

2013 ANNUAL REPORT



**BUREAU DE SANTÉ DE
MIDDLESEX-LONDON
HEALTH UNIT**

www.healthunit.com

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2013 MIDDLESEX-LONDON BOARD OF HEALTH

Front Row: (left to right): Ms. Denise Brown (City of London Representative), Ms. Nancy Poole (Provincial Representative), Ms. Viola Poletes Montgomery (Provincial Representative), Ms. Trish Fulton (Provincial Representative).

Back Row: (left to right): Mr. Ian Peer (Provincial Representative), Mr. Stephen Orser (City of London Representative), Mr. Al Edmondson (Middlesex County Representative), Mr. Marcel Meyer (Chair of the Board, and Middlesex County Representative), Mr. David Bolton (Middlesex County Representative), and Mr. Mark Studenny (Provincial Representative).

Absent: Ms. Sandy White (City of London Representative).

A WORD FROM MR. MARCEL MEYER CHAIR MIDDLESEX-LONDON BOARD OF HEALTH

From newborn infants to those enjoying retirement, everyone who lives in Middlesex County and London deserves to live as full and healthy a life as possible. The Middlesex-London Health Unit plays a key role in providing the programs, services and information that make a difference in our citizens' lives, improving their health and quality of life. As members of the Middlesex-London Board of Health, my colleagues and I are responsible and accountable for the delivery of the public health programs and services required under the Ontario Public Health Standards. Through our work with the Health Unit, we not only seek to deliver these programs and services, but to do so in a fiscally-responsible way. It is a role we take seriously, as the Health Unit must not only deliver what is required but provide value to the community, recognizing the investment taxpayers have made.

Simply put, 2013 was a year of change for the Middlesex-London Health Unit. Early in the year, our Board announced the hiring of a new Medical Officer of Health and Chief Executive Officer. In February, Dr. Christopher Mackie was introduced as the region's new top public health official, succeeding Dr. Graham Pollett, who had retired late in the previous summer.

In addition to a change in leadership came a review of the Health Unit's administrative and financial processes. The administrative review conducted by Pricewaterhousecoopers and its subsequent report, as well as the Board's establishment of a standing Facilities and Finance Committee and the launch of the new PBMA budgetary process were important and challenging steps aimed at improving how we serve our community.

These efforts have already yielded excellent results and additional changes to how the Board functions will be put in place over the coming year.

As chair of the Board of Health, I am pleased to present this Annual Report, which outlines many of the MLHU's achievements, highlights and activities in 2013. The information provided over the following pages gives insight into the valuable work of our staff members who dedicate their efforts to improving the health of London and Middlesex County residents.

On behalf of my Board colleagues and myself, we will remain committed to working for you to make our communities healthier places in which to live healthier lives.

Sincerely,

Mr. Marcel Meyer
Chair Middlesex-London Board of Health



A WORD FROM DR. CHRIS MACKIE MEDICAL OFFICER OF HEALTH AND CEO

There's a common desire that motivates the Middlesex-London Health Unit's staff: to make a difference in people's lives. It's that drive that makes our team great.

In 2013, the MLHU went through a period of change and transition. We took a closer look at the work we do, and we considered whether there were better ways to achieve our goals. While that process has been exciting, it has also been challenging. Reflecting on what we've achieved through these efforts, I believe we are better positioned for what lies ahead in 2014 and beyond.

In this report, you will find information about our Service Areas, their teams and the work they do in London and Middlesex County to promote wellness, prevent injury and protect the public's health through the delivery of health programs, services and research. You will also find a chart that indicates how the Health Unit is funded and how that funding is shared among our programs and services.

We have worked diligently to consider carefully how we use our funding dollars to meet our community's needs. This discussion began in 2012 and culminated in the Shared Services Review undertaken by Pricewaterhousecoopers (PWC) in January of 2013. After conducting numerous interviews and meetings, PWC presented us with a list of recommendations and priorities which aimed to improve operational efficiency.

