

Ottawa Public Health 2010 Annual Report

Message from Diane Holmes, Chair of Ottawa Board of Health



In 2010, Canada celebrated “100 Years of Public Health.” The celebration gave us an opportunity to reflect on how Canada’s public health system has improved our lives. It was not too long ago that polio and tuberculosis were dreaded diseases, and that restaurants were filled with cigarette smoke. Thanks to the work of public health sector in Ottawa and throughout Canada, these health hazards have been virtually eliminated and incidents of these diseases have been reduced.

The staff at Ottawa Public Health (OPH) are dedicated to carrying on this great public health tradition. As a member of the Community and Protective Services Committee and Chair of the Ottawa Board of Health, I have been privileged to witness first-hand OPH’s hard work and achievements in promoting health, preventing diseases and helping Ottawa residents build healthy communities.

The City has recently implemented a governance model that will enable OPH to be more responsive to local public health needs. As we enter the second century of public health in Canada, I and other Board members look forward to building on OPH’s achievements in keeping Ottawa a safe and healthy city.

Message from Dr. Isra Levy, Medical Officer of Health



Public health in a city as large and diverse as Ottawa is interesting: ensuring restaurants are clean, providing pregnant mothers with the necessary support, eliminating cigarette smoke from public spaces; helping make food safe and affordable, working to help those of our residents with unique needs and challenges.

I am proud of our achievements: we have strengthened many existing services, such as our restaurant inspection and healthy schools programs. We have also pursued a number of new initiatives, like smoke-free city parks and raised awareness about hoarding as a health and social problem. This work would be impossible without funding provided by the provincial and municipal governments, and the effort and support of our staff, community partners and volunteers. I look forward to continuing to work with them, and with our new Board of Health, which I am confident will enable us to enhance our responsiveness to Ottawa’s needs and our effectiveness in delivering programs and services to meet them.

Among our priorities for the upcoming year: developing and implementing strategies for sexual health, food safety, youth suicide prevention and seniors’ fall prevention; enhancing health programs for infants and children; and continuing to refine our immunization and outbreak management programs. And of course, we will continue to provide the many other services Ottawa residents rely upon.

This year's annual report provides a snapshot of how OPH worked in 2010 to improve the overall health of Ottawa residents. The report is divided into four parts that showcase our work to **protect, prevent, promote and progress**. This year's annual report puts a face on public health by telling the stories of many staff members and highlighting their work, their successes in 2010 and how they make a difference in our community.

In 2010, Ottawa Public Health made a difference in our community

- Supported 93 elementary schools and over 28,000 children to create healthy school environments
- Facilitated education placements for 394 post secondary students from universities and colleges
- Took more than 2,500 recreational water samples at local beaches and monitoring points
- Conducted more than 28,000 tests for sexually transmitted infections
- Screened 43,000 children for dental disease; over 3,400 required urgent dental care
- Distributed 361,000 doses of influenza vaccine throughout the community and provided over 27,000 directly to Ottawa residents
- Reached more than 7,500 parents and caregivers through parenting presentations, drop-ins, and community events
- Trained 600 educators to assist youth quit smoking
- Tested 189 vulnerable clients for tuberculosis at local shelters and drop-in centers
- Did more than 13,000 home visits to families with children aged prenatal to 6 – in over 11 languages
- Organized more than 120 prenatal education classes, outreach activities and Pregnancy Circle groups
- Conducted 12,500 food safety inspections at 5,200 facilities
- Renovated the Sexual Health Clinic to increase capacity by an estimated 20%
- Collected and safely disposed of 653,431 used needles
- Investigated 137 outbreaks in Hospitals, Retirement Homes, Long Term Care Homes, Homes for the Aged, Schools and Childcare Facilities
- Delivered multicultural health information sessions to more than 2,500 adults, children and seniors
- Treated more than 310,000 road side catch basins with larvicides

Protect

Play, Live, Be Tobacco Free



Supporting communities that want their parks and playing fields free of cigarettes and tobacco products is the idea behind the Play, Live, Be Tobacco Free campaign. After all, there is no safe level of exposure to second-hand smoke, even outdoors – which is why last fall, Heidi McKean, a Public Health Nurse with OPH's Tobacco Control team, helped organize the installation of voluntary “smoke-free” signs in dozens of Ottawa parks.

