

APPENDIX A - 2021 SERVICE LEVELS

Chronic Diseases & Injury Prevention

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021
Assessment and Surveillance		Complete Nutritious Food Basket measure and survey tool annually (Spring/Summer) to assess the cost and accessibility of nutritious food in Toronto.	Approved	Complete Nutritious Food Basket measure and survey tool annually (Spring/Summer) to assess the cost and accessibility of nutritious food in Toronto.	Complete Nutritious Food Basket measure and survey tool annually (Spring/Summer) to assess the cost and accessibility of nutritious food in Toronto.	Complete Nutritious Food Basket measure and survey tool annually (Spring/Summer) to assess the cost and accessibility of nutritious food in Toronto.	Footnote 3
			Actual			Footnote 1	
		Conduct systematic and routine assessment, surveillance, monitoring and reporting to inform program and policy development, service adjustment and performance measurement	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Footnote 3
			Actual			Footnote 1 and 2	
Health Promotion and Policy Development	Priority elementary schools outreach	% (# schools) of higher needs elementary/middle schools reached, as indicated by the Toronto school boards, reached with Chronic Disease and Injury Prevention services (e.g. nutrition, physical activity promotion, injury prevention, sun safety and tobacco use prevention).	Approved	75% (206)	75% (212)	75% (212)	Footnote 3
			Actual	83% (224)	77% (218)	Footnote 1 and 2	
		# (approx) students reached in higher needs elementary/middle schools reached, as indicated by the Toronto school boards, with Chronic Disease and Injury Prevention services (e.g. nutrition, physical activity promotion, injury prevention, sun safety and tobacco use prevention).	Approved	74,000	76,500	76,500	Footnote 3
			Actual	81,000	78,000	Footnote 1 and 2	
	Youth peer leader training/ outreach	# Peer Leaders trained (between YHAN, IYE and YELL) from # of agencies; the peer leaders will directly reach # of youth in their communities with CDIP messaging.	Approved	1,500 35 10,000	1,500 60 17,000	1015 40 11,400	Footnote 3
			Actual	1,200 50 14,000	1,162 46 11,400	Footnote 1 and 2	
	Diabetes prevention education	# participants provided Diabetes Prevention education programs	Approved	3,600	3,600	1,500	Footnote 3
			Actual	3,600	1,450	Footnote 1 and 2	
	Substance misuse prevention & mental health promotion outreach	# children, youth, and post-secondary students reached with Healthy Schools and Substance Misuse Prevention services to promote substance misuse prevention and mental health promotion.	Approved	25,000	25,000	Reporting of Service Level discontinued as delivery methodology has changed	Reporting of Service Level discontinued as delivery methodology has changed
			Actual	13,618	Reporting of Service Level discontinued as delivery methodology has changed		
	Public Health Nurse liaison services	% (# schools) of Toronto publicly funded schools with Public Health Nurse liaison services.	Approved	100% (812)	100% (813)	100% (805)	100% (805)
			Actual	100% (813)	96.7% (805)	Footnote 1 and 2	

* 2020 Actuals are the forecasted actuals to December 31, 2020.

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Chronic Diseases & Injury Prevention

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021
Health Protection		# (approx) of inspections done for tobacco enforcements (including compliance and complaints)	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Footnote 3
			Actual			Footnote 1 and 2	
	Agency education for older adult fall prevention	# service providers from # agencies provided with education and skill building training (Step Ahead) to build capacity in falls prevention for older adults.	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Footnote 3
			Actual			Footnote 1 and 2	
Partnership Funding		% of municipally funded Student Nutrition Programs provided with nutrition consultation and support in the relevant school year.	Approved	55%	55%	55%	55%
			Actual	55%	53%	Footnote 1 and 2	55%
	Student Nutrition Program	# school communities supported to provide # meals/year to # of children and youth, with municipal funding for student nutrition programs relevant school year	Approved	609 39,370,960 209,420	609 39,370,960 209,420	634 39,668,000 211,000	624 40,342,168 214,586
			Actual	609 39,370,960 209,420	634 29,012,450 211,000	624 Footnote 1 and 2 Footnote 1 and 2	
			Actual	609 39,370,960 209,420	634 29,012,450 211,000	624 Footnote 1 and 2 Footnote 1 and 2	
Drug Prevention Community Investment Program	# community prevention projects funded in the community	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.	
		Actual			Footnote 1 and 2		

* 2020 Actuals are the forecasted actuals to December 31, 2020.

