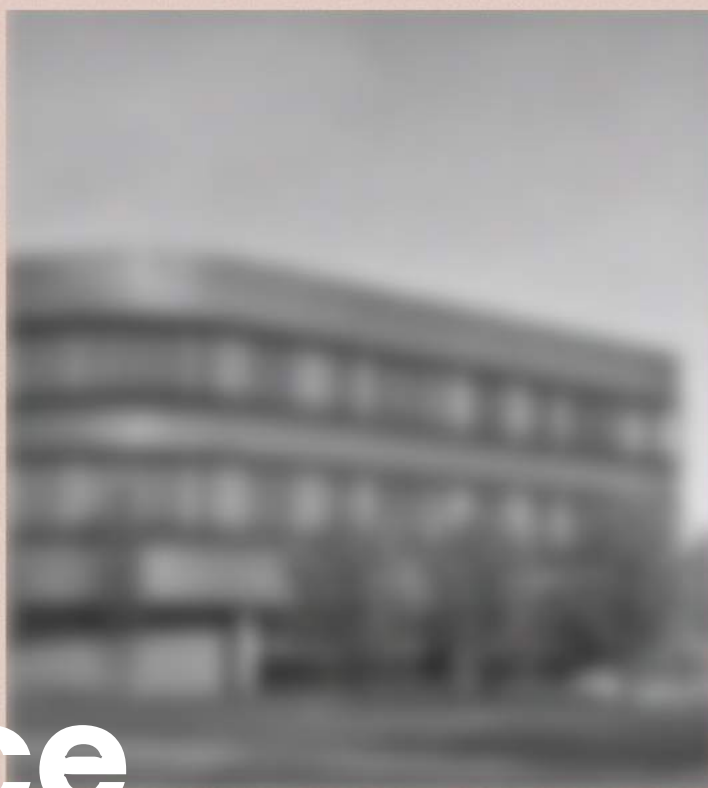
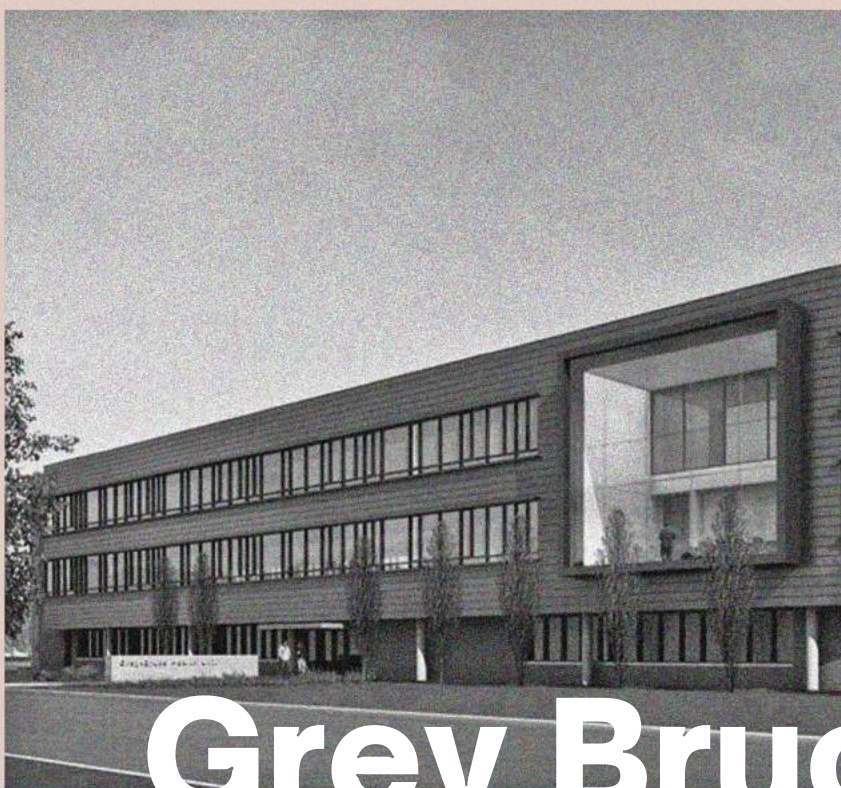


