

## 2023 SERVICE LEVELS

### Chronic Diseases & Injury Prevention

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
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.	Note #3	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.
			Actual	Note #1		Completed	
		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 2020. This information can be provided upon request.	Note #3	Note #1	Note #3
			Actual	Note #1 and 2		Note #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% (212)	Note #3	Note #1	Note #3
			Actual	Note #1 and 2	Note #1	Note #1	
		# (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	Note #3	Note #1	Note #3
			Actual	Note #1 and 2	Note #1	Note #1	
	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	1015 40 11,400	Note #3	Note #1	Note #3
			Actual	Note #1 and 2	Note #1	Note #1	
	Diabetes prevention education	# participants provided Diabetes Prevention education programs	Approved	1,500	Note #3	Note #1	Note #3
			Actual	Note #1 and 2	Note #1	Note #1	

# 2023 SERVICE LEVELS

## Chronic Diseases & Injury Prevention

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
	Public Health Nurse liaison services	% (# schools) of Toronto publicly funded schools with Public Health Nurse liaison services.	Approved	100% (805)	100% (805)	100% (805)	100% (805)
			Actual	<b>Note #1 and 2</b>	<b>Note #3</b>	<b>Note #1 and 2</b>	
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 2020. This information can be provided upon request.	<b>Note #3</b>	<b>Note #1</b>	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2023. This information can be provided upon request.
			Actual			<b>Note #1 and 2</b>	
	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 2020. This information can be provided upon request.		<b>Note #3</b>	
			Actual	<b>Note #1 and 2</b>		<b>Note #1</b>	
Partnership Funding	Student Nutrition Program	% of municipally funded Student Nutrition Programs provided with nutrition consultation and support in the relevant school year.	Approved	55%	<b>Note #1</b>	<b>Note #1</b>	<b>Note #3</b>
			Actual	<b>Note #4</b>	<b>Note #1</b>	<b>Note #1</b>	
	# school communities supported to provide # meals/year to # of children and youth, with municipal funding for student nutrition programs relevant school year	Approved	624 40,342,168 214,586	624 40,342,168 214,586	616 41,672,296 216,342	616 41,243,000 219,370	
		Actual	624 <b>Notes #5</b>	616 <b>Note #6</b>	616 <b>Note #7</b> 220,000		
	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 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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2023. This information can be provided upon request.
Actual	<b>Note #1 and 2</b>						

**Note #1** The program/service was/is suspended as a result of the COVID-19 pandemic as resources supporting the program/service were/are redeployed to support the COVID-19 response.

# 2023 SERVICE LEVELS

## Chronic Diseases & Injury Prevention

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
<b>Note #2</b>		The program/service was suspended as a result of the COVID-19 pandemic which led to the declaration of a provincial and municipal emergency which in turn closed the setting where this service was delivered.					
<b>Note #3</b>		It is anticipated 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.					
<b>Note #4</b>		2020 measures for this service level are reflective of 2019/20 school year data. This exact measure was not captured as the delivery model of this service was altered for the 2019/20 school year and was further impacted as a result of the school closures due to COVID-19.					
<b>Note #5</b>		2020 measures for this service level have been impacted by COVID-19. The number of school communities can be reported. The total number of children/youth served and total number of meals provided are in constant change due to public measures put in place to support reducing the spread of COVID-19 and cannot be reported at this time.					
<b>Note #6</b>		2021 actual meals/year and participant information is not available. The school year began in September 2021 when students were still being offered remote learning options. To support this hybrid learning approach, programs were encouraged to support students using various options based on local needs.					
<b>Note #7</b>		2022 actual meals/year and participant information is not available at this time. The school year begins September 2022 and it is anticipated that numbers will be modified based on the number of students returning to in-person learning.					

# 2023 SERVICE LEVELS

## Emergency Preparedness

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
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 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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2023. 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%	0% - <b>Note #1</b>	<b>Note #2</b>	<b>Note #2</b>
			Actual	<b>Note #2</b>	<b>Note #2</b>		
	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		

**Note #1** It is anticipated 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.

**Note #2** The service was/is suspended as a result of the COVID-19 pandemic as resources supporting the service were/are redeployed to support the COVID-19 response.

# 2023 SERVICE LEVELS

## Environmental Health

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
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	1,786 (100%)	1,700 (100%)	425 (25%) <b>Note #1</b>	1,397 (75%) <b>Note #1</b>
			Actual	986 (56%) <b>Note #1</b>	270 (16%) <b>Note #5</b>	<b>Note #7</b>	
	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 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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2023. This information can be provided upon request.	
		Actual					
	Conduct surveillance of community environment health status.						

