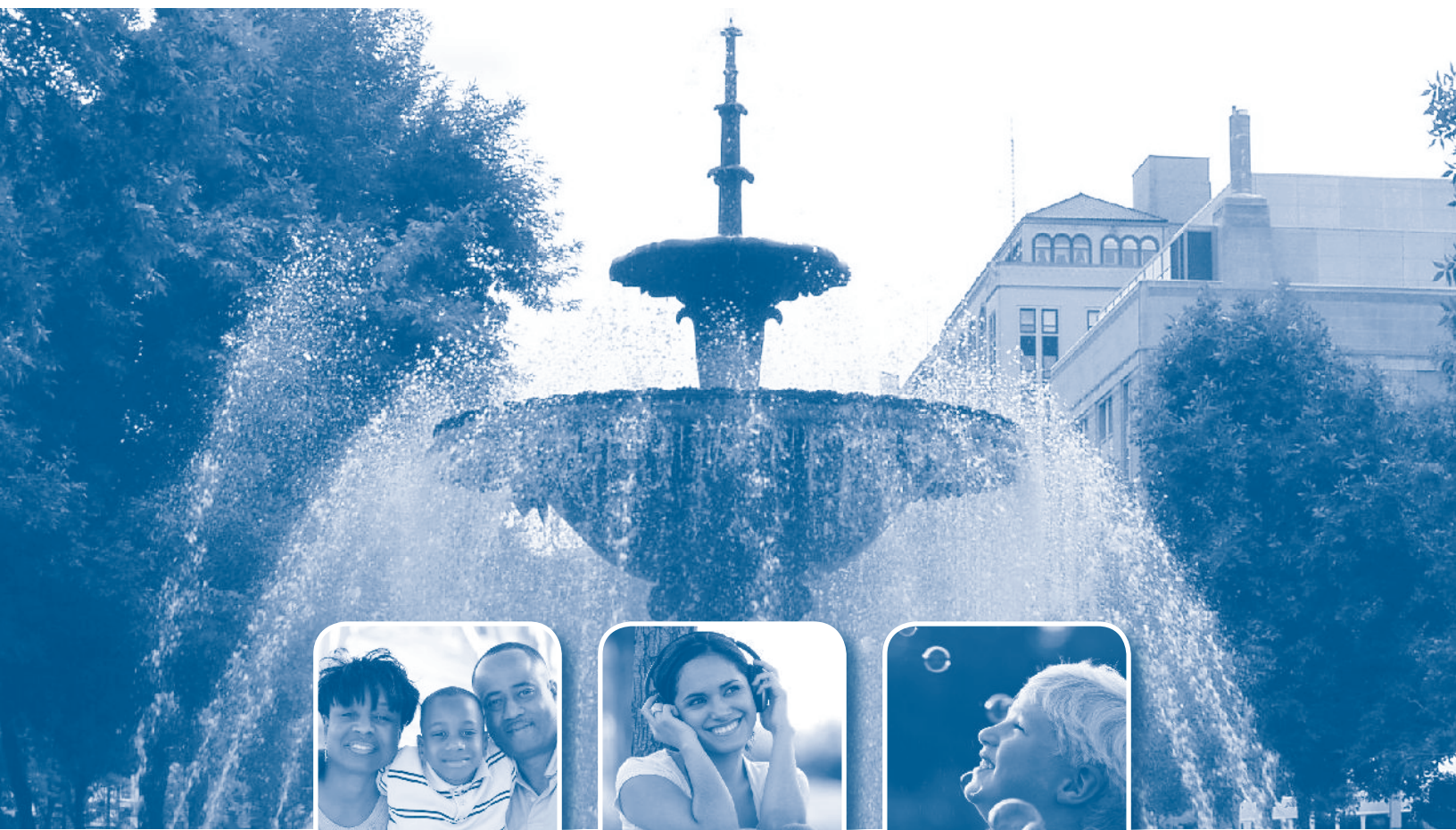




Hamilton

**Public Health Services**  
ANNUAL REPORT TO THE COMMUNITY



2010



## Board of Health/ Councillors

Brian McHattie

Jason Farr

Bernie Morelli

Sam Merulla

Chad Collins

Tom Jackson

Scott Duvall

Terry Whitehead

Brad Clark

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Brenda Johnson

Lloyd Ferguson

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### :: MESSAGE FROM THE CHAIR OF THE BOARD OF HEALTH

On behalf of the City of Hamilton, it is a tremendous honour to present the remarkable accomplishments and stories of service provision from Hamilton's Public Health Services.