“Having parks and playing fields that are tobacco-free helps the overall health of our community,” says Heidi of the “No Smoking Please – Children at Play” signs, printed with funding from the provincial government. Close to 70 community associations and groups requested signs for their neighbourhood

parks, spurred by the desire to keep their playgrounds and playing fields smoke-free for children and youth.

The Tobacco Control and Prevention teams also work with local sports associations to promote healthy, active living and positive role modelling for young athletes, and have earned the support of the Ottawa 67s, the Eastern Ontario District Soccer Association and the Ottawa District Hockey Association. Together, they are providing tobacco-free environments on the sidelines of soccer games and outside hockey arenas.

“Partnerships are absolutely essential to our success,” adds Heidi, pointing to her alliances with the sports community and other City departments.

Street Health



For many clients, Rita Pettes and Judy Taylor are the first stop in accessing the health care system: the two Public Health Nurses – OPH 's Street Health team – spend most of their week working with clients and staff at four downtown shelters and day programs. Together, with the outreach nurses from the Community Health Centres, the Mission Primary Care Clinic and the Royal Ottawa Centre for Mental Health, they provide vital health services to Ottawa’s most vulnerable population.

“The individuals at the shelters and day programs are some of our community's sickest and neediest, and most have underlying mental health issues,” says Judy, “You do the best you can to help them.” This past year, the nurses helped coordinate seven tuberculosis skin testing clinics, 15 flu clinics at shelters and day programs, and three clinics to administer rabies vaccines to animals belonging to street-involved clients.

Rita and Judy work with shelter staff to help clients with housing, health and social concerns. They also provide training, workshops on infection control and help develop nursing policies and procedures for shelter staff that include medication storage and administration and needle stick injury. One-on-one and group education sessions on a variety of health topics including addictions are also key components of the program.

When Rita and Judy are not out in the community, they partner with outreach workers and nurses as part of Ottawa's Street Health Coalition and Outreach Nurses Group. “Ottawa is lucky to have such a coordinated approach to addressing the needs of such a transient population”, says Rita.

This past year, Judy and Rita also participated in a project that aims to build a safety net for people released from prison, taking part in the Release from Custody Committee. The partnership with the Ottawa-Carleton Detention Centre helps to create a bridge between the community and the local detention centre and ensure medical treatments are continued following an inmate's release.

Health Hazard Prevention Management



When Lise Barette responds to a hoarding call, she sees rooms crammed with clutter, garbage and broken appliances. But above all, she sees a person – often isolated, without family, friends or neighbours to keep an eye on them – who needs help.

Popular reality TV shows have shone the spotlight on how obsessive and excessive collection of items can take over some people's lives and homes. But as the supervisor of OPH's Health Hazard Prevention Management unit, Lise zeroes in on the clients' needs in what are often dangerous living conditions.

Public health Nurses respond to hoarding calls accompanied by enforcement personnel, like public health inspectors and fire prevention officers. "Enforcement staff check the property for health and safety hazards," says Lise, "while Public Health Nurses help the individual." One-on-one visits with clients act as invaluable public health interventions.

Last year, Lise and her staff responded to nearly 150 hoarding calls. Follow-up and monitoring is vital since the likelihood of relapse is high without support. "Anyone can help," says Lise. "A cleaning lady isn't just a cleaning lady – she's another pair of eyes."

Lise sees her team as important advocates for their clients, who need help navigating the complex and changing network of health and social supports. In addition to helping clients who hoard, the Health Hazard Prevention Management unit also provides information and education. "It's very interesting – never the same," says Lise.

Outbreak Management

The job of stopping outbreaks of diseases like influenza or Norovirus in long-term care facilities and child care centres can seem like a daunting task, but Kyla Cullain and OPH's Outbreak Management team work diligently and effectively to do so.

Communicable diseases can spread quickly in these facilities – and in 2010, a team of Public Health Nurses and Public Health Inspectors managed more than 230 outbreaks in local facilities. "It's the city's most vulnerable people who are affected – seniors, children and those with existing health problems," says Kyla, a Public Health Nurse.