# 2023 SERVICE LEVELS

## Environmental Health

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
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	0 Note #1	0 Note #1
			Actual	Note #2	Note #2	Note #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 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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2023. 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 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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2023. This information can be provided upon request.
			Actual				

# 2023 SERVICE LEVELS

## Environmental Health

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023	
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 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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2023. This information can be provided upon request.	
			Actual					
		# (n=%) of total high risk food premises inspected at least 2 times per year.	Approved	3,668 (100%)	<b>Note #3</b>	1,782 (50%) <b>Note #5</b>	3,508 (100%)	
			Actual	3,000 (81%)	1,137 (32%) <b>Note #5</b>	<b>Note #7</b>		
		# (n=%) of total moderate risk food premises inspected at least once per year.	Approved	8,694 (100%)	<b>Note #3</b>	3,912 (50%) <b>Note #5</b>	9,565 (100%) <b>Note #1</b>	
			Actual	5,000 (58%)	2,261 (29%) <b>Note #5</b>	<b>Note #7</b>		
		Complete 3,000 re-inspections or achieve a compliance rate of 90% or higher.	Approved	90%	<b>Note #3</b>	<b>Note #5</b>	90%	
			Actual	90%	<b>Note #5</b>	<b>Note #7</b>		
		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 availability	24/7 availability	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	22	22	22
				Actual	22	22 <b>Note #6</b>	<b>Note #7</b>	

# 2023 SERVICE LEVELS

## Environmental Health

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
	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% <b>Note #4</b>	100% <b>Note #4</b>	100% <b>Note #4</b>
			Actual	100% <b>Note #4</b>	<b>Note #4</b>	<b>Note #7</b>	

**Note #1** The program/service was/is reduced as a result of the COVID-19 pandemic as resources supporting the program/service were/are redeployed to support the COVID-19 response.

**Note #2** The program/service was suspended as a result of the COVID-19 pandemic which led to the declaration of a provincial and municipal emergency which in turn closed the setting where this service was delivered.

**Note #3** This service has been suspended during TPH's COVID-19 Response. Inspections are being performed on a modified basis as businesses respond to public health measures which have changed how and when they operate. This service level will resume upon the end of the emergency declared by the provincial government.

**Note #4** The bed bug program complaints will be prioritized based on risk and population vulnerability.

**Note #5** These inspections were impacted by a majority of the Food Safety/Environmental PHIs being assigned to the pandemic response. The length of time to conduct an inspection was increased due to the COVID-19 precautions that were in place to protect staff (e.g. physical distancing) and that the staff also conduct inspections of the premises to ensure they were complying with the Reopening Ontario Act and any relevant provincial orders and municipal bylaws.

**Note #6** This service is outsourced to a specialized provider who supplies this service.

**Note #7** Service level is unavailable as of the date of this report.



# 2023 SERVICE LEVELS

## Family Health

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023	
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 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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2023. 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	<b>Note #1</b>	<b>Note #1</b>	<b>500</b> <b>Note #4</b>	
			Actual	<b>Note #2</b>	<b>Note #2</b>	<b>Note #2</b>		
	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	99,000 <b>Note #1</b>	<b>Note #1</b>	<b>80,000</b> <b>Note #4</b>	
			Actual	99,000 <b>Note #1</b>	<b>Note #2</b>	<b>Note #2</b>		
	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	62,000	<b>Note #1</b>	<b>Note #1</b>	<b>Note #1</b>	
			Actual	<b>Note #2</b>	<b>Note #2</b>	<b>Note #2</b>		
	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	8,000	5,900	600 <b>Note #4</b>	600 <b>Note #4</b>	
			Actual	5,900	5,900	600 <b>Note #4</b>		
	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	76,000	66,500	66,500	Reporting of Service Level discontinued as program delivery was transitioned to a community-based agency that specializes in clinical rehabilitation services.
				Actual	66,500	66,500	<b>Note #6</b>	
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 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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2023. This information can be provided upon request.	
			Actual					