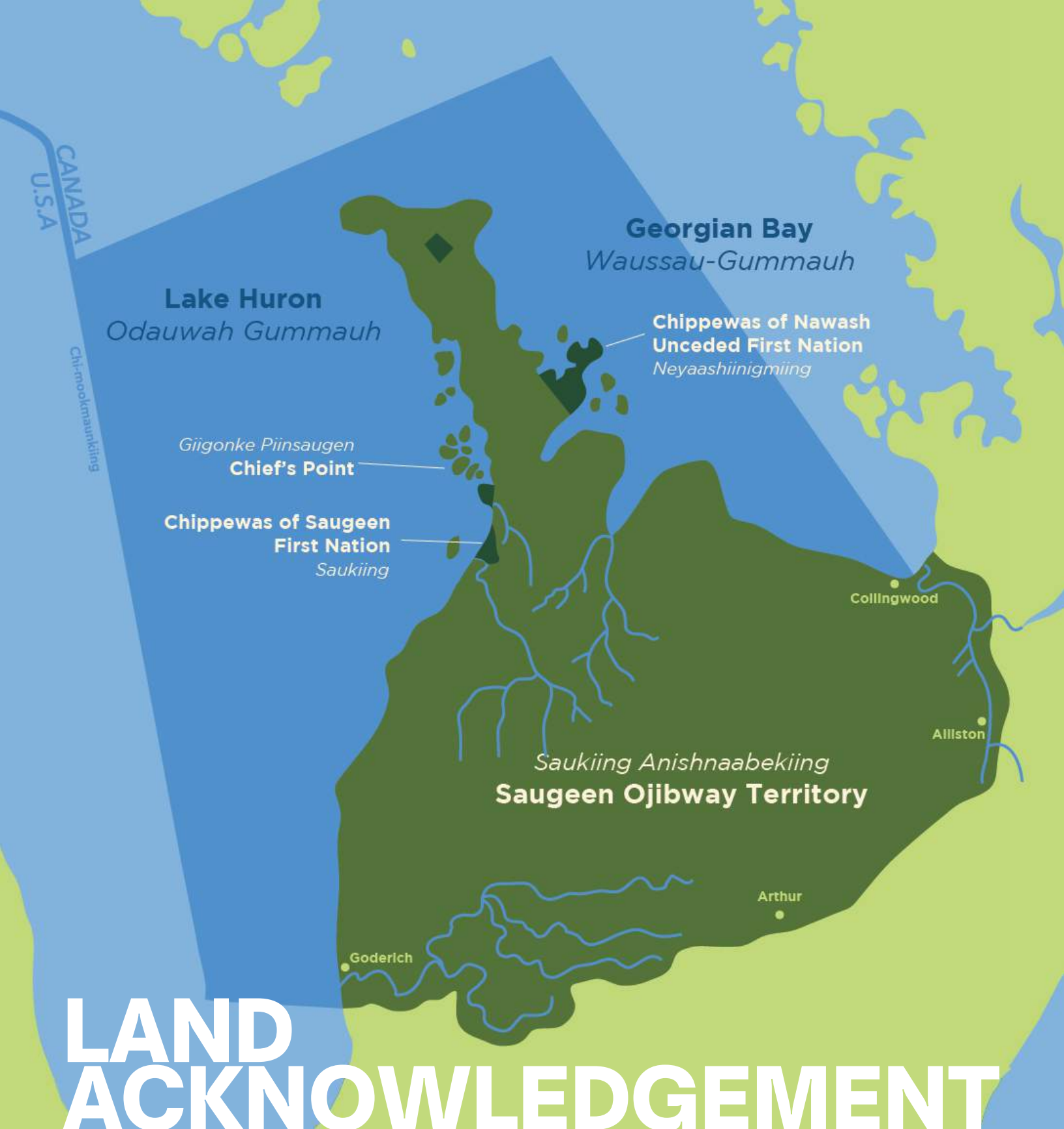
**2020-2022**  
ANNUAL REPORT



Grey Bruce  
Public Health



# Grey Bruce Public Health



# LAND ACKNOWLEDGEMENT

We acknowledge that we are situated on the traditional territory of the Nawash and Saugeen Nations, a place that has long served as a site of meeting and exchange amongst many First Nations including the Iroquois Confederacy, Huron/Wendat, Abenaki, and Anishinabek.

We recognize and respect the Anishinabek as the traditional custodians of the lands and water. We are committed to supporting the Anishinabek and Haudenosaunee Peoples, among other First Nations, Inuit, Métis, and Indigenous Peoples globally.

2023

# Grey Bruce Board of Health.



BOH Chair  
**Alan Barfoot**  
Provincial Appointee



BOH Vice-Chair  
**Brian Milne**  
Grey County



**Chris Peabody**  
Bruce County



**Sue Paterson**  
Grey County



**Kenneth Craig**  
Bruce County



**Kevin Eccles**  
Grey County



**Sue Carleton**  
Grey County



**Luke Charbonneau**  
Bruce County



**Nick Saunders**  
Chippewas of Nawash  
Unceded First Nation



**Helen-Claire Tingling**  
Provincial Appointee

# From the office of the MOH

2023 has a unique aura about it. There is a profoundly enthusiastic spring in the step of our collective society as we begin to talk about the pandemic in the past tense.

During 2020, 2021, and 2022, the staff at the Grey Bruce Health Unit, now Grey Bruce Public Health (GBPH), worked tirelessly to direct, support, curate, and lead our regional response to the COVID-19 emergency. I have said it many times, but wish to reiterate that working with our talented, dedicated staff at GBPH is, and has been, the privilege of my career; without the backing and expertise of this tenacious group of people, the Board of Health, and our expanding network of partners, we would be years behind where we find ourselves today.

I am proud to look back and say on our watch Grey Bruce had 0 COVID-19-related deaths in 2020 and 0 long-term-care COVID-19-related deaths in 2020 and 2021. This was achieved while ensuring that our schools, businesses, and active activities had the least possible level of restrictions relative to the rest of the Province. Evidence-based and risk-based interventions communication was our primary tool. Public trust in our health unit was the core of our emergency response.

Without a doubt in my mind, the success of our emergency response in Grey Bruce was directly related to the collaboration of seven pillars. Robust Public Health leading the response; concerned, engaged, and informed public; mature media that ensured accurate and useful information is made available in a timely fashion to protect the individual, families, and the community; local political will prioritizing health - whether it be municipal leaders or local MPPs and MPs; second-to-none, private business engagement led by Bruce Power and Chapman's; public sector and NGOs partnership; and our health care system as a final insurance policy.

We sacrificed many things from 2020-2022 – our social relationships, our mental health and well-being, our hobbies, our ability to travel, etc. One of the most prominent things we sacrificed at Public Health was our ability to create and publish an annual report. The redeployment of staff to new avenues of critical

importance, compounded by the closure of several sectors we provide service to, such as restaurants we inspect, or schools where we administer vaccines, we found ourselves with all hands on deck dealing with the pandemic.

