

HL9.5a Appendix A

APPENDIX A - 2019 SERVICE LEVELS

Chronic Diseases & Injury Prevention

Type	Sub - Type	Service Level Description	Status	2019 *	Variance Explanation
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.	
			Actual		
		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 2019. This information can be provided upon request.	
			Actual		
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% (212)	
			Actual	77% (218)	
		# (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	76,500	
			Actual	78,000	
	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 60 17,000	Due to uncertainty caused by the Provincial announcement regarding public health, funding to the partner agencies was delayed affecting the service level.
			Actual	1,162 46 11,400	
	Diabetes prevention education	# participants provided Diabetes Prevention education programs	Approved	3,600	The program shifted from conducting single session information event to multi-sessions. While there were fewer participants, this educational delivery method has greater effectiveness.
			Actual	1,450	
	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	
			Actual	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% (813)	This does not represent a significant change in the service level.
			Actual	96.7% (805)	
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 2019. This information can be provided upon request.	
			Actual		
	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 2019. This information can be provided upon request.	
			Actual		
Partnership Funding	Student Nutrition Program	% of municipally funded Student Nutrition Programs provided with nutrition consultation and support in the relevant school year.	Approved	55%	This does not represent a significant change in service levels as the service level depends on multiple factors including the receptor capacity at the school that is targeted to receive the service.
			Actual	53%	
		# school communities supported to provide # meals/year to # of children and youth, with municipal funding for student nutrition programs relevant school year	Approved	634 39,668,000 211,000	
			Actual	634 39,668,000 211,000	
	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 2019. This information can be provided upon request.	
			Actual		

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Emergency Preparedness

Type	Sub - Type	Service Level Description	Status	2019 *	Variance Explanation
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 2019. 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%	
			Actual	100%	
	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	
			Actual	24/7 availability maintained	

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.

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Environmental Health

Type	Sub - Type	Service Level Description	Status	2019 *	Variance Explanation
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%)	
			Actual	1,786 (100%)	
		Conduct epidemiological analysis of surveillance data, 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 2019. This information can be provided upon request.	
		Conduct surveillance of community environment health status.	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	
			Actual	6	
		Maintain up-to-date public website on Toronto's beach water conditions and disclose public swimming pool and spa inspection results	Approved	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.	
		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.	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)	Approved	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.	
		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.	Actual		
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 2019. 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	3,264	The actual service level is being impacted by the increase in the number of inspections of high risk food premises.
			Actual	3,558 (97%)	
		# (n=%) of total moderate risk food premises inspected at least once per year.	Approved	8,844	
			Actual	7,825 (90%)	
		Complete 3000 re-inspections or achieve a compliance rate of 90% or higher.	Approved	3,000	
			Actual	2,700 (92%)	
	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	
			Actual	24/7	
	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	
			Actual	43	
	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%	
			Actual	100%	

* 2019 Actuals are the forecasted actuals to December 31, 2019.

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Family Health

Type	Sub - Type	Service Level Description	Status	2019 *	Variance Explanation
Assessment and Surveillance		Service Level Reviewed and Discontinued	Approved	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.	
			Actual		
Health Promotion and Policy Development	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	4,000	
			Actual	4,000	
	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	136,000	
			Actual	136,000	
	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	
			Actual	63,000	
	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	7,300	
			Actual	9,000	
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	
			Actual	75,000	
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 2019. 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 2019. This information can be provided upon request.	
			Actual		
Dental Treatment for Eligible Clients	Senior, children & youth dental treatment	# seniors (65+) and # children and youth (17 years of age and younger) provided with dental treatment.	Approved	9,300 17,200	
			Actual	10,532 18,288	
	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	5,900	This is a stretch goal based on increase in the number of location where this clientele can access dental care. Actual clients receiving services has increased. It is anticipated that this stretch goal will be achieved over time as clients awareness of the increased access improves.
			Actual	5,144	
	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	1,300	The number of clients that can be seen is impacted by the time required to arrive at service locations.
			Actual	1,105	
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 2019. 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 2019. 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	
			Actual	1,900	
Population Health Assessment	Surveillance Indicators	Assess, update and report data for # surveillance indicators that monitor the health of Toronto's population.	Approved	50	
			Actual	60	

* 2019 Actuals are the forecasted actuals to December 31, 2019.