# 2023 SERVICE LEVELS

## Family Health

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
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 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.	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.	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	Senior, children & youth dental treatment		Approved	27,000 18,200	27,000 18,200	13,500 9,100 <b>Note #4</b>	24,700 5,800 <b>Note #4</b>
			Actual	6,511 4,417 <b>Note #1 &amp; #3</b>	13,500 9,100	<b>Note #6</b>	
	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	5,200	4,700	2,350 <b>Note #4</b>	3,700 <b>Note #4</b>
			Actual	1,699 <b>Note #1 &amp; #3</b>	2,350	<b>Note #6</b>	
	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	1,105	935	<b>Note #4</b>	<b>Note #4</b>
			Actual	85 <b>Note #2</b>	<b>Note #2</b>	<b>Note #5</b>	
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 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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. This information can be provided upon request.	Reporting of Service Level discontinued as program delivery was transitioned to a community-based agency that specializes in clinical rehabilitation services.
			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 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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2023. 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	1,600	500 <b>Note #1</b>	0 <b>Note #4</b>	500 <b>Note #4</b>
			Actual	500 <b>Note #1</b>	<b>Note #2</b>	<b>Note #2</b>	

# 2023 SERVICE LEVELS

## Family Health

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
Population Health Assessment	Surveillance Indicators	Assess, update and report data for # surveillance indicators that monitor the health of Toronto's population.	Approved	60	50	Note #3	Note #4
			Actual	20	Note #3	Note #4	

**Note #1** It is anticipated 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.

**Note #2** The program/service was suspended as a result of the COVID-19 pandemic which led to the declaration of a provincial and municipal emergency which in turn closed the setting where this service was delivered.

**Note #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.

**Note #4** The program/service was/is reduced as a result of the COVID-19 pandemic as resources supporting the program/service were/are redeployed to support the COVID-19 response.

**Note #5** The setting where this program was being delivered was placed out of service. It is anticipated that the setting will be placed back into service in 2023.

**Note #6** Service level is unavailable as of the date of this report.

# 2023 SERVICE LEVELS

## Infectious Diseases

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
Assessment and Surveillance	Suspect/ confirmed Infectious diseases investigation/ management	% (#) of reported suspect/confirmed cases and contacts of infectious diseases. Investigated and managed	Approved	100% (40,000)	100% (40,000)	100% (40,000)	100% (33,200)
			Actual	<b>Note #1</b>	29% (2,450) <b>Note #6</b>	100%	
	Surveillance system development	# (%) long-term care homes and # (%) retirement homes worked with to develop their infectious disease surveillance systems	Approved	86 (100%) 80 (100%)	86 (100%) 80 (100%)	86 (100%) 80 (100%)	100% 100%
			Actual	<b>Note #1</b>	86 (100%) 80 (100%)	100% 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%	100%	100%	<b>50%</b> <b>Note #2</b>
			Actual	<b>Note #1</b>	<b>Note #1</b>	100%	
	Immunization record assessment	% of immunization records for 7 and 17 year old children assessed.	Approved	100%	100%	100%	100%
			Actual	62% <b>Note #1</b>	<b>Note #1</b>	<b>Note #1</b>	

# 2023 SERVICE LEVELS

## Infectious Diseases

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
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	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	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	100% hospital sites; 100% complex continuing care/rehab sites; 100% long-term care homes, 100% reactivation centres, 100% retirement homes 100% licensed child care centers 100% correctional facilities 100% major school boards 100% shelters 100% Out of the Cold sites 100% respite centres
			Actual	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	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	100% hospital sites; 100% complex continuing care/rehab sites; 100% long-term care homes, 100% reactivation centres, 100% retirement homes 100% licensed child care centers 100% correctional facilities 100% major school boards 100% shelters 100% Out of the Cold sites 100% respite centres	

# 2023 SERVICE LEVELS

## Infectious Diseases

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
	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	Service Level Altered Significantly See Below	Service Level Altered Significantly See Below	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: 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	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: 65 Partner with agencies to deliver naloxone: 80 # of training session provided to community agencies and selected City divisions: 100
Actual			Partner with agencies to deliver harm reduction supplies: 59 Partner with agencies to deliver naloxone: 72 # of training session provided to community agencies and selected City divisions: 6	Partner with agencies to deliver harm reduction supplies: 62 Partner with agencies to deliver naloxone: 75 # of training session provided to community agencies and selected City divisions: 15	<b>Note #7</b>		
	AIDS/Sexual Health Hotline	# Ontario callers assisted through the AIDS and Sexual Health Info Line.	Approved	16,000	16,000	16,000	13,000
Actual			7,584 <b>Note #5</b>	12,000	<b>Note #7</b>		