When a virus outbreak happens in an Ottawa facility, Kyla does an initial site visit and works with the facility's director of care to set up an outbreak team and put infection prevention and control measures in place to contain the spread of disease. She then follows up with daily contact until the outbreak is formally declared over.

Institutions aren't the only breeding ground for outbreaks. Last year, Kyla and her colleagues investigated 207 gastrointestinal illnesses in the community, including cases of salmonella and Hepatitis A. Public Health Inspectors also visit personal service settings, such as tattoo parlours, to make sure they're taking proper sterilization and other disease control precautions.

Another big part of Kyla's job is providing information to health care providers in the community. Last year, Kyla helped organize an annual infection prevention and control forum for more than 200 health care providers. "It gets larger every year," Kyla says. "It really fills a need."

OPH protects residents against environmental health hazards



- Investigated more than 850 health hazard cases, including incidents of bed bugs, rabies and indoor mould
- Did more than 800 home visits during heat wave for high-risk residents
- Safely disposed of 653,431 used needles
- Conducted 12,500 food safety inspections at 5,200 facilities
- Vaccinated the animals of street involved clients at 3 rabies immunization clinics
- Treated more than 310,000 road side catch basins with larvicides
- Certified 1,519 Ottawa residents in Food Handler Training
- Took more than 2,500 recreational water samples at local beaches and monitoring points
- Issued 48 No Swimming advisories at 5 supervised beaches
- 7,000 youth signed and delivered to the federal Health Minister a petition supporting the Cracking Down on Tobacco Marketing Aimed at Youth Act
- Contributed to a series of 7 articles in Ottawa Citizen regarding the health hazard of hoarding
- Installed 68 voluntary smoke-free signs at local parks
- Participated in 5 Rural Health Fairs providing rural residents with information on air quality and well water safety

Prevent

Sexual Health



Sandy Hooper remembers when the Sexual Health Clinic was a place shrouded in stigma. During her three decades working at the OPH clinic, Sandy has watched it transform into a bustling front-line service that now offers one main campus and 11 satellite sites throughout the city. The main clinic, located at 179 Clarence Street, has a multidisciplinary team of medical doctors, more than 30 Public Health Nurses and five Nurse Practitioners, including Sandy. This past year, the clinic and the satellite sites logged 16,000 appointments.

The Sexual Health Clinic sees people of all ages and from all walks of life. Individuals come to the clinic for free testing and treatment for sexually transmitted infections (STIs), low-cost or no-cost contraception, and emergency contraception, and to learn about healthy relationships, sexuality, sexual health and mental health. It's critical work, given the rise in reported STI rates in Ottawa.

"The challenge of dealing with people's sexuality, which crosses a whole lifespan, is rewarding. I could work with a 60-year-old man with an STI, then with a teenage girl, teaching her how to negotiate condom use," says Sandy.

The clinic is one of the few public health sexual health clinics in the province an on-site laboratory, which speeds up timely diagnosis, early treatment and partner follow-up for select STIs and sexual health tests. This past year, the main clinic underwent major renovations to increase its capacity by an estimated 20% to better serve the community.

The clinic is also a hub for students from a host of health disciplines, including family medical residents, infectious disease specialists and nursing students. Sandy's work mentoring nurse practitioner students and young nurses was recognized by the Registered Nurses Association of Ontario's 2010 Leadership in Clinical Nursing Practice Award.

"I hope to inspire these young nurses and students to continue to do work in clinical practice," says Sandy of her work at the Sexual Health Centre.

Vaccine Preventable Diseases



It is estimated that immunization has saved more lives in Canada during the last 50 years than any other health intervention. Vaccines now prevent cancers, sexually transmitted infections and severe diseases that would otherwise have devastating, even fatal outcomes for children and the elderly.

As a Public Health Nurse and Program and Project Management Officer, Kuy Ngo works with up to 113 staff including nurses, data entry clerks and administrative staff in OPH's Vaccine Preventable Diseases Branch. Kuy and her colleagues work year round to vaccinate Ottawa residents, educate health care providers and the public, and provide vaccines to health care providers such as physicians. The branch is also responsible for maintaining immunization records and managing adverse events following vaccinations.