Public Health Services is an essential keystone in the City of Hamilton. Through effective, innovative, and efficient programs, Public Health Services continues to improve the well-being of Hamilton citizens.

Public Health Services is comprised of an outstanding team

of professionals and community partners; and I thank them for their tireless and essential efforts. I want to extend my personal congratulations to our Public Health Services team for all of your hard work in 2010. Residents have every reason to be proud of your achievements.

Hamilton is a community for all people and I am proud that the Public Health Services continues to hold the priorities of our citizens in the utmost regard.

Sincerely,

Robert Bratina  
Mayor, City of Hamilton

### :: MESSAGE FROM THE MEDICAL OFFICER OF HEALTH

The past year has seen many accomplishments for Public Health Services. We resumed full service to the community after months of disruption by H1N1 activities while managing to add additional services to better support the health of Hamiltonians.

The Hamilton community now has improved access to services. Public Health Services added rapid HIV testing at four new sites, launched Healthy Smiles Ontario to provide dental services to children 17 and under, and completed a comprehensive review of our Residential Care Facilities by-law. We've implemented an enhanced surveillance system to better recognize disease trends early

in their cycle and implemented assessments of small drinking water systems. Public Health Services is working for Hamilton in so many ways.

I would like to thank the Board of Health members for their governance and support throughout 2010. I would also like to thank our dedicated staff, community partners, and volunteers who help us deliver our various programs and services to the community. With our combined efforts, we will help make Hamilton the healthiest community possible.

Sincerely,

Dr. Elizabeth Richardson,  
MD, MHSc, FRCPC  
Medical Officer of Health,  
City of Hamilton  
Public Health Services

## :: THE HAMILTON PRENATAL NUTRITION PROJECT - "MAKING HAMILTON THE BEST PLACE TO RAISE A CHILD"

In 2010, the Hamilton Prenatal Nutrition Project (HPNP) celebrated 15 years of providing support to improve the health and well being of pregnant women, new mothers, and babies facing challenging life circumstances such as being new to Canada or being a teen mother.

The HPNP is sponsored by the Family Health Division, Public Health Services, in partnership with the North Hamilton Community Health Centre and Best Start Network.

There are nine weekly prenatal groups throughout the City. Pregnant women can join a group to learn about having a baby, meet other women and have their questions answered in a pleasant welcoming environment. A Registered Dietitian and a Public Health Nurse provide up-to-date information on health topics. During each two hour session, relevant topics are discussed such as preparation for labour and delivery, healthy

eating for pregnancy, and feeding and caring for baby. Participants prepare and enjoy a nutritious snack with the group. At each session they attend, they receive a small weekly grocery gift card that can be used to buy healthy foods. They also receive a gift card to purchase prenatal vitamins and a Vitamin D supplement for breastfed babies.

The objective of HPNP groups is to help reduce the incidence of babies born with unhealthy birth weights and increase the initiation and duration of breastfeeding. In 2010 HPNP group breastfeeding initiation rates were 84% compared to the most recent 2007 overall Hamilton rate of 79.4%. As one mother says, "I made new friends and learned a lot of information compared to back home. I also had help with breastfeeding."

The Public Health Agency of Canada's Canada Prenatal Nutrition Program contributes funding to HPNP. Other community partners include the Hamilton Best Start Network, Ontario Early Years Centres, local churches, and community centres.