APPENDIX A - 2019 SERVICE LEVELS

Infectious Diseases

Type	Sub - Type	Service Level Description	Status	2019 *	Variance Explanation
Assessment and Surveillance	Suspect/ confirmed Infectious diseases investigation/ management	% (#) of reported suspect/confirmed cases and contacts of infectious diseases. Investigated and managed	Approved	100% (45,000)	
			Actual	100% (39,000)	
	Surveillance system development	# (%) long-term care homes and # (%) retirement homes worked with to develop their infectious disease surveillance systems	Approved	88 (100%) 150 (100%)	
			Actual	86 (100%) 79 (100%)	
	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%	
			Actual	100%	
	Immunization record assessment	% of immunization records for 7 and 17 year old children assessed.	Approved	100%	
			Actual	100%	
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 72 (100%) shelters- 16 (100%) Out of the Cold sites 13 (100%) respite centres	
			Actual	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	
	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	Service Level Altered Significantly See Below	
			Actual		
		# 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	
			Actual	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	
	AIDS/Sexual Health Hotline	# Ontario callers assisted through the AIDS and Sexual Health Info Line.	Approved	35,000	The actual is based on the number of calls expected to be received by December 31, 2019.
			Actual	14,000	

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Infectious Diseases

Type	Sub - Type	Service Level Description	Status	2019 *	Variance Explanation
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 2019. 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	There are two positions delivering this program, one of which became vacant during the course of the year which in turn will have an impact on the service level.
			Actual	300	
		# 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	
			Actual	200	
		# people who are homeless/under housed and # homeless Service Providers provided with TB education through multiple strategies	Approved	200 400	
			Actual	100 200	
		# (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 2019. This information can be provided upon request.	
			Actual		
	Immunization clinics	# immunization clinics (flu, school immunization, homeless shelters, and school-aged children who are under vaccinated) organized and delivered	Approved	1,000	TPH does not consider this to be a significant change in service levels.
			Actual	975	
	Immunization information centre	# phone calls answered at the Immunization Information Centre	Approved	90,000	The actual is based on the number of calls expected to be received by December 31, 2019.
			Actual	87,952	
Health Protection	Personal service settings inspections	# critical and semi-critical personal services settings Inspected	Approved	4,250	The 2019 service level is based on an expectation that there will be an increase in the number of businesses engaged in PSS. The projected actuals reflect the same volumes as 2018.
			Actual	3,800	
	Vaccine storage inspection	# 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	
			Actual	2,100	
Disease Prevention/Health Protection	Animal bite response	% (#) animal bite reports responded to	Approved	100%(2,500)	
			Actual	100%(2,800)	
	Sexual Health Clinics	# clients served at sexual health clinics.	Approved	67,000	
			Actual	67,000	
	Tuberculosis treatment & follow up	Greater than 95% of Active TB cases will complete adequate treatment according to the Canadian TB Standards.	Approved	>95%	
			Actual	>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	
			Actual	2,000	
		# newcomers to Toronto who are placed on TB Medical Surveillance by Citizenship and Immigration Canada assessed and followed up on	Approved	1,400	
			Actual	1,600	
Partnership Funding	Toronto Urban Health Fund	# community organizations funded to prevent transmission of HIV and assist # agencies with evaluation skills.	Approved	40 30 Agencies	
			Actual	40 40 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 2019. This information can be provided upon request.	
			Actual		

APPENDIX A - 2019 SERVICE LEVELS

Public Health Foundations

Type	Sub - Type	Service Level Description	Status	2019 *	Variance Explanation
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	
			Actual	60	
		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	
			Actual		
		Conduct surveillance of community emergency planning & preparedness.	Approved	Conduct surveillance of community emergency planning & preparedness.	
			Actual		