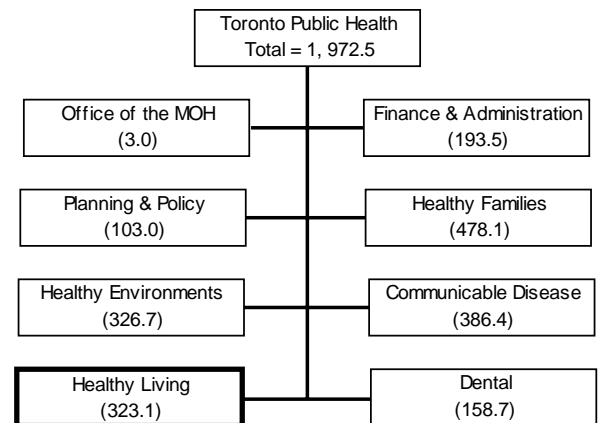
Service Area Description:

Healthy Living Services include activities that:

- Support the adoption of behaviours that reduce the risk of chronic disease (physical activity promotion, nutrition promotion, tobacco use prevention and cessation, early detection and screening of cancer) through public education, policy development and community capacity building.
- Support communities in addressing a variety of urban issues, promote sexual health, mental health and the adoption of behaviours that reduce the risks of substance abuse and injuries through education, community capacity building and policy/advocacy measures
- Services are undertaken in partnership with schools, workplaces, neighbourhoods and community organizations.

Service Levels provided

- Responded to 7500 calls for Healthy Living services through Intake
- Supported 212 school health committees (Toronto Schools on the Move, Health Action Teams and others)
- Responded to 976 referrals for service to schools through PHN Liaison services
- Provided health promotion service to 147 workplaces
- Hired 30 youth to act as leaders in mobilizing and empowering peers to remain smoke-free
- Implemented a successful smoking cessation program for lesbian, gay, bisexual and transgender (LGBT) communities



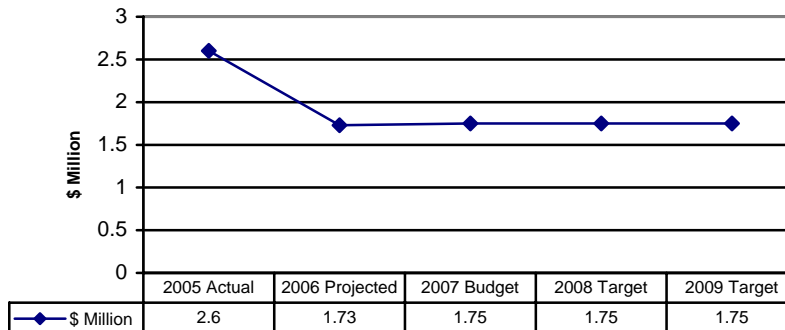
Emerging Challenges and Opportunities:

- *the need to work more comprehensively and with greater intensity in more schools; current ratio of Public Health Nurse School Liaison to schools is 1:40*
- *increase in number of binge drinking youth and associated risks (injuries, sexual decisions, violence) presents challenges for programming and opportunities for more collaborative work under the umbrella of the Toronto Drug Strategy*
- *expansion of support to workplaces as a venue for health promotion; current target is the approximately 550 workplaces with over 300 employees*
- *supporting low income Torontonians to eat sufficient and nutritious food given income inadequacies*

Key Performance Measures:

- **Efficiency Measures**

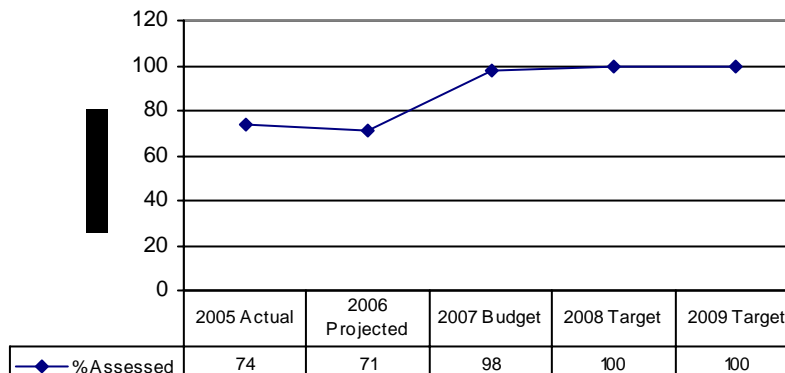
Amount of Community Partner In-kind Contribution for Heart Health programs



Current Ontario Heart Health Program funding cycle ends on December 31 2007. Anticipated announcement of new provincial funding for subsequent years has not been forthcoming, making it difficult for partners to commit to participation in Toronto Heart Health Program initiatives.