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Chronic Diseases & Injury Prevention

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021
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Footnotes:

- 1 The program/service was suspended as a result of the COVID-19 pandemic as resources supporting the program/service were redeployed to support the COVID-19 response.
- 2 The program/service was suspended as a result of the COVID-19 pandemic which lead to the declaration of a provincial and municipal emergency which in turn closed the setting where this service was delivered.
- 3 Toronto Public Health anticipates that this program will continue to be suspended as resources have been redeployed to support the COVID-19 response and/or the program cannot be delivered as intended/designed due to public measures put in place to support reducing the spread of COVID-19. Toronto Public Health will monitor the situation and should conditions change that allow for the restart of the program/service, the program will resume.

APPENDIX A - 2021 SERVICE LEVELS

Emergency Preparedness 2020 Service Levels

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021
Assessment and Surveillance		Conduct systematic and routine analysis of surveillance information, including monitoring of trends over time, emerging trends, and priority populations.	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.
		Conduct surveillance of community emergency planning & preparedness.	Actual				
Health Protection	Business Continuity Plans	% of Toronto Public Health Business Continuity Plans maintained and tested to ensure continuity of public health services to Torontonians.	Approved	100%	100%	100%	Footnote 3
	Footnote 1		Actual	100%	100%	Footnote 2	
	Public health emergency response	Maintain the availability of Toronto Public Health staff to respond to public health emergencies on a 24/7 basis.	Approved	24/7 availability maintained	24/7 availability maintained	24/7 availability maintained	24/7 availability maintained
			Actual	24/7 availability maintained	24/7 availability maintained	24/7 availability maintained	

Footnotes:

- 1 Number of BCP may change from year to year due to merger of existing business processes or addition of new ones, however, 100% of BCP are expected to be maintained and tested every year.
- 2 The program/service was suspended as a result of the COVID-19 pandemic as resources supporting the program/service were redeployed to support the COVID-19 response.
- 3 Toronto Public Health anticipates that this program will continue to be suspended as resources have been redeployed to support the COVID-19 response and/or the program cannot be delivered as intended/designed due to public measures put in place to support reducing the spread of COVID-19. Toronto Public Health will monitor the situation and should conditions change that allow for the restart of the program/service, the program will resume.

APPENDIX A - 2021 SERVICE LEVELS

Environmental Health

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021
Assessment and Surveillance	Public swimming pools and spas assessment/ surveillance	Conduct systematic and routine assessment, surveillance, monitoring and reporting of # (%) public recreational water facilities at frequencies prescribed by the Ontario Public Health Standards and maintain an up-to-date public website on public swimming pool and spa inspection results.	Approved	1,734 (100%)	1734 (100%)	1,786 (100%)	1,786 (100%)
			Actual	1,734 (100%)	1634 (100%)	986 (56%) Footnote 1	
	Conduct epidemiological analysis of surveillance data, including monitoring of trends over time, emerging trends and priority populations. Conduct surveillance of community environment health status.	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.	
		Actual					
Health Promotion and Policy Development	Home food safety outreach	Conduct outreach at # community markets serving vulnerable clients with home food safety resources.	Approved	10	10	10	10
			Actual	11	6	Footnote 2	
	Maintain up-to-date public website on Toronto's beach water conditions and disclose public swimming pool and spa inspection results Provide information packages to pool and spa operators. Respond to information requests on lead corrosion in Toronto's drinking water system, and private drinking-water systems.	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.	
		Actual					
	Provide information to increase public awareness of health hazard risk factors including indoor (legionella) and outdoor (smog) air quality, extreme weather (flooding), climate change (hot weather), radiation exposure (radon, tanning beds) Provide hot weather protection packages to # (100% of high risk) landlords of rooming/boarding houses/retirement homes/nursing homes Inspect and assess facilities where there is an elevated risk of illness associated with exposures that are known or suspected to be associated with health including 289 high risk rooming/boarding houses during an extended Extreme Heat event and monitor approximately 1636 industrial/commercial sites for identified hazardous priority chemicals and their use and release.	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.	
		Actual					