- 317 new prenatal Hamilton Prenatal Nutrition Project participants enrolled in addition to the pre and postnatal participants registered in 2009 resulting in over 500 annual individual participants
- 4891 participant visits to the HPNP groups
- 532 couples attended prenatal classes
- 3166 postpartum telephone contacts and 1843 postpartum home visits to new mothers through the Healthy Babies, Healthy Children Program
- 6597 calls to Health Connections

## :: HAMILTON LEARNS FROM H1N1

The H1N1 influenza pandemic of 2009 sparked a formal commitment across Hamilton to enhance emergency response across health sector agencies. The Hamilton community learned much from the experience of

H1N1. In reviewing the response, representatives from across the health sector committed to continuing to improve co-ordination, structures, and systems to effectively harness the tremendous knowledge, commitment, and skills of those





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from various health agencies across the city and use that to plan for future emergencies.

From this review, a Health Sector Steering Committee was established in 2010. This committee includes senior staff from Public Health Services, Mohawk College, McMaster University, Family Physicians, St. Joseph's Healthcare, Hamilton Health Sciences, and Community Care Access Centre. This group has already developed and is

close to signing a Memorandum of Understanding that governs the coordination, interoperability, cooperation, and communication between the agencies to plan, respond to, and recover from health emergencies.

This new agreement will better define the roles of each of these agencies in dealing with a health emergency and help the Hamilton community to improve and enhance future emergency response.

- 1220 human exposure investigations conducted through Rabies Control
- 72 reports of adverse public drinking water events investigated through the Safe Water Program
- 123 Risk Assessments conducted on regulated Small Drinking Water Systems
- 1836 Health Hazard/Food Safety complaint investigations conducted
- 100 Institutional outbreaks investigated
- 1917 routine inspections conducted on Personal Service Settings, Daycares and Residential Care Facilities
- 4818 routine food premises inspections
- 2379 food handlers trained and certified through the Food Safety program

## INVESTIGATION OF UNINSPECTED PERSONAL SERVICES SETTINGS

Hamilton Public Health Services inspects all Personal Services Settings such as tattoo studios, body piercing establishments, hair salons, and aesthetic salons to ensure the services are provided in a manner that protects both the client and the worker from infections. It is essential the facilities have appropriate infection prevention and control practices in place.

In 2010 Hamilton Public Health was notified of a number of tattoo artists and body piercers operating without inspection and without complying with approved infection prevention and control practices. Public Health Services investigated 14 complaints about uninspected tattoo artists and body piercers. Artists were found to be providing services to the public without appropriate

infection prevention and control strategies. Of the 14 individuals investigated, 5 of the artists, with the assistance of public health, are now operating in compliance with infection prevention and control best practices and continuing to offer their services to the public and the remaining providers have stopped operating.

To make the community aware of the dangers of unsafe tattoo practices an educational campaign was developed and launched in December 2010. The campaign was aimed at youth as they are the primary users of uninspected tattoo and piercing services

Anyone can go to [www.hamilton.ca/tattoo](http://www.hamilton.ca/tattoo) for information on inspected premises, things to know about before tattooing or piercing, and the possible health risks associated with these activities.

## **::HEALTHY SMILES ARE WORTH GRINNING ABOUT**

Oral health is important for a child's overall health, appearance, and sense of well-being. Brushing, flossing and visiting a dental professional regularly can help children maintain good oral health by preventing cavities and gum disease.

In October 2010, Public Health Services implemented Healthy Smiles Ontario. Healthy Smiles Ontario is a new, no cost, dental program for children 17 and under who do not have access to any dental coverage and who meet the program's

eligibility requirements. Healthy Smiles Ontario covers regular visits to a licensed dental care provider, such as a dentist or dental hygienist, to establish and maintain good oral health. It covers a full range of dental services including check-ups, cleaning, fillings, x-rays, scaling, and more.

In 2011, Healthy Smiles Ontario is set to expand community screening and preventive treatment services throughout the City of Hamilton in partnership with local Boards of Education, Ontario Early Years Centres, and other community partners.

## **::REDUCING BARRIERS TO HELMET USE WITH GOOD SHEPHERD**

Wearing a properly-fitted helmet helps protect Hamilton residents from head injuries while riding bicycles. For some members of our community, helmets are not affordable.