- **Customer Service**

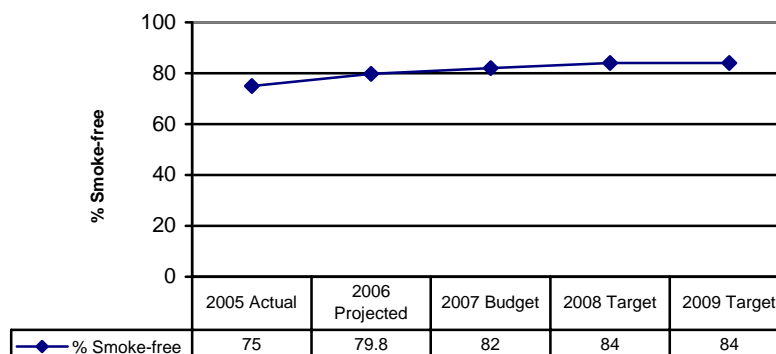
Percentage of Student Nutrition Programs Assessed for Nutritional Quality



The increase between 2006 and 2007 is the result of youth programs in high schools and community sites being visited for the first time. The commitment is that all programs will receive at least one visit a year from now on.

- **Community Impact**

Percentage of Toronto Households That Are 100% Smoke-free



Enactment of the Smoke-Free Ontario Act in May 2006 was accompanied by public education re: health risks associated with exposure to second-hand smoke. Public education campaigns have also addressed the specific risks for children who may be exposed in private places i.e. homes and cars.

Dental

Program: Toronto Public Health

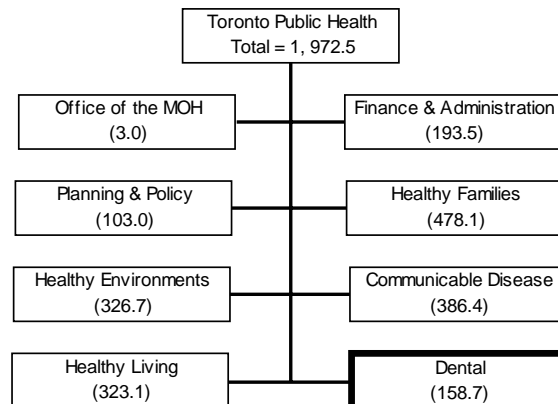
Service Area Description:

Dental and Oral Health Services include activities that:

- Provide treatment, screening and preventive services to children, adolescents, seniors and perinatal TPH clients to prevent and treat oral health needs.
- Promote behaviour that supports good oral health, such as; education and prevention.

Service Levels provided

- Provide 22,000 preventive services in public health clinics to children and seniors.
- Provide basic dental treatment (examinations, radiographs, fillings, cleanings, extractions, dentures and root canals) to 325,100 clients in targeted groups.
- Screen 636 schools and 218,000 children in public schools.
- Achieve a 5% reduction in the number of clients on waiting lists.
- Provide oral health education to 24,000 people.



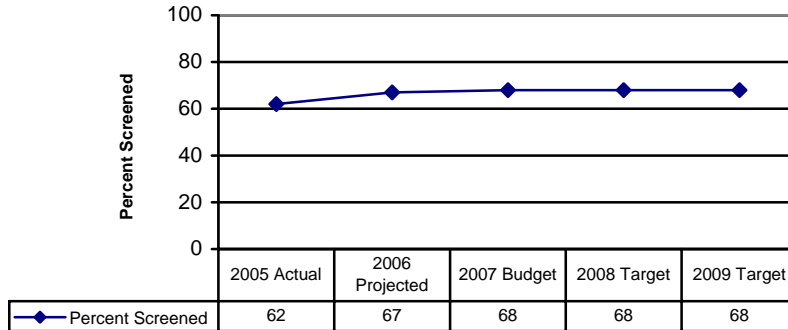
Emerging Challenges and Opportunities:

- *Improve service delivery in the East region of the City of Toronto including a new partnership with West Hill CHC.*
- *Harmonize service delivery in the North region of the City of Toronto.*
- *Implement a new eligibility system for treatment services across the City of Toronto which may contribute to an increased demand on TPH dental services.*
- *Continue to work with the Oral Health Coalition to address gaps in oral health care for the adult population 18-65 years of age.*

Key Performance Measures:

- **Efficiency Measures**

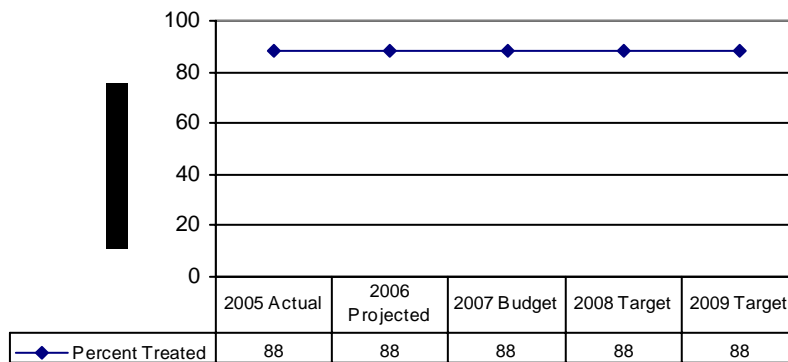
Percentage of Schools and Nursing Homes Screened



Current resources allow maintenance of the status quo.

- **Customer Service**

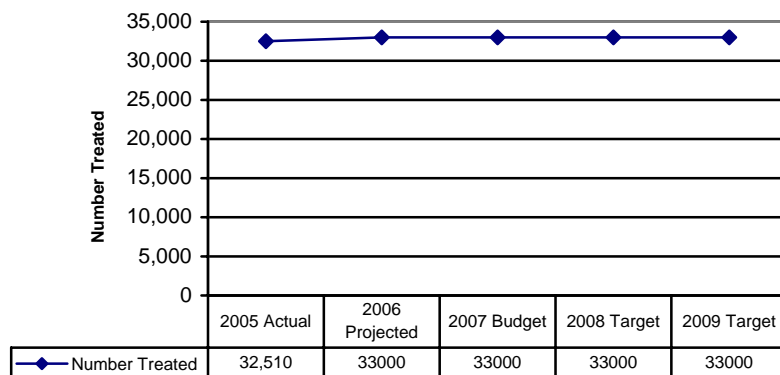
Percentage of CINOT Eligible Children Referred and Treated (Public & Private)



Current resources allow maintenance of the status quo.

- **Community Impact**

Number of Patients Treated in the Dental Program



Current resources allow maintenance of the status quo.

Finance and Administration

Program: Toronto Public Health

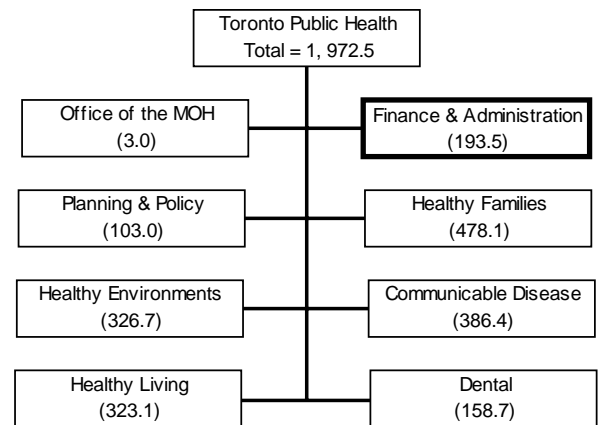
Service Area Description:

Finance and Administration activities include the following:

- Plan, direct and coordinate business and financial management services, practices and tools that effectively support the delivery of public health programs.
- Provide planning and management services for IT initiatives, including specialized software application development, that support TPH business activities.
- Provide strategic management and coordination of people services for Toronto Public Health including organizational development and planning, health and safety, and employee relations.