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Environmental Health

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021
Disease Prevention / Health Protection		# pools (approx) inspected annually	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.
			Actual				
	Food premises inspection	# (n=%) of total high risk food premises inspected at least 2 times per year.	Approved	4,767	3264 (100%)'	3,668 (100%)	Footnote 4
			Actual	3,264 (100%)	3,558 (97%)	3,000 (81%)	
		# (n=%) of total moderate risk food premises inspected at least once per year.	Approved	8,628 (100%)	8,844 (100%)	8,694 (100%)	Footnote 4
			Actual	8,844 (100%)	7,825 (90%)	5,000 (58%)	
		Complete 3000 re-inspections or achieve a compliance rate of 90% or higher.	Approved	3,000	3,000	90%	Footnote 4
			Actual	2,182 (91.4%)	2,700 (92%)	90%	
	Health hazard response	Maintain 24/7 availability to receive, respond and manage alleged health hazards reports within 24 hours or by the next business day.	Approved	24/7 availability	24/7 availability	24/7 availability	24/7 availability
			Actual	24/7	24/7	24/7 availability	
	West Nile prevention	Implement a local vector-borne management strategy including weekly monitoring, testing and reporting of # mosquito traps in the City (June to September) for mosquito speciation and West Nile Virus infection, larvaciding catch basins across the City and open bodied surface waters as required.	Approved	43	43	43	22
			Actual	43	22	22	
	Bed bug response	% of reported complaints/requests responded to for bed bugs and provide co-ordination/financial support for unit preparation for vulnerable clients (where deemed appropriate), nursing assessments, health services referrals and other supports.	Approved	100%	100%	100%	100% Footnote 3
			Actual	100%	100%	100% Footnote 3	

Footnotes:

- 1 The program/service was reduced as a result of the COVID-19 pandemic as resources supporting the program/service were redeployed to support the COVID-19 response.
- 2 The program/service was suspended as a result of the COVID-19 pandemic which lead to the declaration of a provincial and municipal emergency which in turn closed the setting where this service was delivered.
- 3 The bed bug program complaints will be prioritized based on risk and population vulnerability.
- 4 This service has been suspended during TPH's COVID-19 Response. Inspections are being performed on a modified basis as food premises respond to public health measures which have changed how and when food premises operate. This service level will resume upon the end of the emergency declared by the provincial government.

APPENDIX A - 2021 SERVICE LEVELS

Family Health

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021
Assessment and Survey		Service Level Reviewed and Discontinued	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.
			Actual				
	Child health educational sessions	# educational sessions delivered to improve families' knowledge in growth and development, positive parenting, healthy eating, and breastfeeding to enable children and parents to attain and sustain optimal health and development.	Approved	4,800	4,000	4,000	Footnote 3
			Actual	3,993	4,000	Footnote 2	
	Child health individual interventions	# individual interventions delivered to families to improve child development outcomes and increase parenting capacity to sustain and optimize child health and development (including home visits).	Approved	137,000	136,000	136,000	99,000
			Actual	136,202	133,427	99,000	
	Reproductive health educational sessions	# educational sessions delivered to improve individuals and families knowledge to achieve healthy pregnancy, have the healthiest newborns possible and be prepared for parenthood.	Approved	61,000	61,000	62,000	Footnote 3
			Actual	60,951	63,000	Footnote 2	
	Reproductive health individual interventions	# individual interventions delivered to families to sustain and optimize healthy pregnancy, support having the healthiest newborns possible and be prepared for parenthood.	Approved	7,000	7,300	7,300	5,900
			Actual	8,522	6,169	5,900	
Disease Prevention	Child health screening	# screens (including hearing, developmental, communications, nutrition, postpartum depression and parenting screens) completed to identify children at risk for adverse/or decreased child development outcomes.	Approved	66,000	66,000	66,000	66,500
			Actual	66,924	71,300	66,500	
Health Protection		Service Level Reviewed and Discontinued	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.
			Actual				
Dental Treatment for Children and Youth - Healthy Smiles		Service Level Reviewed and Discontinued	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.
			Actual				
Dental Treatment for Eligible Clients Footnote 1 and 2	Senior, children & youth dental treatment	# seniors (65+) and # children and youth (17 years of age and younger) provided with dental treatment.	Approved	11,650 19,322	9,300 17,200	27,000 18,200	27,000 18,200
			Actual	9,300 17,200	8,839 14,755	4,650 7,750	
	Emergency dental treatment	# adults (18-64 years of age) eligible for social assistance provided with emergency dental services to improve their oral and general health and thus enhance their job readiness.	Approved	5,884	4,684	4,700	4,700
			Actual	4,684	4,700	2,400	
	Mobile Dental Clinic	# street-involved clients who will receive dental care on the Mobile Dental Clinic to improve oral health. Homelessness is a major barrier to dental care.	Approved	1,100	1,300	935	935
			Actual	981	935	465	