That said, we are pleased to offer this comprehensive account of the last three years of Grey Bruce Public Health work. Heavily influenced by the pandemic, our work took on a more analytical approach than usual, relying on data and statistics to address and track trends in transmission, vaccine distribution and efficacy, the severity of virus variants, maneuvering with provincial recommendations and lockdown restrictions, as well as constantly updating and releasing new communications, social media content, and media releases geared at sharing the most up-to-date and accurate information available.

While being at the tail-end of the pandemic, our path forward is much clearer. As we return to regular program work and reacquaint ourselves with our most cherished aspects of culture and societal privileges, we find ourselves working with enthusiasm – enjoying each other's company, taking time to enjoy the simple things, and focusing on the health of ourselves, our loved ones, and our communities.

On behalf of the Grey Bruce Board of Health and all GBPH staff, thank you, from the bottom of our hearts, for your compassion, patience, and dedication to tackling COVID-19 together to protect the health of our communities in Grey Bruce. We have learned so much and can stand to learn much more, **together.**



Yours,

**Dr. Ian Arra**

Medical Officer of Health / CEO  
Grey Bruce Public Health

Public Health is often judged based on its effectiveness and its ability to respond to adverse conditions, events, and the evolution of needs within its target community. 2020-2022 put our collective industry and its dedicated personnel to the test, and I am so pleased to be able to acknowledge our successes and challenges in this expanded annual report.

Within these pages, you will not only see a comprehensive account of our work and evidence of our efforts during the COVID-19 global pandemic, but you will also note the data that's been collected – this statistical viewpoint exhibits not only our ability to endure, but also to exceed and overcome expectations against some of the most profoundly steep odds I've encountered in my career.

Our staff worked relentlessly to plan and assist with vaccine roll-out in nearly 400 community vaccine clinics, conducted over 10,000 contact investigations, increased the availability of life-saving Naloxone in the region by nearly 70% to combat a linear opioid crisis, onboarded numerous new partners, executed key priority projects, all the while keeping as many routine programs running as possible; namely our Nutrition, Healthy Babies Healthy Children, Environmental Health, Oral Health, and School Health programs. The importance of these achievements cannot be understated – we are truly lucky to have some of the most talented and capable staff

All key indicators point to the tail-end of the pandemic, and while we look ahead to the future and are enthusiastically readying ourselves to return to normal life, I would like to stress the importance of our ongoing diligence in observing and intercepting the spread of communicable diseases – we have come so far as a society in recognizing the complexities of a virus like COVID-19 and never before has the health of our neighbours, families, friends, and the general public commanded such a spotlight. We have come so far, and with our dedication to supporting public health in the years and decades to come, we can be ready to deal with whatever else may come our way.

Covid-19 has pushed public health system to its limits. These unprecedented times have allowed us to re-evaluate existing strategies. To that end, Grey Bruce Public Health has prepared for this new reality by adopting a strategic implementation approach that combines matrix management and public health evidence-based intervention for effective utilization of resources and maximizing outcomes. We are working in tandem to optimize our collaboration with partners in the community, especially our Indigenous counterparts.

Thank you, for your tenacity, your cooperation, patience, perseverance, and your unrelenting spirit. Bruce and Grey counties are truly remarkable communities that have shown their care and compassion for one another is something that cannot be broken.

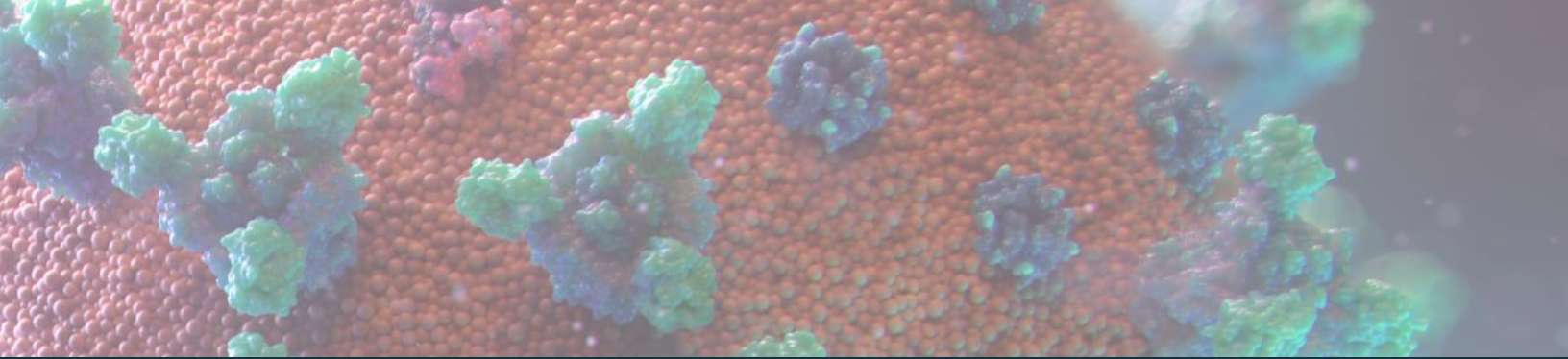


Yours,

**Dr. Rim Zayed**  
Physician Consultant  
Grey Bruce Public Health

# The Definitive Grey Bruce COVID-19 Timeline





**JUNE 17, 2020**

Ontario enters reopening Stage 3. Dr. Arra orders all commercial establishments in Grey-Bruce to ensure effective measures are in place to maintain physical distancing and make the best effort to restrict people from entering the premises or remaining inside if not wearing a face mask. The order is renewed for another four weeks on both Aug. 13, 2020, and Sept. 9, 2020.

