

# 2023 SERVICE LEVELS - Additional Details

## Chronic Diseases & Injury Prevention (CDIP)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
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.	Fully Recovered
			Actual		
		Conduct systematic and routine assessment, surveillance, monitoring and reporting to inform program and policy development, service adjustment and performance measurement	Approved	<i>Impacted by COVID-19 Response</i>	The activities undertaken to fulfill this Service Level have been redirected to focus on COVID-19 and its variants of concern and other emerging communicable diseases such as Mpox and Respiratory Syncytial Virus (RSV).
			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	<i>Impacted by COVID-19 Response</i>	Delivered through schools, this program continues to be suspended support schools as they address the impact of COVID-19 on their operations, as well as to prioritize administering routine immunizations as part of the Student Immunization Program and routine dental care as part of the Healthy Smiles Ontario program.  Pre-COVID-19 Service Level was approximately 200 schools.
			Actual		
		# (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	<i>Impacted by COVID-19 Response</i>	Delivered through schools, this program continues to be suspended to support schools as they address the impact of COVID-19 on their operations, as well as to prioritize administering routine immunizations as part of the Student Immunization Program and routine dental care as part of the Healthy Smiles Ontario program.  Pre-COVID-19 Service Level was approximately 76,000 students reached.
			Actual		
	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	<i>Impacted by COVID-19 Response</i>	Delivered through schools, this program continues to be suspended to support schools as they address the impact of COVID-19 on their operations, as well as to prioritize administering routine immunizations as part of the Student Immunization Program and routine dental care as part of the Healthy Smiles Ontario program.  Pre-COVID-19 Service Level was approximately 1,500 leaders trained from 45 agencies with a reach of 11,500 students.
			Actual		

# 2023 SERVICE LEVELS - Additional Details

## Chronic Diseases & Injury Prevention (CDIP)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
Health Promotion and Policy Development	Diabetes prevention education	# participants provided Diabetes Prevention education programs	Approved	<i>Impacted by COVID-19 Response</i>	Program will remain suspended until such time as re-deployed staff are no longer needed for the COVID-19 response including the immunization campaign. Pre-COVID-19 Service Level was approximately between 1,500 to 3,000 participants.
			Actual		
	Public Health Nurse liaison services	% (# schools) of Toronto publicly funded schools with Public Health Nurse liaison services.	Approved	100%	Fully Recovered
			Actual		
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 2023. This information can be provided upon request.	Service Level is retroactively reported. TPH completed 10,326 inspections in 2019; 3,343 in 2020; 0 in 2021. The number for 2022 has yet to be finalized. The number of inspections was affected by COVID-19 shutdowns and the closures of business in 2020, 2021, and 2022.
			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	<i>Impacted by COVID-19 Response</i>	Program will remain suspended until such time as re-deployed staff are no longer needed for the COVID-19 response, including the immunization campaign.
			Actual		

# 2023 SERVICE LEVELS - Additional Details

## Chronic Diseases & Injury Prevention (CDIP)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
Partnership Funding	Student Nutrition Program	% of municipally funded Student Nutrition Programs provided with nutrition consultation and support in the relevant school year.	Approved	<i>Impacted by COVID-19 Response</i>	Plans are underway to fully recover this program in 2023. Pre-COVID-19 Service Level was approximately 55%.
			Actual		
		# school communities supported to provide # meals/year to # of children and youth, with municipal funding for student nutrition programs relevant school year	Approved	616 41,243,000 219,370	Fully Recovered
			Actual		
	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 2023. This information can be provided upon request.	Service Level is retroactively reported. TPH funded 21 agencies in 2019; 18 in 2020; 20 in 2021. The number for 2022 has yet to be finalized.
			Actual		

# 2023 SERVICE LEVELS - Additional Details

## Emergency Preparedness (EP)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
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 2023. This information can be provided upon request.	Service Level is retroactively reported. The program has been operational throughout the COVID-19 response, including tracking and reporting on variants of concern, and other emerging communicable diseases such as Mpox and Respiratory Syncytial Virus (RSV). Planning for the various stages of the COVID-19 immunization campaign was also undertaken as part of this service level.
		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	<i>Impacted by COVID-19 Response</i>	Plans are underway to restart this program in 2023.
			Actual		Pre-COVID-19 Service Level was at 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	Fully Recovered
			Actual		

# 2023 SERVICE LEVELS - Additional Details

## Environmental Health (EH)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
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	1,397 (75%) <i>Impacted by COVID-19 Response</i>	Service Level in transition back to pre-COVID-19 level. Pre-COVID-19 Service Level was 1,700.
			Actual		
		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 2023. This information can be provided upon request.	The activities typically undertaken for this service level have been redirected to focus on COVID-19 and its variants of concern and other emerging communicable diseases such as Mpox and Respiratory Syncytial Virus (RSV).
			Actual		
Health Promotion and Policy Development	Home food safety outreach	Conduct outreach at # community markets serving vulnerable clients with home food safety resources.	Approved	<i>Impacted by COVID-19 Response</i>	Planning is underway to recover this service in 2023. Pre-COVID-19 Service Level was 10.
			Actual		
		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 2023. This information can be provided upon request.	Service Level is fulfilled via the City of Toronto's SwimSafe webpage: <a href="https://www.toronto.ca/community-people/health-wellness-care/health-inspections-monitoring/swimsafe/">https://www.toronto.ca/community-people/health-wellness-care/health-inspections-monitoring/swimsafe/</a> .
			Actual		