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APPENDIX A - 2021 SERVICE LEVELS

Family Health

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021
Preschool Speech and Language		Service Level Reviewed and Discontinued	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.
			Actual				
Partnership Funding	Investing in Families	Service Level Reviewed and Discontinued	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.
			Actual				
Disease Prevention	Reproductive health screening	# screens completed to identify individuals and families at risk for adverse birth outcomes in pregnancy.	Approved	1,400	1,400	1,400	500
Footnote 2			Actual	1,400	1,511	500	
Population Health Assessment	Surveillance Indicators	Assess, update and report data for # surveillance indicators that monitor the health of Toronto's population.	Approved	50	50	50	50
Footnote 1			Actual	65	60	20	

Footnotes:

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- 3 Toronto Public Health anticipates that this program will continue to be suspended as resources have been redeployed to support the COVID-19 response and/or the program cannot be delivered as intended/designed due to public measures put in place to support reducing the spread of COVID-19. Toronto Public Health will monitor the situation and should conditions change that allow for the restart of the program/service, the program will resume.

APPENDIX A - 2021 SERVICE LEVELS

Infectious Diseases

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021
Assessment and Surveillance	Suspect/ confirmed Infectious diseases investigation/ management	% (#) of reported suspect/confirmed cases and contacts of infectious diseases. Investigated and managed	Approved	100% (41,000)	100% (45,000)	100% (40,000)	100% (40,000)
			Actual	100% (48,301)	100% (46,209)	Footnote 3	
	Surveillance system development	# (%) long-term care homes and # (%) retirement homes worked with to develop their infectious disease surveillance systems	Approved	88 (100%) 150 (100%)	88 (100%) 150 (100%)	86 (100%) 80 (100%)	86 (100%) 80 (100%)
			Actual	88 (100%) 150 (100%)	86 (100%) 79 (100%)	Footnote 3	
	Tuberculosis identification	% of identified clusters involving Toronto residents tracked and followed up on to identify local transmission of TB and to identify secondary cases.	Approved	100%	100%	100%	100%
			Actual	100%	100%	0%	
	Immunization record assessment Footnote 1, 2 and 3	% of immunization records for 7 and 17 year old children assessed.	Approved	100%	100%	100%	100%
			Actual	100%	100%	62%	

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APPENDIX A - 2021 SERVICE LEVELS