These recommendations and priorities were the basis for a new budget development process which, while proving to be a challenge, has already yielded positive results. Our goal has been to involve our staff in a new process

which will make the MLHU more efficient and cost-effective. This work is well underway and will continue into 2014 and beyond.

In looking back, 2013 was certainly a busy year, full of challenges, changes and successes.

As we look forward to the future, I am confident that our team's resourcefulness, drive and commitment will be the foundation upon which we will continue build our programs and services to meet our community's needs.

Sincerely,

Dr. Chris Mackie
Medical Officer of Health and CEO
Middlesex-London Health Unit



EARLY YEARS TEAM

- The Early Years Team provides leadership to the Community Early Years Partnership. In 2013, the Partnership hosted the We're Better Together workshop, which brought together agencies and health care professionals which provide services and supports related to early childhood development. The Team also provided monthly developmental screening clinics in collaboration with developmental paediatricians in an effort to identify potential concerns at an early stage of child development. In addition the team developed five new breastfeeding videos in order to enhance the Health Unit's online breastfeeding video library available on the MLHU website (<http://healthunit.com/breastfeeding-videos>) and its YouTube channel (www.youtube.com/mlhealthunit).
- The Team also hosted 16 weekly Well Baby/Child & Breastfeeding Clinics at several locations in London and Middlesex County, providing the opportunity for 5,724 nurse/client interactions, of which 3,762 resulted in direct breastfeeding support for mothers. Additional information about Well Baby/Child & Breastfeeding Clinics can be found here: <http://healthunit.com/well-baby-child-and-breastfeeding-clinics>
- The Early Years Team worked collaboratively with the Reproductive Health Team to host the Identifying Complexities and Solutions to Nurture Infant Mental Health workshop at London Public Library's Central Branch. More than 90 health care providers took part in the day-long workshop; with 100% of participants indicating what they would use what they learned in the workshop to provide better care to local families.

REPRODUCTIVE HEALTH TEAM

- Significant gains were made to the Reproductive Health Team's Health Care Provider Outreach project in 2013, including efforts to reach out to 305 local primary health care providers. Workshops held for these healthcare providers included sessions on prenatal alcohol screening, tobacco screening and smoking cessation.

- Several online initiatives were undertaken, resulting in resources that were made available to clients through the Health Unit's website, including

Physical Activity in Pregnancy

<http://healthunit.com/physical-activity-pregnancy>

The Birthing Experience

<http://healthunit.com/birthing-at-lhsc>

The PrePregnancy Planner

<http://www.healthunit.com/prepregnancy-planner-tool>

The Parenting Quiz

<http://healthunit.com/parenting-style-quiz>

Rethink Your Drinking During Pregnancy

<http://healthunit.com/during-pregnancy-alcohol-and-other-drugs>

- The Reproductive Health Team also launched a Facebook contest which tied into its Sodium Awareness Campaign, which resulted in 876 entries, from the online community.

- The Prenatal Education Program was also expanded in 2013 to include weekend workshops that were attended by 75 participants. There were also more online e-learning opportunities and the number of regular series (62 series were held) were increased, in order to meet greater demand from pregnant women and their families. More information is available at: <http://healthunit.com/prenatal-health>.

SPEECH AND LANGUAGE, INFANT HEARING AND BLIND LOW VISION PROGRAMS

- The Team provided speech and language services to 3,184 children in 2013. As a result, staff identified 33 new children who had a permanent hearing loss through infant hearing screening and provided follow-up support and services to 127 children identified as having permanent hearing loss. Members of the Team also identified 34 new children as being blind, or having low vision and provided support and services to a total of 100 children.
- The tykeTALK program launched its newly designed website in 2013, which includes an on line referral form. The site can be found at: <http://www.tyketalk.com>.
- In an effort to create coordinated family team plans and to reduce the need for families to repeat their stories over and over again, the Team launched a community-wide service coordination model for families which access more than one service provider in the community. The results of this initiative have been encouraging.