**OCT 2020**  
**SECOND WAVE**



**NOV 19, 2020**

Public Health alerts the public of a concerning increase in the number of COVID-19 cases in Grey-Bruce. Cumulative local cases: 259.



**DEC 26, 2020**

Province-wide shutdown begins. Students will not return to class after Christmas break.



**JAN 11, 2021**

Province announces first shipments of COVID-19 vaccines to Grey Bruce.



**SEPT 8, 2020**

Grey-Bruce students return to in-person learning.

**OCT 6, 2020**

Province mandates face coverings in all public indoor settings



**DEC 18, 2020**

Public Health urges people to celebrate Christmas differently this year by limiting engagement with people outside of their immediate family.



**JAN 15, 2021**

93-year-old Maple View Long-Term Care resident becomes first person in Grey County to receive COVID-19 vaccine.



**MARCH 1, 2021**

GBPH moves to the Green stage of province's re-opening plan. Cumulative local cases: 703.

**OPEN**

**FEB 1, 2021**

Led by MOH Dr. Arra, GBPH develops the Hockey Hub, a scalable solution to mass COVID-19 immunization clinics. The Hockey Hub uses local hockey arenas to deliver thousands of COVID-19 vaccines per day in local communities. The Hockey Hub is presented to General (retired) Rick Hillier, chair of Ontario's Ministers' COVID-19 Vaccine Distribution Task Force. Hockey Hubs begin on Feb 27th in Owen Sound, Kincardine, Hanover.



**JAN 26, 2021**

Grey-Bruce Board of Health receives plan for local rollout of COVID-19 vaccines. It includes three delivery models – Mass Immunization Hubs; Mobile Clinics for long-term care/retirement homes, First Nations, and others; and primary care/hospitals/pharmacies. A Grey-Bruce COVID-19 Vaccine Task Force is formed to provide feedback and direct and indirect support for Public Health's COVID-19 Vaccination Program Plan.

**2021**  
**WAVE**

**FEB 23-25, 2021**

GBPH confirms the first dose of the COVID-19 vaccine has been given to all consenting residents, staff, and essential caregivers in all 19 long-term care and seven high-risk retirement homes in Grey-Bruce. Eligibility for the COVID-19 vaccine now includes individuals aged 80+.



**FEB 16, 2021**

COVID-19 lockdown ends. Grey-Bruce enters the Yellow stage of the province's re-opening plan. Schools reopen to in-person learning.



**JAN 30, 2021**

GBPH confirms the first local death related to COVID-19.

**JAN 25, 2021**

Grey-Bruce students return to in-person learning.



**JAN 17, 2022**

Students return to in-person learning. Cumulative COVID-19 cases in Grey Bruce hits 5,000.

**FEB 25, 2022**

Grey Bruce MOH Dr. Ian Arra rescinds self-isolation Class Order.

**MAR 21, 2022**

Ontario lifts masking requirements for most indoor public settings.



**SEPT 12, 2022**

Bivalent booster now available in Grey Bruce.

**2021**

Ant confirmed in Grey Bruce. Vaccine appointments to all residents eligible for third vaccine doses. Surge in cases begins. Students to pivot learning after Christmas break.

**FEB 15, 2022**

Ontario to cautiously and gradually ease public health measures sooner than anticipated.

**MAR 14, 2022**

State of emergency ends in Grey-Bruce. Social gathering limits rise; capacity limits lift for indoor public settings where proof of vaccination is required.



**AUG 30, 2022**

Public Health says the highly transmissible Omicron sub-variant BA.5 is circulating in the area and fuelling outbreaks in some long-term care homes.

**JAN 13, 2023**

Grey-Bruce COVID-19 Vaccine Task Force winds down.



**JAN 2023**



**PRESENT DAY**

# The Pandemic The Big Picture:

Responding to the COVID-19 pandemic was an all-out, all-hands-on-deck effort by Grey Bruce Public Health. Staff from various departments pivoted from their regular roles to assist the Infectious Diseases team with case, contact, and outbreak management,

the Vaccine Preventable Diseases team with mass vaccination and community clinics, and the Communications team with informing the public on the evolving pandemic and updating guidance documents.



**156 Hockey Hub vaccine clinics held across Grey Bruce, in communities like Owen Sound, Hanover, and Kincardine.**



**In December of 2021, Hockey Hubs made vaccines available to all eligible persons within 2 weeks.**



**Over half of GBPH staff were redeployed to assist with mass immunization clinics in 2021.**



**Over 1,000 volunteers supported mass immunization clinics.**



**394 community clinics were organized by Grey Bruce Public Health from 2020-22.**



**308,822 COVID-19 vaccines administered in 2021.  
124,420 COVID-19 vaccines administered in 2022.**



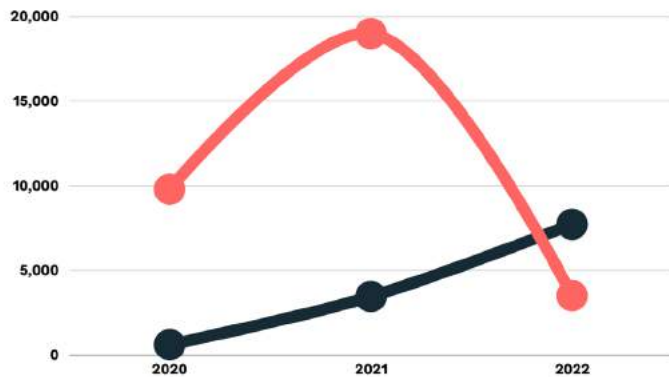
**By the end of 2020, the health unit had increased its workforce by 18.5% compared to 2019, to meet the demands of the pandemic.**



**In 2021, \*95% of long term care (LTC) residents in 19 of 20 LTCs in Grey Bruce had received their first dose of the COVID-19 vaccination.**

\* One LTC is the outlier with 38.8% (19 of its 49 residents) vaccinated.