Infectious Diseases

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021
Health Promotion and Policy Development	Infection prevention & control liaison services	% (#) hospital sites, % (#) complex continuing care / rehab sites and % (#) long-term care Homes, % (#) retirement homes, % (#) licensed child care centers, % (#) correctional facilities, % (#) major school boards and % (#) shelters provided with infection prevention and control liaison services (outbreak management/consultation, requests for presentations and contact for questions)	Approved	20 (100%) hospital sites 16 (100%) complex continuing care / rehab sites 87 (100%) long-term care Homes 150 (100%) retirement homes 1,000 (100%) licensed child care centers 2 (100%) correctional facilities 4 (100%) major school boards 65 (100%) shelters	20 (100%) hospital sites 16 (100%) complex continuing care / rehab sites 87 (100%) long-term care Homes, 150 (100%) retirement homes 1,000 (100%) licensed child care centers 2 (100%) correctional facilities 4 (100%) major school boards 72 (100%) shelters- 16 (100%) Out of the Cold sites 13 (100%) respite centres	18 (100%) hospital sites 17 (100%) complex continuing care / rehab sites 86 (100%) long-term care Homes, 2 (100%) reactivation centres, 80 (100%) retirement homes 1,065 (100%) licensed child care centers 2 (100%) correctional facilities 4 (100%) major school boards 70 (100%) shelters- 16 (100%) Out of the Cold sites 8 (100%) respite centres	18 (100%) hospital sites; 18 (100%) complex continuing care/rehab sites; 80 (100%) long-term care Homes, 2 (100%) reactivation centres, 80 (100%) retirement homes 1,065 (100%) licensed child care centers 2 (100%) correctional facilities 4 (100%) major school boards 70(100%) shelters- 16 (100%) Out of the Cold sites 8 (100%) respite centres
			Actual	20 (100%) hospital sites 16 (100%) complex continuing care / rehab sites 87 (100%) long-term care Homes 150 (100%) retirement homes 1,000 (100%) licensed child care centers 2 (100%) correctional facilities 4 (100%) major school boards 72 (100%) shelters 16 (100%) Out of the Cold sites 11 (100%) respite centres	18 (100%) hospital sites 17 (100%) complex continuing care / rehab sites 86 (100%) long-term care Homes 80 (100%) retirement homes 1,065 (100%) licensed child care centers 2 (100%) correctional facilities 4 (100%) major school boards 70 (100%) shelters 16 (100%) Out of the Cold sites 8 (100%) respite centres	18 (100%) hospital sites 18 (100%) complex continuing care / rehab sites 88 (100%) long-term care Homes; 2(100% reactivation care centres 80 (100%) retirement homes 1,065 (100%) licensed child care centers 2 (100%) correctional facilities 4 (100%) major school boards 70 (100%) shelters 16 (100%) Out of the Cold sites 8 (100%) respite centres	
	Harm reduction & education	# community agencies partnered with to deliver harm reduction education and training to drug users and community agencies, including Toronto Police and EMS and # training sessions will be offered.	Approved	45 community agencies EMS: 300 training sessions	Service Level Altered Significantly See Below	Service Level Altered Significantly See Below	Service Level Altered Significantly See Below
			Actual	Service Level Altered Significantly See Below			
		# community agencies partnered with to deliver harm reduction supplies and the # of community agencies including hospitals that naloxone will be distributed to an the # of overdose training sessions offered to community agencies and selected City divisions.	Approved		Partner with agencies to deliver harm reduction supplies: 47 Partner with agencies to deliver naloxone: 35 # of training session provided to community agencies and selected City divisions: 100	Partner with agencies to deliver harm reduction supplies: 55 Partner with agencies to deliver naloxone: 66 # of training session provided to community agencies and selected City divisions: 100	Partner with agencies to deliver harm reduction supplies: 55 Partner with agencies to deliver naloxone: 66 # of training session provided to community agencies and selected City divisions: 100
			Actual	New in 2019	Partner with agencies to deliver harm reduction supplies: 53 Partner with agencies to deliver naloxone: 65 # of training session provided to community agencies and selected City divisions: 100	Partner with agencies to deliver harm reduction supplies: 64 Partner with agencies to deliver naloxone: 65 # of training session provided to community agencies and selected City divisions: 6	
	AIDS/Sexual Health Hotline	# Ontario callers assisted through the AIDS and Sexual Health Info Line.	Approved	33,000	35,000	16,000	16,000
			Actual	35,000	13,647	Footnote 2, 3	

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APPENDIX A - 2021 SERVICE LEVELS

Infectious Diseases

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021
Disease Prevention		# (approx) notifications of infectious diseases received, assessed and reviewed annually	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.
			Actual				
	Tuberculosis Education	Provide TB education sessions and develop educational resources for populations at risk for developing TB including to # newcomers.	Approved	600	600	300	300
			Actual	886	300	Discontinued	
		# Health Care providers (focusing on reporting requirements, TB screening, optimal treatment of active TB clients and latent TB infection clients) provided with TB information	Approved	300	300	400	200
			Actual	404	200	Discontinued	
		# people who are homeless/under housed and # homeless Service Providers provided with TB education through multiple strategies	Approved	200 400	200 400	200 400	200 400
			Actual	169 395	100 200	Discontinued	
		# (approx) vaccinations provided for Hepatitis B, Meningococcal and HPV to grades 7&8	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.
			Actual				
	Immunization clinics Footnote 1 and 3	# immunization clinics (flu, school immunization, homeless shelters, and school-aged children who are under vaccinated) organized and delivered	Approved	1,000	1,000	1,000	500
			Actual	990	975	136	
	Immunization information centre Footnote 1 and 3	# phone calls answered at the Immunization Information Centre	Approved	90,000	90,000	90,000	25,000
			Actual	90,000	87,952	21,241	