# 2023 SERVICE LEVELS - Additional Details

## Environmental Health (EH)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
Health Promotion and Policy Development		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 2023. This information can be provided upon request.	Service Level is fulfilled via information packages, which are updated and made available on the City's website. Episodic information, such as extreme weather alerts, are made public through news releases published on the City's website and twitter, Instagram and Facebook accounts.
		Provide hot weather protection packages to # (100% of high risk) landlords of rooming/boarding houses/retirement homes/nursing homes	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 2023. This information can be provided upon request.	Service Level is retroactively reported. TPH completed 2,878 inspections in 2019; 819 in 2020; 506 in 2021. The number for 2022 has yet to be finalized. The number of inspections completed in 2020 and 2021 was lower as a number of pools remained closed due to COVID-19. The number of inspections completed pre-COVID-19 was between 2,100 to 2,800 each year depending on the number of pools operating.
			Actual		
Disease Prevention / Health Protection	Food premises inspection	# (n=%) of total high risk food premises inspected at least 2 times per year.	Approved	3,508 (100%)	Fully Recovered
			Actual		
		# (n=%) of total moderate risk food premises inspected at least once per year.	Approved	9,565 (100%)	Fully Recovered
			Actual		
		Complete 3,000 re-inspections or achieve a compliance rate of 90% or higher.	Approved	90%	Fully Recovered
			Actual		

# 2023 SERVICE LEVELS - Additional Details

## Environmental Health (EH)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
Disease Prevention / Health Protection	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	Fully Recovered
			Actual		
	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	22	Fully Recovered
			Actual		
	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%	Fully Recovered
			Actual		

# 2023 SERVICE LEVELS - Additional Details

## Family Health (FH)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
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	500 <i>Impacted by COVID-19 Response</i>	Service Level in transition back to pre-COVID-19 level. Pre-COVID-19 Service Level was 4,000.
			Actual		
	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	80,000 <i>Impacted by COVID-19 Response</i>	Service Level in transition back to pre-COVID-19 level. Pre-COVID-19 Service Level was 136,000.
			Actual		
	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	<i>Impacted by COVID-19 Response</i>	Service Level in transition back to pre-COVID-19 level. Pre-COVID-19 Service Level was 61,000.
			Actual		
	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	600 <i>Impacted by COVID-19 Response</i>	Service Level in transition back to pre-COVID-19 level. Pre-COVID-19 Service Level was between 7,000 - 7,300.
			Actual		
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	Reporting of Service Level discontinued as program delivery was transitioned to a community-based agency that specializes in clinical rehabilitation services.	
			Actual		



# 2023 SERVICE LEVELS - Additional Details

## Family Health (FH)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
Dental Treatment for Eligible Clients	Senior, children & youth dental treatment		Approved	24,700 5,800	Fully Recovered
			Actual		
	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	3,700	Fully Recovered
			Actual		
	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	Undetermined at this time	Plans are underway to restart this program in 2023. The program was suspended in 2019 for maintenance of the mobile dental bus. Pre-COVID-19 Service Level was between 1,100 - 1,300 clinic visits.
			Actual		
Disease Prevention	Reproductive health screening	# screens completed to identify individuals and families at risk for adverse birth outcomes in pregnancy.	Approved	500 <i>Impacted by COVID-19 Response</i>	Service Level in transition back to pre-COVID-19 level. Pre-COVID-19 Service Level was between 7,000 - 7,300.
			Actual		
Population Health Assessment	Surveillance Indicators	Assess, update and report data for # surveillance indicators that monitor the health of Toronto's population.	Approved	<i>Impacted by COVID-19 Response</i>	Plans are underway to restart this program in 2023. Pre-COVID Service Level was 50 indicators monitored.
			Actual		

# 2023 SERVICE LEVELS - Additional Details

## Infectious Diseases (ID)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
Assessment and Surveillance	Suspect/confirmed Infectious diseases investigation/management	% (#) of reported suspect/confirmed cases and contacts of infectious diseases. Investigated and managed	Approved	100% (33,200)	Fully Recovered
			Actual		This Service Level relates to Diseases of Public Health Significance.
	Surveillance system development	# (%) long-term care homes and # (%) retirement homes worked with to develop their infectious disease surveillance systems	Approved	100% 100%	Fully Recovered
			Actual		
	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	50% <i>Impacted by COVID-19 Response</i>	Service Level in transition back to pre-COVID-19 level.
			Actual		Pre-COVID-19 Service Level was 100%.
	Immunization record assessment	% of immunization records for 7 and 17 year old children assessed.	Approved	100%	Fully Recovered
			Actual		
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)		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	Fully Recovered
			Actual		