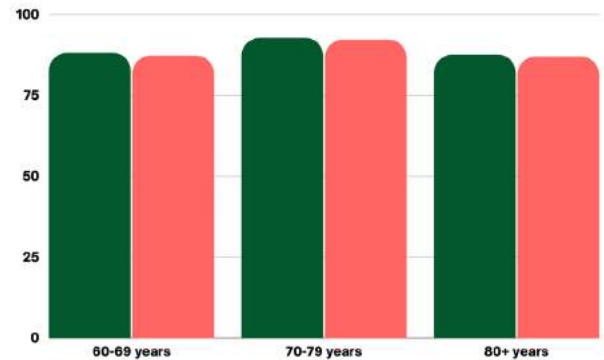
## COVID-19 Contact Investigations completed & Calls Received to COVID-19 Infoline



 Calls received related to COVID-19 made to the COVID-19 Infoline.

 Contact Investigations related to COVID-19.

## % of COVID-19 Vaccinations for 60+ years by January 1st, 2022.



 First dose.

 Completed Primary Series.



GBPH staff travelled to other Public Health units such as Peel, to provide support during the pandemic.



Grey Bruce recorded zero COVID-19 related deaths until the emergence of Omicron.



GBPH assisted in piloting both the provincial contract tracing program, as well as the provincial vaccine booking system.



Grey Bruce did not close a single school due to a COVID-19 outbreak during the pandemic.



Zero Letters of Instruction were sent to Grey Bruce businesses by GBPH during the pandemic.



In 2020/21, only 3 COVID-19 outbreaks were recorded in Long Term Care homes in Grey Bruce.



## Long Term Care.

From March 2020 to Dec 2021 (Before Omicron)

- Grey Bruce has a relatively high number of Long Term Care facilities (19).
- Grey Bruce Public Health imposed as few intrusive restrictions on Long Term Care facilities as possible.
- Except the first outbreak in Grey Bruce, all (8) outbreaks were optimally contained to ensure no transmission to secondary cases.
- All 10 investigations of staff cases were optimally contained to ensure no transmission to secondary cases.
- 18 investigations to prove false positives successful in avoiding unnecessary lockdown of all residents in a long term care for weeks per investigation.
- 0 deaths in Long Term Care facilities.



## Local Schools.

From March 2020 to Dec 2021 (Before Omicron)

- When compared to other parts of the province, Grey Bruce Public Health imposed as few intrusive restrictions on educational institutions as humanly possible.
- 0 schools were directed to close down by Grey Bruce Public Health.
- Only 3 outbreaks with a combined total of 7 cases with transmission that took place within schools.

# Foundational Standards.

The Foundational Standards program was formed in 2021, just as the COVID-19 pandemic was winding down. The program addresses the requirements of the Ontario Public Health Standards, 2018, which focuses on population health assessment, health equity, and effective public health practice. This report will provide information on what the team has been doing since that time.

The Foundational Standards team provide support and leadership across the organization in Evidence

Informed Decision Making, Program Planning, Evaluation, Quality Improvement and Health Equity.

A Public Health Managerial Skills Series was developed and offered in Spring of 2022 to help build capacity of program staff and managers to meet Ontario Public Health Standards Foundational Standards requirements in alignment with our internal organizational goals and evolving strategic direction.

## Population Health Assessment

Population health assessment is integral to public health practice. The population health team consists of two full time health data analysts who provide support to the health unit's programs and help to meet reporting requirements for funded programs.

## Health Equity and Social Determinants of Health

A focus on health equity is important to the delivery of all public health programs and services to support people to reach their full health potential.

Active participation and leadership in community cross-sector partnerships and projects has helped to build community capacity to reduce health inequities and address Social Determinants of Health such as employment, housing, income, and access to health

## Supportive Outreach Service (S.O.S)

A locally driven initiative led by public health in collaboration with health and social support collaborators to reach out for equity deserving populations to provide harm reduction, addiction treatment and supportive basic life needs services (*See Harm Reduction page for more*). Foundational standards team contributed in the planning, evaluation and monitoring of the quality of the program as well as providing advocacy

## Effective Community Engagement

Actively participating in Anti Human Trafficking Local Approach, Poverty Task force and other local community partnerships for equity deserving populations e.g., Indigenous communities, Immigrants, newcomers and refugees.



# Home Takeover Project

Home takeover is a situation that's happening in our communities when a vulnerable homeowner or tenant is forced to accommodate an unwanted guest in their home. The perpetrator could be a relative, friend, or acquaintance of the home's legitimate occupant, who may have initially been invited to stay over – often to fulfil a personal, social, or economic need of the occupant.

The situation becomes a home takeover when the perpetrator refuses to leave and their actions or activities make the occupant feel unsafe, uncomfortable, or threatened in their own home.

Fourteen Grey Bruce community partners came together to form an advisory committee, which includes housing organizations, mental health services, police, fire, and other community organizations.

Since the inception of the Home Takeover Advisory Committee in November 2021, community partners have been working collaboratively to raise awareness of this emerging issue and create important response tools.

The overall goal is to reduce the incidence of home takeovers in Grey-Bruce by building community awareness and using a multi-stakeholder response framework and other resources.