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Infectious Diseases

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021	
Health Protection	Personal service settings inspections Footnote 1 and 3	# critical and semi-critical personal services settings Inspected	Approved	3,800	4,250	4,100	Footnote 4	
			Actual	4,005	3,262	688		
	Vaccine storage inspection Footnote 1 and 3	# fridges Inspected in health care premises (including physicians' offices, pharmacies, hospitals, community health centres, long term care facilities etc.) to ensure that all publicly-funded vaccines are properly refrigerated, safe and effective.	Approved	2,100	2,100	2,100	1,000	
			Actual	2,148	2,100	645		
Disease Prevention/Health Protection	Animal bite response	% (#) animal bite reports responded to	Approved	100%(2,500)	100%(2,500)	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.	
			Actual	100%(2,899)	100%(2,800)			
	Sexual Health Clinics Footnote 1 and 3	# clients served at sexual health clinics.	Approved	60,000	67,000	67,000	34,500	
			Actual	67,000	71,310	32,500		
	Tuberculosis treatment & follow up Footnote 1	Greater than 95% of Active TB cases will complete adequate treatment according to the Canadian TB Standards.	Approved	>95%	>95%	>95%	>95%	
			Actual	>95%	>95%	>95%		
			# Torontonians identified as contacts of infectious TB cases provided with follow-up to identify secondary cases early and identify individuals who have been infected with TB in order to offer preventative medications.	Approved	1,500	1,500	2,000	2,000
				Actual	2,005	1,938	1,000	
			# newcomers to Toronto who are placed on TB Medical Surveillance by Citizenship and Immigration Canada assessed and followed up on	Approved	1,200	1,400	1,800	1,800
				Actual	1,615	1,588	500	
Partnership Funding Toronto Urban Health Fund	# community organizations funded to prevent transmission of HIV and assist # agencies with evaluation skills.	Approved	49 30 Agencies	40 30 Agencies	40 40 Agencies	48		
		Actual	49 30 Agencies	40 40 Agencies	47 47 Agencies			
Health Promotion and Policy Development	# vaccinations provided for Hepatitis B, Meningococcal and HPV to grades 7&8	Approved	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2018. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2019. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2020. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2021. This information can be provided upon request.		
		Actual						

- Footnotes:
- 1 The program/service level was reduced as a result of the COVID-19 pandemic which lead to the declaration of a provincial and municipal emergency which in turn closed the setting where this service was delivered.
 - 2 The program/service was suspended as a result of the COVID-19 pandemic which lead to the declaration of a provincial and municipal emergency which in turn closed the setting where this service was delivered.
 - 3 The program/service was suspended as a result of the COVID-19 pandemic as resources supporting the program/service were redeployed to support the COVID-19 response.
 - 4 This service has been suspended during TPH's COVID-19 Response. Inspections are being performed on a modified basis as food premises respond to public health measures which have changed how and when food premises operate. This service level will resume upon the end of the emergency declared by the provincial government.

APPENDIX A - 2021 SERVICE LEVELS

Public Health Foundations

Type	Sub - Type	Service Level Description	Status	2018	2019	2020	2021		
Population Health Assessment	Surveillance indicators	# of surveillance indicators that monitor the health of Toronto's population for which data assessed, updated and reported on to monitor the health of Toronto's population.	Approved	50	50	60	50		
			Actual	65	60	20			
		Footnote 1							
		Conduct systematic and routine analysis of surveillance information, including monitoring of trends over time, emerging trends, and priority populations.	Approved	Conduct systematic and routine analysis of surveillance information, including monitoring of trends over time, emerging trends, and priority population		Conduct systematic and routine analysis of surveillance information, including monitoring of trends over time, emerging trends, and priority population	Conduct systematic and routine analysis of surveillance information, including monitoring of trends over time, emerging trends, and priority population	Conduct systematic and routine analysis of surveillance information, including monitoring of trends over time, emerging trends, and priority population	Conduct systematic and routine analysis of surveillance information, including monitoring of trends over time, emerging trends, and priority population
			Actual						
		Conduct surveillance of community emergency planning & preparedness.	Approved	Conduct surveillance of community emergency planning & preparedness.		Conduct surveillance of community emergency planning & preparedness.	Conduct surveillance of community emergency planning & preparedness.	Conduct surveillance of community emergency planning & preparedness.	Conduct surveillance of community emergency planning & preparedness.
			Actual						

Footnotes:

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The program/service was suspended as a result of the COVID-19 pandemic as resources supporting the program/service were redeployed to support the COVID-19 response.