In 2010, Hamilton Public Health Services worked with Good Shepherd to provide bicycle helmets to individuals in need involved with their Family Centre. Public Health Services staff in the Injury Prevention Program provided training to Good Shepherd Family Centre staff members to enable them to fit helmets properly and educate families about the importance of all family members wearing a properly fitted helmet.

Public Health Services provided an education session and helmets to adults with mental health issues participating in the Good Shepherd Steps for Health Program. Good Shepherd now has a dedicated staff person to promote bicycle safety.

A total of sixty helmets have been distributed and the individuals say they intend to wear them. This collaborative initiative has stimulated more discussions about staying safe while cycling and there are plans to provide more helmets in 2011.

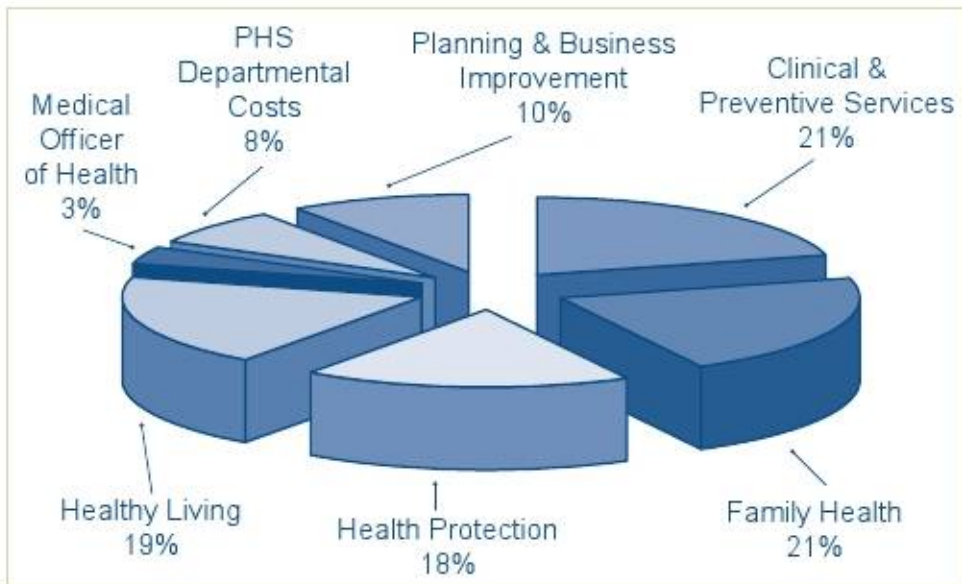


- 4845 clinical sessions provided to children and youth at Child and Adolescent Services
- 1601 individuals served through the Substance Use and Gambling programs at Alcohol, Drug, and Gambling Services
- 1542 Chlamydia cases were reported and investigated in 2010. This is a 24% increase in cases from 2009
- 5015 dental treatments provided for children 0-18 under the Children in Need of Treatment (CINOT) program
- 4393 individuals received services from the Mental Health and Street Outreach Service
- 11.5 percent of all JK, SK and Grade 2 students screened through the School Dental program had urgent dental treatment needs
- 2036 HPV vaccines, 9001 Hep B vaccines and 4896 Meningococcal vaccines given in school and community clinics