The project was presented as a poster presentation at the Ontario Public Health Convention, where the knowledge, resources, and lessons learnt were shared with other public health units in Ontario. Grey Bruce Public Health's Home Takeover Pilot Project webpage has information and resources on home takeovers as well as project reports, and resources.



## Effective Public Health Practice

Effective public health practice requires boards of health to apply skills in evidence-informed decision-making, research, knowledge exchange, program planning and evaluation, and communication, with a continued focus on quality and transparency.

The team has provided support for orientation of new managers for the Effective Public Health Practice standard and build evaluation capacity with managers and staff through interactive, hands-on, practice in their programs. In 2022, the team completed two full days of Managerial Skills Series Training Sessions and eight Foundational Standards Monthly Sessions with Managers and Staff where they are supported in developing annual service plans.

## Evaluations

In 2022, the program evaluator provided evaluation support to public health unit programs and Corporate Services. This includes the development of over 40 data collection tools (surveys, focus group/interview guides, forms etc.), with data analysis and reporting for 25 of these (data collection ongoing for the remainder); development of over ten evaluation frameworks, consultation, and support for staff. Examples of these are the following initiatives: Vision Screening, School Health Centres, S.O.S., IPAC Hub, and Oral Health.

# Harm Reduction.

Grey Bruce Public Health's Harm Reduction Team, which includes Public Health Nurses and a Program Assistant, supports clients as part of the Needle Syringe Exchange Program, dispenses and provides training on Naloxone, educates and trains community

partners and members on harm reduction, offers connections to local mental health and addiction services, and partners with local Indigenous communities to provide harm reduction services.

## Needle Exchange Program.

Supplying individuals who use drugs with clean needles and supplies is essential to decreasing the risk and spread of infectious diseases from contaminated needles and supplies. It also supports the safe disposal of sharps.

GBPH distributed 136,283 needles and safely disposed of 49,025 returned needles in 2020 and distributed 136,246 needles and safely disposed of 53,421 in 2021. From January to September 2022,

GBPH distributed 101,123 needles and safely disposed of 30,663.

GBPH partners with 21 organizations, including health centres, pharmacies, and community organizations, to provide harm reduction supplies to clients at multiple locations across Grey-Bruce. From November 2021 to December 2022, 3,218 individuals accessed services and safe supplies at partner sites.

## Naloxone Distribution

The distribution of Naloxone kits increased substantially from 2020 to 2021. Nearly 2,375 kits were distributed in 2020, while 3,976 kits were provided in 2021 – a 67.5% increase.

People trained on Naloxone rose by 120% – from 816 individuals in 2020 to 1,804 in 2021.

GBPH has 33 partners distributing and training individuals on Naloxone across Grey-Bruce.

## Opioid Response & Surveillance

In 2022, Public Health focused its efforts on enhancing the Community Opioid Response Plan's real-time early warning system for overdoses. The warning system now includes an additional seven first responder services reporting opioid overdoses to Public Health.

This number is set to grow in 2023. GBPH restarted at the end of 2022 the Opioid Working Group to further enhance the objectives and goals in the Community Opioid Response Plan with local community partners/stakeholders.



# 67.5%

**increase in Naloxone kits distributed in 2021, compared to 2020.**




# 33

**partners training and/or distributing Naloxone.**



# 133,109

**needles safely disposed of from 2020-2022.**



**We successfully restarted the Opioid Working Group at the end of 2022 to further enhance the objectives and goals in the Community Opioid Response Plan.**

## Supportive Outreach Service (S.O.S)

Grey Bruce Public Health, in partnership with Canadian Mental Health Association Grey-Bruce, Grey Bruce Health Services, Grey and Bruce County paramedic services, and other partners, developed the Supportive Outreach Service.

The goal of SOS is to improve the health and social outcomes for Grey-Bruce residents who experience barriers to accessing traditional health and social services. Care is provided through a multidisciplinary team by meeting the client “where they are at” – both in terms of location and their state of readiness.

SOS addresses the inequitable health outcomes related to the social determinants of health (SDoH) by improving access to medical care, social services, and supplies for basic needs.

A framework was developed to guide ongoing evaluation of the SOS initiative through gathering, analysis, and reporting of data to assist in decision-making and ongoing program improvements. GBPH provides frontline services and supplies, such as Naloxone training, harm reduction education and supplies, and immunization.

## Indigenous Partnership

In 2022, GBPH formed a partnership with Chippewas of the Nawash Unceded First Nation and Grey Bruce Health Services that sees Public Health providing sexual health and harm reduction services at Neyaashiiningmiing.

Every other Friday, a nurse from GBPH’s harm reduction or sexual health team, visits the First Nation to provide education, training, testing for STBBI/

STIs, supplies/equipment, and other resources upon request.

GBPH has a similar partnership with Saugeen First Nation, providing sexual health and harm reduction services at Saugeen’s Health Centre. In 2022, GBPH received approval from the Ontario Naloxone Program to allow for all departments at Saugeen First Nation to be trained to distribute naloxone.

# Chronic Disease & Injury Prevention.

Grey Bruce Public Health's Chronic Disease & Injury Prevention (CDIP) team includes Health Promoters, Dietitians, a Tobacco Youth Advisor, Public Health Nurse, and a Program Assistant, all of whom focus

on areas such as injury/fall prevention, nutrition and food systems, substance use, physical activity, mental health, built environment and climate change.

## Pandemic & Partnership

Each CDIP team member worked full-time on the pandemic response throughout much of 2020 and 2021. Staff assisted with COVID-19 communications, the COVID-19 InfoLine, and vaccine clinics.