YOUNG ADULT TEAM AND CHILD HEALTH TEAM

- In 2013, the Youth and Child Health Team developed a new school engagement assessment tool designed to prioritize healthy school services in London and Middlesex County. This tool was used to complete the assessment of 163 local elementary and secondary schools. Schools were prioritized according to need, capacity and readiness. As a result of this work, 85 Healthy School Action Plans were developed in partnership with educators, parents, students and community members.
- The team was also instrumental in developing and sharing important new resources with a goal to assist teachers in classroom settings, in areas such as parenting (<http://healthunit.com/parenting>), the importance of family meals, Better Breakfasts (<http://healthunit.com/better-brighter-with-breakfast>) and healthy sexuality. Significant school-related website content aimed at children, youth, parents and educators was also developed. Visit <http://healthunit.com/healthy-schools> to read more.

BEST BEGINNINGS TEAM

- One of the Best Beginning Team's main programs is Healthy Babies, Healthy Children, or HBHC. The HBHC program supports more than 1,000 vulnerable local families who are at risk for possible challenges which could have an effect on healthy infant and child development. The Team implemented a series of program enhancements in 2013, including additional evidenced-based tools to assist in parenting assessment and education. More details can be found at: <http://healthunit.com/home-visits>.

- The Best Beginnings Team also supported the Ontario Ministry of Children and Youth Services as the Centre of Education for HBHC in Ontario. In this role, staff members were able to provide important support to Public Health Nurses in the region and province-wide, including:

The development of public health nursing training materials;

The completion of certification for all Southwestern public health nurses;

And, the dissemination of important family assessment and home visiting resources to all Health Units across Ontario.

- The Best Beginnings Team also includes a Nurse Practitioner, who provided primary care services to 1,573 families with young children, 75% of whom did not have a family doctor. The Nurse Practitioner provides services through seven clinics, which are held at a local community agency, Family Centre or housing facility. Through these clinics, services are provided to clients at locations close to their homes and in partnership with the support of other community agencies and organizations. For more information visit: <http://healthunit.com/family-health>.

HEALTHY COMMUNITIES AND INJURY PREVENTION TEAM

- The Team partnered with Western University's Human Environments Analysis Laboratory (HEAL) to complete a report entitled: Linking Health and The Built Environment in Rural Settings: Evidence and Recommendations for Planning Healthy Communities in Middlesex County.
- In addition, staff members played a lead role in creating and Lunching the inaugural inMotion™ Community Challenge, which proved to be a huge success. The Challenge took place from October 1 to 31st, 2013. Over the month-long challenge, London citizens logged more than 2 million minutes of physical activity, setting a benchmark for future inMotion™ challenges.
- The Team also partnered with the Healthy Communities Partnership (HCP) Middlesex-London in hosting the Creating Healthy Places Forum, prompting a Pillar Award for Community Collaboration nomination for the HCP.
- The Healthy Communities and Injury Prevention Team also reviewed, assessed and submitted recommendations to the Rethink London process (for updating the City of London's Official Plan), highlighting the some key environmental aspects of built environments and their impact on public health.

CHRONIC DISEASE PREVENTION AND TOBACCO CONTROL TEAM

- The Chronic Disease Prevention and Tobacco Control Team received the Board of Health's endorsement to support efforts to see Bill 30 enacted. The Legislation bans access to tanning beds for anyone under the age of 18. The Bill was successfully passed in the Ontario Legislature and is now known as the Skin Cancer Prevention Act.
- Members of the team worked in collaboration with City of London staff to implement the newly-enacted Smoking Near Recreation Amenities and Entrances Bylaw, which bans smoking within nine metres of sports fields, playground amenities and publicly-owned buildings and facilities.
- In the early part of the year, staff also completed the Harvest Bucks pilot project. The success of this initial effort led to a decision to expand the program in 2013. The result was the implementation of Harvest Bucks - Phase Two.
- In an effort to raise awareness about the creation of a new resource created by the Canadian Centre on Substance Abuse, the team developed the ReThinking Your Drink Campaign. As part of this effort, a popular new video entitled Understanding Canada's Low Risk Drinking Guidelines was also produced.