# 2010

## BUDGET

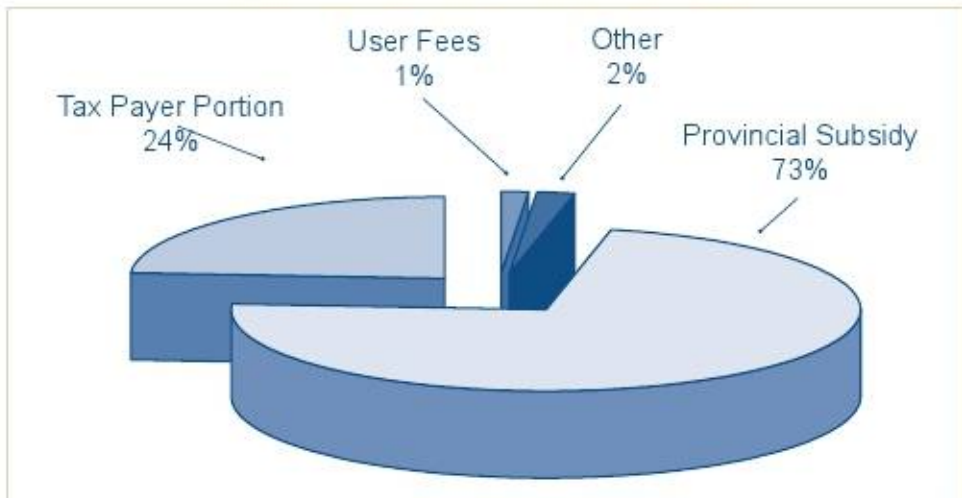


### Division

### Gross Budget

Clinical & Preventive Services	9,495,921	21%
Family Health	9,799,417	21%
Health Protection	8,136,878	18%
Healthy Living	8,837,307	19%
Medical Officer of Health	1,589,495	3%
PHS Departmental Costs	3,505,073	8%
Planning & Business Improvement	4,440,906	10%
<b>Total</b>	<b>45,804,997</b>	<b>100%</b>

## REVENUE



## 2011 Aspirations

- Reduce health inequities through Neighbourhood Strategy & reorienting programs to impact Social Determinants of Health, with initial focus on:
  - Maternal-Child Health
  - Environmental issues
  - Harm Reduction
- Grow the Healthy Smiles Program which expands dental programs to children up to age 17
- Implement a Baby Friendly Breastfeeding Community initiative
- Replicate Nurse-Family Partnership program and improve Healthy Babies, Healthy Children program
- Maximize impact on obesity and physical activity through greater focus on population level change and policy approaches
- Ensure critical demand services are provided in a timely manner
- Implement the Air Quality Health Index

## 2011 Challenges

- Tension in resource allocation between chronic disease prevention and acute disease/health hazard issues
- Incorporating the social determinants of health approach into practice
- Maintain compliance with Ontario Public Health Standards & Protocols
- Continuing evolution of the provincial public health system
- Skill development for staff in core competencies and management development
- Service delivery review & performance measurement
- Upgrade technology to meet needs of clients, professional standards, and mobile workforce
- Staff recruitment, especially for technical positions



PUBLIC  
HEALTH  
SERVICES

## Vision

Public Health Services will be an effective, innovative and efficient organization that is recognized as essential to the health and well-being of people in Hamilton.

## Mission

Hamilton Public Health Services works together with the community to assess, promote and protect health, and to prevent disease and injury.

## Values

ACCOUNTABILITY  
EXCELLENCE  
HONESTY  
INNOVATION  
LEADERSHIP  
RESPECT  
TEAMWORK

## GENERAL CONTACT INFORMATION

Alcohol, Drug and Gambling Services	905-546-3606
Child and Adolescent Services	905-570-8888
Community Mental Health Program	905-528-0683
Dental Clinic	905-546-2424, ext. 3789
Environmental Health Inspection Duty Line	905-546-3570
Health Connections	905-546-3550
Nutrition and Physical Activity Promotion	905-546-3630
Reportable Diseases Line	905-546-2063
Safe Water Program	905-546-2189
STD and Sexual Health Hotline	905-528-5894
Tobacco Hotline	905-540-5566
Tuberculosis (TB) Information and Reporting	905-546-2424, ext. 6636
Vaccine Information Line	905-540-5250
West Nile Virus Information	905-546-3575
Workplace Health	905-546-2424, ext. 3065

For clinic locations and information, and for all other inquiries please visit our website: [www.hamilton.ca/publichealth](http://www.hamilton.ca/publichealth)

Or e-mail us at  
[publichealth@hamilton.ca](mailto:publichealth@hamilton.ca)

City of Hamilton Information Line:  
**(905) 546-CITY**

Mailing Address:  
**Office of the Medical Officer of Health  
1 Hughson Street North, 4th Floor  
Hamilton, Ontario L8R 3L5**



**Ontario Council  
on Community  
Health Accreditation**