The most frequent vaccine-preventable diseases in Ottawa are influenza and human papilloma virus. The biggest challenge OPH nurses like Kuy face is ensuring Ottawa residents take advantage of the publicly-funded vaccines for more than 20 diseases. That's where Gerri the Giraffe comes in: OPH's mascot promotes childhood vaccination at large community events by encouraging children and their parents to ensure their vaccinations are up to-date. Kuy sees Gerri as one of the best – and friendliest methods of conveying an important public health message.

This past year, OPH implemented the first online appointment booking system for flu clinics, in which clients booked a specific time to receive their influenza vaccine at a designated clinic. The new appointment booking with system helped reduce wait times and costs. Buoyed by positive feedback from both clients and staff, Kuy says OPH hopes to expand appointment bookings for future immunization campaigns.

Dental Health



Many families in Ottawa can't afford professional dental care. That's when OPH's Dental Health Services Unit steps in, helping thousands of Ottawa children improve the health of their smiles.

Annie Sauvé, a dental hygienist, visits Rideau and Ridgemont High Schools to give dental screening to students who request it. The service is part of a pilot project to provide dental services to students at the two Ottawa high schools. If the students have problems that need urgent treatment, Annie refers them to one of the city's dental clinics

These outreach visits are possible through OPH's participation in two provincially-funded dental-care programs for children 17 years and younger. Children in Need of Treatment provides emergency dental treatment and Healthy Smiles Ontario focuses on preventive care for children in low-income families.

At teachers' requests, Annie also does presentations at the schools. She tackles the harmful effects smoking and drug use can have on oral health and uses powerful visuals to deliver her message. Pictures of oral cancers and the "Mr. Grossmouth" model – with his stained, decaying and missing teeth – leave a lasting impression with students. "Too bad he doesn't exhibit the telltale odours, too," says Annie with a laugh.

What pleases Annie the most is the interest young people show in her presentations, and their appreciation for the help OPH provides. "We're like tooth fairies," she says. "We can change their lives by providing these services."

Seniors' Health and Caregiver Support

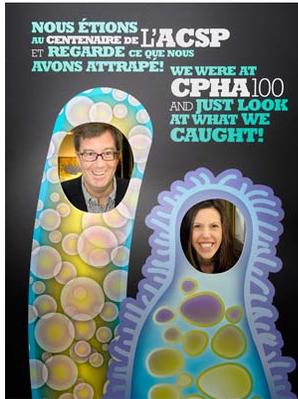
When it comes to caring for seniors, nursing homes are only the tip of the iceberg. Family members provide about 80% of the care to Ottawa's older adults. As seniors live longer, their caregivers – usually children or spouses – are also aging. The work can be hard, lonely and demanding. "Caregivers need to take care of themselves so they can give better care for someone else," says Lise Tessier, a Public Health Nurse and member of OPH's Seniors' Health and Caregiver Support Team.

For more than 20 years, the Seniors' team has provided advice and support to Ottawa's family caregivers through its You and Your Aging Parent information sessions. The sessions are offered in the community through seniors' centres and community health centres and in workplaces as lunch-and-learn seminars in partnerships with workplaces.

At the sessions, caregivers learn about available community resources and how to navigate through the health care system. They also find much-needed advice and support. "Sometimes discovering they're not alone makes all the difference to their morale," says Lise. "We find caregivers value the opportunity to share with others who struggle with similar issues. The sessions give them the chance to make connections and problem solve with others in the same situation." "When the seminars are over, many participants continue to stay connected as a support group" says Lise."

Within the next 20 years, the number of seniors in Ottawa will more than double. With this demographic shift, the demand for seniors' health resources and caregiver support will only grow in Ottawa. "The program really fills a need," says Lise, "and I'm happy that I can help."