# 2023 SERVICE LEVELS - Additional Details

## Infectious Diseases (ID)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
Health Promotion and Policy Development		# 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: 65 Partner with agencies to deliver naloxone: 80 # of training session provided to community agencies and selected City divisions: 100	Fully Recovered
			Actual		
	AIDS/Sexual Health Hotline	# Ontario callers assisted through the AIDS and Sexual Health Info Line.	Approved	13,000	Fully Recovered
			Actual		
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 2023. This information can be provided upon request.	Service Level is retroactively reported. TPH completed 95,891 notifications in 2019; 236,311 COVID-19 and 98,376 non-COVID-19 in 2020; 557,644 COVID-19 and 71,878 non-COVID-19 in 2021. The numbers for 2022 have yet to be finalized.
			Actual		
		Provide TB education sessions and develop educational resources for populations at risk for developing TB including to # newcomers.	Approved	<i>Impacted by COVID-19 Response</i>	Program will remain suspended until such time as re-deployed staff are no longer needed for the COVID-19 response, including the immunization campaign.
			Actual		Pre-COVID-19 Service Level was 600.
	Tuberculosis Education	# 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	<i>Impacted by COVID-19 Response</i>	Program will remain suspended until such time as re-deployed staff are no longer needed for the COVID-19 response, including the immunization campaign.
			Actual		Pre-COVID-19 Service Level was 300.
		# people who are homeless/under housed and # homeless Service Providers provided with TB education through multiple strategies	Approved	<i>Impacted by COVID-19 Response</i>	Program will remain suspended until such time as re-deployed staff are no longer needed for the COVID-19 response, including the immunization campaign.
			Actual		Pre-COVID-19 Service Level was 200 people and 400 service providers.

# 2023 SERVICE LEVELS - Additional Details

## Infectious Diseases (ID)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
Disease Prevention		# (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 2023. This information can be provided upon request.	Service Level is retroactively reported. TPH completed 98,945 vaccinations in 2019; 58,864 in 2020; and 0 in 2021. The number for 2022 has yet to be finalized.
			Actual		
	Immunization clinics	# immunization clinics (flu, school immunization, homeless shelters, and school-aged children who are under vaccinated) organized and delivered	Approved	1,000	Fully Recovered
			Actual		
	Immunization information centre	# phone calls answered at the Immunization Information Centre	Approved	45,000 <i>Impacted by COVID-19 Response</i>	Service Level in transition back to pre-COVID-19 level. Pre-COVID-19 Service Level was 90,000.
			Actual		
Health Protection	Personal service settings inspections	# critical and semi-critical personal services settings Inspected	Approved	700 <i>Impacted by COVID-19 Response</i>	Service Level in transition back to pre-COVID-19 level. Pre-COVID-19 Service Level was 4,100.
			Actual		
	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	2,300	Fully Recovered
			Actual		
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 2023. This information can be provided upon request.	Service Level is retroactively reported. TPH responded to 100% of the animal bites reported: 3,124 in 2019; 2,366 in 2020; 2,570 in 2021. The number for 2022 has yet to be finalized.
			Actual		
	Sexual Health Clinics	# clients served at sexual health clinics.	Approved	42,000	Fully Recovered The program will not see as many clients as in previous years as two of the clinics are undergoing renovations for AODA compliance.
			Actual		

# 2023 SERVICE LEVELS - Additional Details

## Infectious Diseases (ID)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
Disease Prevention/Health Protection	Tuberculosis treatment & follow up	Greater than 95% of Active TB cases will complete adequate treatment according to the Canadian TB Standards.	Approved	>95%	Fully Recovered
			Actual		
		# 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	Fully Recovered
			Actual		
		# newcomers to Toronto who are placed on TB Medical Surveillance by Citizenship and Immigration Canada assessed and followed up on	Approved	1,000 <i>Impacted by COVID-19 Response</i>	Plans are underway to fully recover this program in 2023.
			Actual		
Partnership Funding	Toronto Urban Health Fund	# community organizations funded to prevent transmission of HIV and assist # agencies with evaluation skills.	Approved	42 42 Agencies	Fully Recovered
			Actual		

# 2023 SERVICE LEVELS - Additional Details

## Public Health Foundations (PHF)

Type	Sub - Type	Service Level Description	Status	2023	Additional Information
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	<i>Impacted by COVID-19 Response</i>	Plans are underway to fully recover this program in 2023.
			Actual		
		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	Fully Recovered
			Actual		
		Conduct surveillance of community emergency planning & preparedness.	Approved	Conduct surveillance of community emergency planning & preparedness.	Fully Recovered
			Actual		