# 2023 SERVICE LEVELS

## Infectious Diseases

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
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 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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2023. 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	300	300	300
			Actual	<b>Note #1</b>	<b>Note #1</b>	<b>Note #1</b>	
		# 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	400	200	200	200
			Actual	<b>Note #1</b>	<b>Note #1</b>	<b>Note #1</b>	
		# 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	<b>Note #1</b>	<b>Note #1</b>	<b>Note #7</b>	
	# (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 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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. 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	# immunization clinics (flu, school immunization, homeless shelters, and school-aged children who are under vaccinated) organized and delivered	Approved	1,000	500	1,000	1,000
			Actual	136 <b>Note #1 and 2</b>	200 <b>Note #1 &amp; #2</b>	<b>Note #7</b>	
	Immunization information centre	# phone calls answered at the Immunization Information Centre	Approved	90,000	25,000	45,000 <b>Note #1</b>	45,000 <b>Note #1</b>
			Actual	21,241 <b>Note #1 and 2</b>	<b>Note #1 and 2</b>	<b>Note #1 and 2</b>	

# 2023 SERVICE LEVELS

## Infectious Diseases

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
Health Protection	Personal service settings inspections	# critical and semi-critical personal services settings Inspected	Approved	4,100	<b>Note #4</b>	700 <b>Note #4</b>	700 <b>Note #4</b>
			Actual	688 <b>Note #1 and 2</b>	690 <b>Note #1 &amp; #2</b>	<b>Note #7</b>	
	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	1,000	2,300	2,300
			Actual	645 <b>Note #1 and 2</b>	1,850 <b>Note #1 &amp; #2</b>	2,000	
Disease Prevention/Health Protection	Animal bite response	% (#) animal bite reports responded to	Approved	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.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2022. This information can be provided upon request.	Service Levels (SLs) still being provided and tracked even though they will not be reported out for 2023. This information can be provided upon request.
			Actual				
	Sexual Health Clinics	# clients served at sexual health clinics.	Approved	67,000	34,500	50,250	42,000
			Actual	32,973 <b>Note #1 and 2</b>	30,346 <b>Note #1 &amp; #2</b>	<b>Note #7</b>	
	Tuberculosis treatment & follow up	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	2,000	2,000	2,000	1,500 <b>Note #1</b>
			Actual	1,000 <b>Note #2</b>	1,000 <b>Note #2</b>	<b>Note #7</b>	
		# newcomers to Toronto who are placed on TB Medical Surveillance by Citizenship and Immigration Canada assessed and followed up on	Approved	1,800	1,800	1,800	1,000 <b>Note #1</b>
			Actual	500	<b>Note #1</b>	<b>Note #7</b>	



# 2023 SERVICE LEVELS

## Infectious Diseases

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023
Partnership Funding	Toronto Urban Health Fund	# community organizations funded to prevent transmission of HIV and assist # agencies with evaluation skills.	Approved	40 40 Agencies	48 48 Agencies	48 48 Agencies	42 42 Agencies
			Actual	47 47 Agencies	43 43 Agencies	42 42 Agencies	

**Note #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.

**Note #2** The program/service level was reduced as a result of the COVID-19 pandemic which led to the declaration of a provincial and municipal emergency which in turn closed the setting where this service was delivered.

**Note #3** The program/service was suspended as a result of the COVID-19 pandemic which led to the declaration of a provincial and municipal emergency which in turn closed the setting where this service was delivered.

**Note #4** This service has been suspended during TPH's COVID-19 Response. Inspections are being performed on a modified basis as businesses respond to public health measures which have changed how and when they operate. This service level will resume upon the end of the emergency declared by the provincial government.

**Note #5** Service resumed in September 2020.

**Note #6** The number of suspect/confirmed cases & contacts of infectious diseases reported to TPH is expected to decrease in 2021 due to under reporting of suspect and confirmed cases and outbreaks of diseases of public health significance and / or importance other than of disease of public health significance and/or importance other than COVID-19. In addition, the program/service is reduced as a result of the COVID-19 pandemic as resources supporting the program/service are redeployed to support the COVID-19 response.

**Note #7** Service level is unavailable as of the date of this report.

# 2023 SERVICE LEVELS

## Public Health Foundations

Type	Sub - Type	Service Level Description	Status	2020	2021	2022	2023	
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	60	50	<b>Note #2</b>	<b>Note #2</b>	
			Actual	20 <b>Note #1</b>	<b>Note #1</b>	<b>Note #2</b>		
		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					

**Note #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.

**Note #2** The program/service is reduced as a result of the COVID-19 pandemic as resources supporting the program/service are redeployed to support the COVID-19 response.