The team also maintained important collaborative relationships with community partners, such as Community Safety & Well-Being, municipalities, Bruce Grey Poverty Task Force, Community Drug & Alcohol Strategy, Youth Coalitions, and childcare sector. Public Health, in collaboration with the Healthy Communities Partnership, held a virtual Climate Change Conference in October 2020.

Partners again collaborated on the 2022 Healthy Communities Conference, "Fostering Sustainable Communities," which focused on addressing the United Nations' 17 Sustainable Development Goals.

Keynote speaker Leith Deacon from the University of Guelph provided an overview of his research "Disruption and Mental Health," which focused on impacts in rural communities. Georgian College's Centre for Changemaking & Social Innovation was an event partner.

## Healthy Living

A variety of physical activity and healthy eating initiatives were maintained or initiated.

Dietitians responded to nutrition consults, advocated for equitable responses to COVID-19, and supported programs, like the Good Food Box and Student Nutrition Programs. To combat challenges presented by the pandemic, online training sessions were created to meet partners' needs.

Dietitians participated in validity testing for the use of online costing for the provincial Nutritious Food Basket data collection process and the development and piloting of new tools for food affordability monitoring and data analysis. A deputation to West Grey Council resulted in council endorsing the Bruce Grey Food Charter.

A Physical Literacy online workshop, focused on risky PLAY, was offered to 40 Early Childhood Educators. An online version of Physical Literacy in Early Education modules were developed for Georgian College's ECE program.

Four-year Bruce Power funding for the PLAY in Bruce Grey physical activity strategy concluded in 2022. Funds allowed for expanding PLAY, including the purchase of physical activity equipment and facilitation of community events. With a return of children to summer camps, PLAY co-ordinated a camp training day for 50 staff in Grey-Bruce.

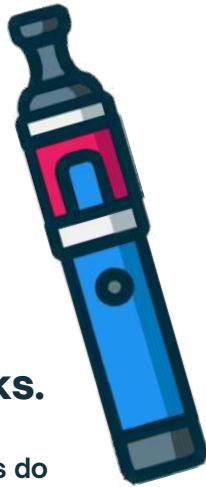




**During the pandemic, CDIP worked to maintain as many important collaborative relationships with community partners as possible.**

**1,463**

**grade 7/8/9 students completed a survey testing their knowledge and beliefs about vaping and its risks.**



**1/4**

One in four believe “Vapes do not contain nicotine.”

**>50%**

Less than half of the surveyed students were aware the fine for smoking or vaping on school property is \$305.00



**Developed online modules for Physical Literacy in Early Education for Georgian College’s ECE program.**

# Combating Youth Vaping

To combat youth vaping, staff attended immunization catch-up clinics for Grade 7-9 students with a vaping trivia challenge. The goal was to increase awareness of vaping, associated commercial tobacco products, and their health risks.

Of the roughly 3,000 students surveyed, 64% incorrectly believed that vaping helps people deal with stress.

# Injury Prevention

The team maintained the Safe Communities Committee, Regional Road Safety working group and the Grey Bruce Fall Prevention & Intervention Program. GBPH provided leadership to the steering and advisory committees of Community Safety and Well-Being Plans.

Staff supported seven healthcare-providing organizations with incorporating Fall Prevention and fall risk assessment tools and organized, with community partners, educational events for Falls Prevention Month 2022.

# Vaccine Preventable Diseases.

Grey Bruce Public Health's Vaccine Preventable Diseases (VPD) team, which includes Public Health Nurses, Registered Practical Nurses, Program Assistants, and delivery drivers, focuses on achieving high vaccination rates to protect everyone, including the most vulnerable, from vaccine-preventable diseases.

The team administers vaccines, organizes community vaccination clinics, partners with organizations to hold supplementary clinics, manages all of the publicly funded vaccine inventory and programs in Grey-Bruce, ensures compliance with vaccine storage and handling guidelines, and tracks and works to improve local vaccination rates.

## The COVID-19 Pandemic

The VPD team was primarily focused in 2020 and 2021 on the COVID-19 pandemic.

Staff administered COVID-19 vaccines at mass immunization and community clinics and has been responsible for ordering, receiving, cold storage maintenance, packing, and co-ordinating deliveries for all of the COVID-19 vaccine inventory in Grey-Bruce.

Since January 2021, VPD staff has organized vaccination events and trained immunizers on Ontario's COVID-19 database, CovaxON. As each new vaccine and eligibility criteria rolled out, the VPD team communicated updates and provided education to local health care providers.

In 2020 and 2021, the VPD team also: administered 3,310 routine, publicly funded vaccines to 1,815 clients at 147 community clinics in Owen Sound and Walkerton; inspected 300 fridges in Grey-Bruce that held publicly funded vaccines; managed, stored, and distributed the area's publicly funded vaccine inventory; distributed more than 30,000 doses of influenza vaccines to local healthcare providers; co-ordinated, in collaboration with Grey-Bruce hospitals, Sick Kids, and London Health Sciences, 49 RSV referrals and administered 163 injections; and investigated all COVID-19 and non-COVID-19 Adverse Events Following Immunization (AEFI) reports for Grey-Bruce residents.



**300**  
**Publicly-funded vaccines held in 300 fridges across Grey Bruce.**

**31K+**

**distributed more than 30,000 doses of influenza vaccines to local healthcare providers.**



# Return of in-school clinics

2022 began with an all-out effort to provide COVID-19 boosters to eligible Grey-Bruce residents. Mass vaccination clinics were held in January. The VPD team held community COVID-19 clinics throughout 2022 and partnered with GO-VAXX to provide supplementary clinics.