OPH prevents injuries, epidemics and the spread of infectious diseases



- Conducted more than 28,000 tests for sexually transmitted infections
- Administered 43,113 doses of Hepatitis B vaccine, Meningococcal C vaccine, and Human papillomavirus vaccine
- Assessed and maintained 150,000 childhood immunization records
- Screened 43,000 children for dental disease; over 3,400 required urgent dental care
- Made 8,000 contacts for case management of sexually transmitted diseases
- Investigated 1240 reports of infectious disease cases
- Investigated 6 community food-borne outbreaks
- Tested 189 vulnerable clients for tuberculosis at local shelters and drop-in centers
- Organized presentations on chlamydia and gonorrhea for more than 700 students
- The number of clients at Gay Zone, a sexual health clinic specifically for gay, bisexual, trans-male and other men who have sex with men, doubled
- Managed 46 new cases of tuberculosis

Promote

Pregnancy and Child Health



Many moms know breastfeeding strengthens their baby's immune system. However, some mothers don't have the necessary supports. Kristi Withrow sees the benefits firsthand of creating support systems for them. As the coordinator for OPH's Breastfeeding Buddies program, Kristi pairs a volunteer who has breastfed with a new breastfeeding mother. "It is such a great program because it provides a social support system that is easily accessible for any Ottawa mom with a telephone."

During 2010, 32 volunteers worked with local moms to give support, encouragement and a link to community breastfeeding and parenting resources. Kristi says she receives a great deal of positive feedback from the mothers, who say they breastfeed for a longer period of time thanks to the peer-to-peer support they received from the program.

Last October, Kristi helped organize Ottawa's 2010 Breastfeeding Challenge, which has mothers and babies around the world compete to set the record for the most babies breastfed at one time in one location. Ottawa placed second in the challenge, with 141 mothers and babies. "It is really great seeing partners come together and families have a chance to celebrate breastfeeding."

Last year, Kristi also provided education sessions to Children's Aid Society counsellors whose clients have past or current substance misuse issues. "It is not a population you often think about when it comes to breastfeeding, it is important to ensure those working with new moms have all the relevant information and supports for their clients."

Comprehensive Youth Pilot Project



A meeting for the Comprehensive Youth pilot Project (CYPP) starts with Vinh Nguyen and 20 teens preparing a meal together at the community house at Britannia Woods. As a project officer at OPH, Vinh knows an important part of working with clients – especially youth – is building relationships. "The CYPP group at the community house is like a little family, working together for a common goal. For these youth in Ottawa's west end, the goal is to better themselves and develop some skills by working on a project that positively affects their community."

CYPP groups work in neighbourhoods where residents often deal with crime, drugs and gangs. For many youth, these pressures lead to risky behaviour. "The program provides an outlet for Ottawa youth," says Vinh. "For the most part, youth are already engaged in the community, but with some time to build trust with someone who can help guide them, OPH helps focus their engagement."

The CYPP team includes project officers, Public Health Nurses and post-secondary school students acting as youth facilitators. They work with a committee of youth at local high schools and community houses to identify priority health issues and develop projects within their communities.

The youth at Britannia Woods Community House decided their community play area needed a jumpstart. With guidance and support from Vinh, the youth are planning to get their basketball court repaved and build a play structure. The revitalized space will give the youth a place to hang out in their community.

Vinh, who began working at OPH as a Youth Facilitator, knows the CYPP helps youth develop skills they can take anywhere. "It's seeing those spark moments, when youth you have been working with every week decide to share their ideas and start to take on a leadership role."

School Age Health

Teachers and Public Health Nurses don't always need to be the ones encouraging kids to get active and stay healthy – sometimes children are the best health advocates for their peers. OPH's Playground

Activity Leaders in Schools (PALS) program does just that, aiming to develop leadership and health knowledge among Ottawa's youngest residents.

Through the School Age Health Program, Public Health Nurses like Christa Poirier help teachers train Grade 4 to 6 children to become playground leaders. The children learn how to increase physical activity, handle playground conflict and bullying, and help encourage their classmates on the sidelines to join in activities. OPH provides resources to teachers and works with them to do the initial training. Eventually the teachers become the experts themselves, training new PALS leaders every year.

“When the school's PALS program is well planned,” says Christa, “it works like a dream.” Teachers report more physical activity on the playground and less conflict and bullying. The program also helps out adult playground supervisors.

Christa takes pride in PALS because children embrace a new role that empowers them. They bring a refreshing enthusiasm as they learn new ideas and figure out how to present them to their friends. “I can see the results,” says Christa of watching Ottawa's younger residents take the lead on getting active and working out problems on the playground

Community Food Advisors



Once the rent and bills are paid, many Ottawa residents living on low-incomes have little left over to buy nutritious food. Many are forced to rely on a food bank and only receive a limited selection of items. It's difficult to eat healthy on a restricted budget – and this is where OPH's Community Food Advisor (CFA) volunteers step in.