SOUTH WEST TOBACCO CONTROL AREA NETWORK

- The South West Tobacco Control Area Network (SW TCAN) is administered by the Middlesex-London Health Unit and works with Public Health staff in eight other health units across Ontario's southwestern region, on broad-based matters related to public health.
- In 2013, the SW TCAN collaborated with its public health partners, local community agencies and municipalities across the region to host Smoke-Free Movie Nights in each local health unit area. The events were designed to highlight how depictions of smoking in films aimed at youth can increase the risk that children and teens start using tobacco themselves. Surveys were distributed as part of each event, to determine local awareness about the issue of smoking in movies. More than 6,800 people attended Smoke-Free Movie Nights across the region, and 328 surveys were completed by parents. Survey results suggested that prior to attending a Smoke-Free Movies Night, 74% of adults were unaware that there was a link between young people viewing tobacco in movies and youth uptake. The SW TCAN and

its member health units will continue efforts to raise awareness about this issue in 2014.

- In 2013, the SW TCAN also partnered with the Central West Tobacco Control Area Network (CW TCAN) to conduct research with the Rescue Social Change Group. The research looked at what motivates young people to use tobacco, and what prevents them from quitting. As previous literature has identified peer influence as a predictor of teen tobacco use, research focused on the types of peer groups that exist in Ontario, and how they influence youth decisions to use tobacco. High school-aged youth took part in 12 focus groups held across the SW and CW TCAN regions as part of the Rescue Social Change Group's Functional Analysis for Cultural Interventions Study. The study showed teens influenced by Hip Hop and Alternative peer crowds were at highest risk for tobacco use. The SW and CW TCAN will continue to work with youth from these peer groups in an effort to develop a campaign that aims to break the association between culture and tobacco use.

RABIES PREVENTION TEAM CONTROL TEAM

- In 2013, the Rabies Prevention Team investigated more than 822 instances of animal bites in the Middlesex-London region. In addition, 147 animals were submitted for rabies testing, among which three bats were found to be positive for rabies. Members of the team also provided post-exposure rabies treatment to 122 individuals who had been exposed to animals which were suspected of being rabid.

SAFE WATER PROGRAM

- In 2013, Health Unit staff members who work as part of the Safe Water Program conducted 877 inspections of Recreational Water Facilities and Small Drinking Water Systems located across the Middlesex-London region. These included follow-up inspections and inspections conducted as a result of adverse water reports. The number of inspections conducted in 2013 represents the completion of 100% of all inspections required.

FOOD SAFETY PROGRAM

- In 2013, Public Health Inspectors with the Food Safety Program conducted 3,943 inspections, including 318 follow-up inspections of food premises, as required. The total number of inspections represents 99.7%, 97.3% and 93.5% of the required inspections for high, medium and low risk food premises respectively.
- In addition, the Food Safety Team collaborated with the Chronic Disease Prevention and Tobacco Control Team in taking a lead role in the coordination of the Open Ontario Compliance Initiative – London Pilot Project. As a result, team members were nominated for an Amethyst Award (for Excellence in Ontario Public Service).
- The team also completed its first year enforcing the mandatory food handler training, required under local Bylaws. Approximately 85% of food premises which required a certified food handler to be on site were found to be in compliance. Approximately 40 food handler training classes were held in 2013, through which more than 3,500 food handlers were certified.