Services Provided

- Design and maintain the TPH website to provide timely public health information to over 500,000 visitors monthly.
- Over 87,000 callers to the TPH Contact Centre received information on public health programs and services.
- Develop, implement, and support ePet as an on-line service for residents to initiate and renew pet licenses.
- Plan, assess and support information security and privacy policies and practices, including response to 244 FOI requests.
- A comprehensive Occupational Health and Safety Plan introduced to focus management attention and staff engagement on reducing preventable WSIB incidents.



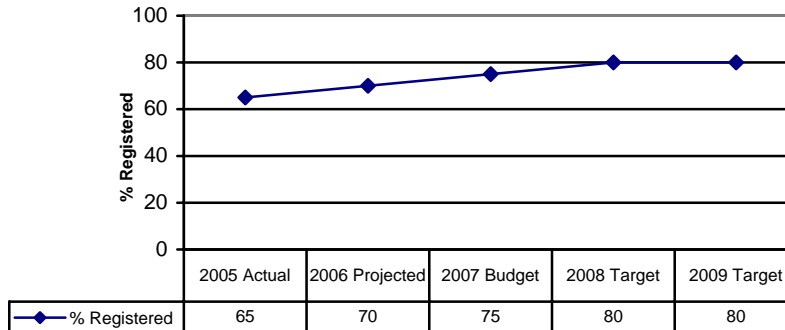
Emerging Challenges and Opportunities:

- *Deliver timely and useful information and reporting tools that enable effective management decision making and stewardship of resources.*
- *Enhance public access to public health information.*
- *Improve the capability and capacity of the division to link priorities, planning, resource management and results.*
- *Enhance information management capacity and capability within TPH to meet corporate, legal and legislative obligations and ensure consistency and quality in application.*
- *Develop a medium to long-term facilities and space management plan that incorporates future service delivery needs.*

Key Performance Measures:

- **Efficiency Measure**

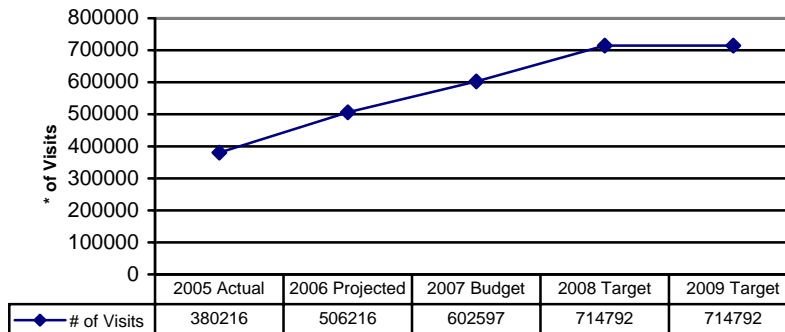
Percentage of New Staff Registered for Orientation within First 3 Months of Employment



TPH expects an increase in registration to the new employee orientation session by 5 percent in 2007 and 2008.

- **Customer Service Measure**

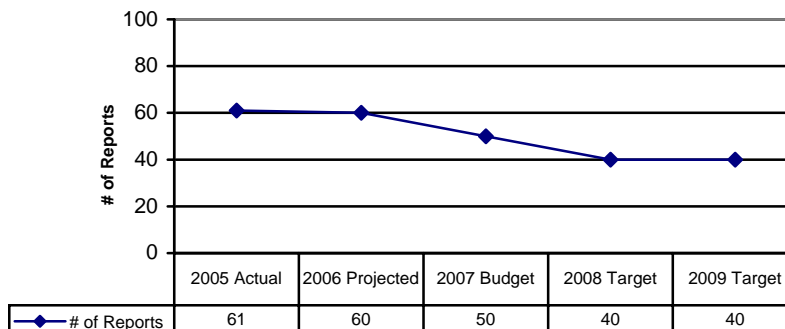
Number of Average Monthly Visits to TPH Web Site



Increase monthly visits to TPH's web site by approximately 100,000 each year due to increased amount and currency of health information used by the public.

- **Community Impact Measure**

Number of WSIB Lost Time Injury Reports



TPH continues to demonstrate prevention of workplace injuries through educating staff to avoid workplace injuries. The number of projected workplace injuries will be decreased by 10 in 2007 and 2008.