OPH currently has about 30 CFA volunteers. “They don't need to be chefs or dieticians,” says Jane Hamming, a dietician with OPH's Nutrition team. “They only need to love food and to want to give back to the community.” CFAs give sessions on food preparation and food safety at seniors' centres, English as a Second Language classes and other venues across Ottawa.

Last year, OPH's Food Hamper pilot project linked CFAs with food banks for the first time. Three emergency food centres participated in the Food Hamper project, along with two transitional houses for homeless youth. In 2010, CFAs gave 14 sessions, which reached more than 270 clients. They also shared easy-to-make recipes and offered samples to food bank clients.

“The project succeeds thanks to the dedication and commitment shown by the CFA volunteers,” says Jane. “This year, OPH will be running the Food Hamper project in the Youth Services Bureau transition homes, and hopes to continue the partnership with Food Bank agencies.”

OPH promotes healthy lifestyles

- Screened 99% of families with newborns and referred to the Healthy Babies, Healthy Children Program
- Welcomed approximately 250 seniors to The Friendly Corner for physical activity programming and health promotion events
- Answered more than 60,000 health-related telephone inquiries
- Supported 93 elementary schools and over 28,000 children to create healthy school environments
- Organized 250 healthy lifestyle events with 25,000 high school students
- Organized 'Safe Sleep' presentations for more than 160 Children's Aid Society staff, foster parents and access workers
- Reached 250 isolated francophone seniors through presentations on fall prevention, medication misuse, and other health issues
- Delivered multicultural health information sessions to more than 2,500 adults, children and seniors
- Trained 23 community leaders from low-income neighbourhoods to deliver I Love to Cook and Play program to more than 200 children
- Collaboratively trained 50 Master Senior Fitness Instructors
- Organized more than 120 prenatal education classes, outreach activities and Pregnancy Circle groups for young single pregnant women, aboriginal, francophone and rural clients
- Provided 640 retailers with education about the Smoke Free Ontario Act cigarillos amendment
- Posted 28 new food demonstrations on Ottawa Public Health's website
- Trained 340 school staff, 75 parents, 21 food vendors and 50 Ottawa Public Health staff on the Ministry of Education School Food and Beverage Policy
- Outreach to 3,400 people at Mothercraft's "Touch a Truck" event, which emphasized positive fathering

Progress

Epidemiology



Many consider epidemiology, the study of factors affecting the health and illness of populations, the cornerstone of public health. At OPH, epidemiologists play a critical role, "Epidemiologists cannot examine data in a vacuum," says Dara Spatz Friedman, one of OPH's six epidemiologists. "They have to work together with program staff and other epidemiologists to interpret and understand the data."

Dara shares her findings with program staff to help them assess local health risks and determine how the information influences programs and policy development. "I'm so excited when someone uses something I've prepared to make a decision about their program, or when someone asks for my opinion based on the available data," says Dara.

During 2010, Dara managed the Enhanced Street Youth Surveillance study. The project assessed the risk behaviours and the prevalence of sexually transmitted and blood-borne infections in street-involved youth in Ottawa. For this project, which was part of a larger Canada-wide study, Dara and another epidemiologist oversaw Public Health Nurses interview 200 youth and then analyzed the data, which identified key risk factors and high infection rates.

Dara worked with the nurses, a videographer and street-involved youth to create digital stories about the youths' lives – told in their own words – alongside relevant data from the study. These digital stories both put a human face to the statistical research and gave back to the community by sharing the information with partners including Ottawa Police Service, Youth Services Bureau, Operation Come Home and drug treatment centres.

Having worked at the world-renowned Centers for Disease Control and Prevention, Dara enjoys working at the municipal level. “OPH's focus is on making informed decisions that benefit the community, and I enjoy being part of decision-making within the organization.”

Service Excellence



Ottawa Public Health is dedicated to providing excellence in public health services to Ottawa residents and community partners. This past year, OPH created a new road map for daily operations and long-term strategies to improve population health in Ottawa.