HEALTH HAZARD TEAM

- In 2013, the Health Hazard Team developed a new database to maintain an inventory of all cooling towers in London and Middlesex County.
- The team also began the implementation of a new Legionella prevention program.
- Members of the team collaborated with their colleagues from seven other public health units on the Locally Driven Collaborative Projects - Food Skills project. The goal of the effort was to contribute to the growing evidence that supports the development of food skills programming for high risk youth and young adults.
- One of the highlights of the year was also the team's partnership with Health Canada's Climate Change and Health Office to complete the draft Middlesex-London Climate Change and Health Vulnerability Assessment Report. The report will be an important reference for climate change researchers, as well as local agencies and organizations for years to come.

ORAL HEALTH, COMMUNICABLE DISEASES AND SEXUAL HEALTH SERVICES SERVICES

INFECTIOUS DISEASE CONTROL

Through the work of its Infectious Disease Control Team, the Middlesex-London Health Unit prevents the control and spread of disease. The team's Public Health Inspectors conduct thorough inspections of institutions, such as long-term care homes and hospitals, as well as personal service settings, which include tattoo and piercing shops, and nail salons. In 2013, the team completed 100% of all required inspections for Personal Services Settings and Institutional kitchens. And new for 2013, they also conducted inspections of "Before and After School Programs" in London and Middlesex County.

While team members monitor the community for reportable diseases and respond to outbreaks, they also provide education and consultation services in an effort to prevent infections.

The Infectious Disease Control team hosted another successful Infection Prevention and Control workshop in October, 2013 that boasted the largest participation and the greatest number of corporate sponsors to date.

The influenza season that ended in the spring of 2013 was

a record-breaker for Middlesex-London. Over the course of the season, there were 477 lab-confirmed cases, 301 hospitalizations, 40 institutional outbreaks and 26 deaths.

It was also a particularly busy year with respect to tuberculosis (TB). Over the course of the year, eleven active TB cases were identified, which required the team's Public Health Nurses to conduct 577 visits with clients.

In addition, the team responded to 83 respiratory and 52 enteric outbreaks in child care centres, hospitals, nursing and retirement homes throughout the year.

ORAL HEALTH

Oral health is an important part of overall health and it greatly affects quality of life. The Health Unit's Oral Health Team offers a variety of dental services, including several through the Health Unit's Dental Clinic, located at its downtown London office. Through a variety of programs, team members provide treatment and some preventive services at the Dental Clinic to eligible children, youth and adults at little or no cost. Although the number of new clients who enrolled in the Healthy Smiles Ontario program in 2013 (695) was lower than the previous year, there was a significant increase in the total uptake of dental services offered through the program.

In 2013, the school dental screening process was revised, which led to a significantly higher percentage of school-aged children being screened. Of the 19,423 students whose teeth were assessed through the program, 615 were found to be in need of urgent dental work.

ORAL HEALTH, COMMUNICABLE DISEASES AND SEXUAL HEALTH SERVICES SERVICES



SEXUAL HEALTH SERVICES

One of the Sexual Health Team's goals is to create an environment where people are able to make healthy sexual choices. Team members provide educational resources and learning opportunities, while offering a comfortable environment where clients can discuss questions or concerns confidentially.

There were more than 15,200 visits to the Health Unit's clinics in London and Strathroy in 2013, for a variety of services related to family planning and sexually transmitted infections.

In addition, there were more than 48,800 needles were distributed through the team's harm reduction Needle Exchange Program.

The Sexual Health Promotion Team was also very active in 2013, collaborating with its community partners to develop and provide a sexual health workshop for clients with disabilities,

and their support workers. The team also launched worked with local youth to develop the Add Your Colour campaign, which was designed to raise awareness about homophobia, biphobia, and transphobia.

In addition to weekly sessions offered to incarcerated women on topics such as safer sex, women's health, raising sexually healthy children, Triple P Parenting, and sexually transmitted infections, monthly sessions on Hepatitis C virus were also offered with a peer worker from London Intercommunity Health Centre.