Angèle Beaulieu, who works in OPH's Knowledge Management Unit, helped develop the Service Excellence Plan, which systematically assessed OPH's business practices and created an organizational blueprint to enhance services and find efficiencies.

Angèle sees the plan “as a way to engage everyone in performing at their best so that together we can achieve organizational excellence.

The plan identifies 15 key business improvement initiatives, based on more than 500 staff suggestions on improving services and practices. These initiatives range from improving access to OPH services, investing in staff development and ensuring OPH services are based on best health practices and evidence.

A number of initiatives are underway, like the revamping of OPH's website and the increased use of Twitter and Facebook and other social media to better profile OPH's services. During the next three years, other improvement initiatives will be implemented in an ongoing effort by OPH to deliver services that respond to the needs of Ottawa residents. Angèle says working on the Service Excellence Plan has been rewarding, “It provided me an opportunity to see what our employees care about and leverage those insights to move the organization forward.”

OPH cares about Ottawa's future

- Provided up-to-date local health information to support planning and risk mitigation
- Developed and launched a Balanced Scorecard to systematically monitor organizational performance of Ottawa Public Health
- More than 4,200 followers on Twitter - one of the most popular public health accounts in Canada
- Contributed to research projects and presented at national conferences
- Implemented enhanced surveillance and recall system for select sexually transmitted diseases
- Renovated the Sexual Health Clinic to increase capacity by an estimated 20%
- Implemented new technologies and software to enhance services
- Enhanced partnerships to better serve Ottawa's diverse population
- Published monthly communicable disease reports
- Collected, analyzed and presented current local epidemiological data to partners and staff
- Facilitated placements for 394 post-secondary students from 5 universities and colleges
- Enhanced staff knowledge of emerging health issues such as bed bugs and hoarding
- Integrated multidisciplinary teams into public health programs, including social workers, Nurse Practitioner, and trained volunteers

Accomplishments



- Dr. Vera Etches, Siobhan Kerns, Esther Moghadam, Sherry Nigro, Dr. Nadine Sicard and John Steinbachs received the Employee Recognition Team Achievement Award for their leadership during H1N1.
- Line Binda, Nicole D'Silva, Jamie Jones, Sherry Nigro and Céline Paré received the Team Achievement Award for their commitment toward the implementation of the Accessible Customer Service Standard.
- Penny Burton, Public Health Nurse, received the 2010 Equity and Diversity Award for her passion and tireless efforts in providing services to the Aboriginal people.
- Abebe Engdasaw, Equal Access and Diversity Specialist, received the 2010 Award of Excellence in Team Leadership and was nominated for the City of Ottawa Manager's Award in Leadership
- Dr. Vera Etches, Associate Medical Officer of Health, received the National Specialty Society for Community Medicine President's Award for outstanding contributions to the society
- Orhan Hassan, Program Manager, received the Ontario Public Health Association Award of Excellence for his outstanding contribution to public health in Ontario, specifically his work with the Public Health Research, Education & Development program.
- Margaret Hollett, Healthy Living Project Officer, received the City Manager's Award for Excellence.
- Godwin Ifedi, Heart Health Project Officer, received United Way's Community Builder Award for his exemplary volunteer work with a wide range of Ottawa organizations.
- St. Mary's Home established the Margo Latimer Scholarship, in recognition of her work as a Healthy Babies, Healthy Children Public Health Nurse, that will be awarded yearly at the Immaculata/St.-

Mary's graduation to a student/client who has demonstrated interest in the health curriculum or pursuing post secondary education in a health-related field.