The results of the 2012 I-track survey were presented to the Board of Health, highlighting injection drug use in London and its role as a major risk factor for blood-borne infections such as Hepatitis C and HIV. A more detailed health status report on local drug use will be presented to the Board in 2014.

VACCINE PREVENTABLE DISEASE

The Health Unit's Vaccine Preventable Disease (VPD) Team oversees the operation of the MLHU's immunization clinics, located at its downtown London and Strathroy offices. Through these immunization clinics and other community clinics offered at various times throughout the year, the team provides all publicly-funded immunizations, including the free seasonal influenza vaccine, as well as other vaccines, which are available to purchase. In addition, the team's Public Health Nurses visit elementary and secondary schools in the area each year to provide immunizations. In 2013, school-based immunization clinics resulted in more than 9,300 Grade 7 and 8 students receiving their meningococcal, hepatitis B, and/or HPV vaccines.

The team also collaborated with child care operators to follow-up with the parents on those children whose immunization was not up-to-date.

In addition to providing immunizations, team members also collect immunization records for students attending school and youngsters attending child care in London and Middlesex County.

In 2013, the team responded to an increased demand for vaccine-related information. More than 3,200 emails were received through the shots@mlhu.on.ca account, while over 11,200 calls came through the VPD phone line. Public information about vaccination was also posted to the Health Unit's website and distributed to health care providers, workplaces and parents of young children.

As a result of a client survey conducted early in 2013 the Immunization Clinic's hours were changed in September. Through the Immunization Clinic, almost 11,500 non-influenza vaccinations were administered, including immunizations to more than 1,100 new clients.

Immunization services were also provided in the community to Karen and Bhutanese refugee groups, as well as students in detention care.

The team also monitored vaccine storage and transportation in London and Middlesex County and ensured all vaccine-related reportable diseases were reported and followed up, as appropriate.

EXPENDITURES 2013

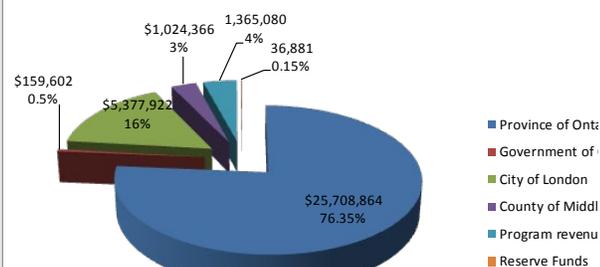
Cost-Shared Public Health Programs:

Mandatory Programs	\$22,882,610
Vector-Borne Diseases	615,956
Small Drinking Water Systems	42,316
CINOT Expansion Program	99,261
Total Cost-Shared Programs	23,640,143

100% Public Health Programs:

Infectious Diseases Prevention and Control	1,166,722
Needle Exchange	234,991
Public Health Nursing Initiatives	423,631
Healthy Babies Healthy Children	2,497,540
Smart Start for Babies	159,602
Enhanced Safe Water Initiative	27,980
Enhanced Food Safety Initiative	80,000
Other Public Awareness Initiatives	261,831
Panorama Implementation	221,045
Shared Library Services	113,844
Healthy Smiles Ontario	786,552
Dental Treatment Clinic	243,214
Smoke Free Ontario	1,123,042
tykeTALK	1,565,798
Infant Hearing & Screening Program	964,084
Blind Low Vision	162,696
Total Public Health Programs	\$33,672,715

MIDDLESEX-LONDON BOARD OF HEALTH FUNDING SOURCES



REVENUES 2013

Sources of Funding:

Province of Ontario	\$25,708,864	76.35%
Government of Canada	159,602	0.47%
City of London	5,377,922	15.97%
County of Middlesex	1,024,366	3.04%
Program revenues	1,365,080	4.05%
Reserve Funds	36,881	0.11%
Total Sources of Funding	\$33,672,715	