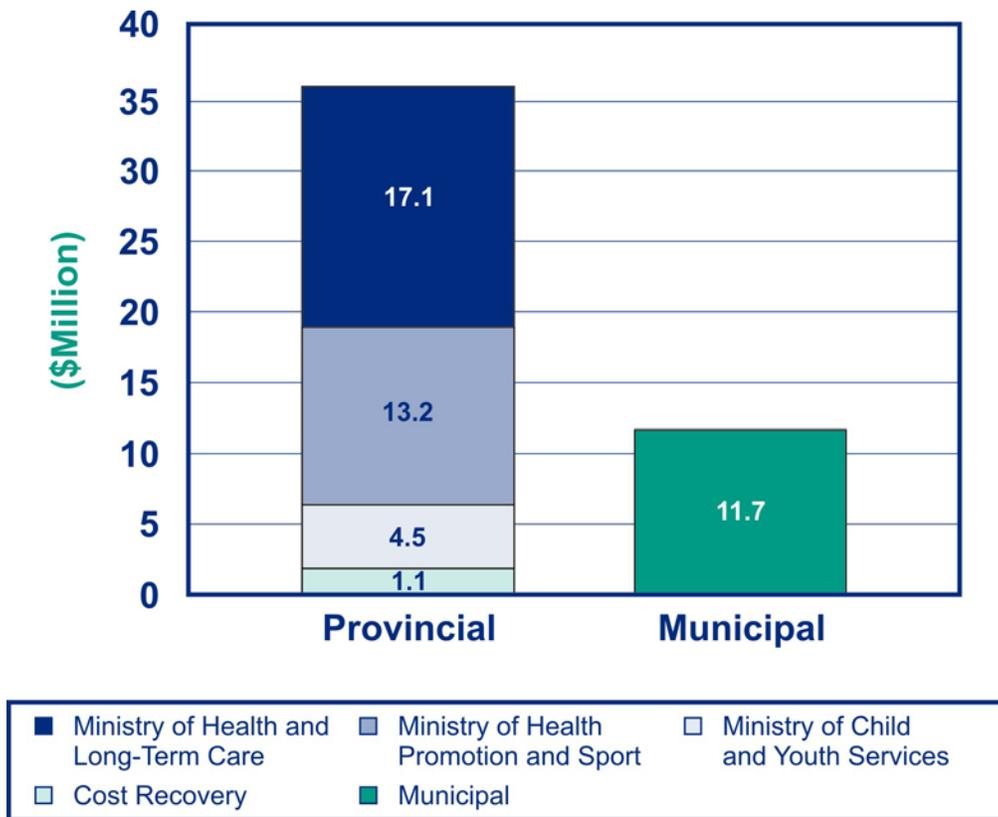
- Kym MacAulay, Public Health Nurse, received the City of Ottawa's Peer Recognition Award.
- Carol McDonald, Program Development Officer, received the City of Ottawa's Lifetime Achievement Award for her deep commitment and significant contribution to tobacco use prevention, protection and cessation.
- Robert Paiement, Project Officer, received the Individual Achievement Award for his significant contribution as Chair of the Ottawa Drowning Prevention Coalition.
- Lorette Dupuis, Family Health Specialist, presented at Community Health Nurses Conference on the technologies used during H1N1.
- Health Hazard Prevention and Management team was featured in Canadian Nurse Association Journal's March 2010 "On the Job" article.

Public health investment

Economic Benefits of Public Health Ottawa Public Health delivers programs and services that reduce the strain on our health care system, while saving the system money.

- The per capita expenditure on public health programs in Ottawa in 2010 was approximately \$53.
- Each dollar spent on vaccinating seniors 65 years and older against influenza saves \$45.
- Each dollar spent on vaccinating children against measles, mumps and rubella saves \$16.
- From 2004-2008, hospitalizations for head injuries among Ottawa children and youth cost nearly \$11.5 million.
- Estimated cost for institutional respiratory outbreak is approximately \$14,500 per patient involved in the outbreak at the facility.
- Total tuberculosis related expenditures in Canada are estimated at more than \$47,000 for every active tuberculosis case.
- 10 to 45% of undetected or untreated chlamydia and gonorrhoea result in pelvic inflammatory disease, a condition estimated to cost over \$1,300 per patient to treat.
- It is estimated that tobacco-related illnesses and death cost the Ontario economy over \$7 billion annually, including \$1.93 billion in health care costs.

Sources of Funding



Acknowledgements

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- Parks, Recreation and Cultural Services, the Office of Emergency Management, Public Works departments of the City of Ottawa, City of Ottawa Police Department, Ottawa Public Library and all other City departments;
- Our donors and non-government sponsors who provide funding and in-kind contributions; and
- Our volunteers and community partners who assist us in the delivery of our programs and services.