In spring 2022, Public Health resumed in-school immunization clinics for routine vaccinations, which had been put on hold since March 2020 due to the pandemic. The team held 135 school immunization clinics in 2022 and administered 13,875 doses of school vaccines.

The team also:

- Administered 1,959 publicly funded, routine immunizations to 1,111 clients at 91 community clinics in Owen Sound and Walkerton;
- Distributed 31,339 doses of influenza vaccines to 173 primary care providers, long-term care/retirement homes, hospitals, and workplaces;
- Held 35 influenza vaccine clinics and provided 567 immunizations;
- Performed cold-chain inspections on 151 fridges and two freezers;
- Investigated 18 reported COVID-19 AEFIs and six non-COVID-19 AEFIs; and
- Co-ordinated 18 RSV referrals and administered 12 injections.



In 2023, the VPD team will continue the work started in 2022 to tackle the backlog of routine immunizations as a result of the pandemic.

By June 30, 2023, Public Health anticipates that all students who missed a school immunization will have had an opportunity to receive the immunization(s) in school. The VPD team is also working with Communications to educate and promote the uptake of routine childhood immunizations and submission of immunization records to Public Health.



# Infectious Diseases.

Grey Bruce Public Health's Infectious Diseases (ID) team, which includes Public Health Nurses, Public Health Inspectors, Registered Practical Nurses, and Program Assistants, conducts investigations and follow-ups related to Diseases of Public Health

Significance, manages outbreaks in and provides support to long-term care homes and other higher-risk settings, inspects personal service settings and food facilities, consults on infection control practices, and operates sexual health clinics.

## COVID-19 Pandemic

Almost all of the ID team's time from 2020 to 2022 was spent on pandemic-related work, including case, contact, and outbreak management.

In the pandemic's early days, case and outbreak management was handled by the ID Team – a core group of nine Public Health Nurses and Inspectors. At the height of the pandemic, the number of GBPH staff working on case, contact, and outbreak management daily in all settings increased to 38, including 10 from the ID team and five employees working a COVID-19 InfoLine. During surges, another 15 staff from other programs were brought in to assist.

As recovery efforts began, COVID-19 and long-term/congregate care teams from ID merged to their current size of 16 PHNs, RPNs, and PHIs with support from three PAs.

GBPH, as part of the few Ontario health units in the provincial working group, was extensively involved in the development, testing, and roll-out of the province-wide program for case and contact management – the Case and Contact Management (CCM) tool. As an early adopter, the health unit was one of the first public health units in Ontario to implement the use of CCM.



# 10

**A small group of 10 staff were able to take responsibility for over 3,000 investigations to diseases of PH significance in 2020-22.**

## Continuity during the Pandemic

Despite managing 227 COVID-19 outbreaks from 2020 to 2022, the ID Team ensured the continuity of other key programs and services.

Staff engaged in more than 3,000 investigations related to Diseases of Public Health Significance from 2020-22, including confirmed cases, query cases, and routine follow-ups of existing cases and contacts. This included investigations of emergent diseases, like Mpox, and avian influenza.

The team managed 111 confirmed outbreaks of other agents, such as influenza and norovirus, in institutions and higher-risk settings. It offered education and support to these facilities, both COVID-related and not.

Public Health Inspectors continued to conduct the highest-risk inspections during the pandemic, ensuring food facilities at childcare centres and retirement/long-term care homes were inspected at least twice annually.

They conducted more than 400 inspections of Personal Service Settings from 2020-22, focusing on the highest-risk settings that offer invasive services like tattooing and body piercing. The team regularly communicated with all types of facilities, consulting on infection control practices and re-opening measures.

***On behalf of the Board of Bruce Grey Child & Family Services to express our appreciation for the excellent work of your staff especially during the pandemic . . . We feel very fortunate to have the service and support that your organization offers. Please share our appreciation with your staff. They have contributed enormously to the health of our community."***

**Christine John,**  
Chair, Bruce Grey Child and Family Services  
Board of Directors

# Sexual Health Clinics

Grey Bruce Public Health had to close its sexual health clinic early in the pandemic as staff was redeployed. The clinic re-opened in July.

Since then, the team has seen clients at 189 appointments, providing testing and treatment for sexually transmitted infections, counselling on safe sex and contraceptive options, and low-cost birth control for those without coverage. The Owen Sound clinic is open one day a week.

In September, GBPH began offering these services in Wiarton twice monthly.

The team participated in seven educational outreach events, including at two local Pride parades, Georgian College Frosh Week, and Music in the Fields. Staff offered on-site education on healthy relationships and sex for Neyashashinihiing youth and young adults with Community Living Owen Sound.

About 1,300 free condoms and 430 free pregnancy tests were distributed to partners in health and social services.



## 3K+

Engaged in over 3,000 investigations related to diseases of PH Significance from 2020-2022.



## 400+

Performed over 400 inspections of Personal Service Settings from 2020-2022, focusing on high-risk invasive services like tattoos and piercings.



## 111

Managed 111 confirmed outbreaks of other agents like influenza and norovirus in institutions and high-risk settings from 2020-2022.



# Environmental Health.

Grey Bruce Public Health's Environmental Health team, which includes Public Health Inspectors, Tobacco Education & Enforcement Officers, and Program Assistants, conducts inspections and other duties related to Public Health's food safety, recreational and drinking water safety, and tobacco programs.

It investigates animal exposure incidents – part of GBPH's rabies program – responds to indoor air quality complaints, works with stakeholders on climate change adaptation strategies, and oversees the vector-borne diseases program.

## Pandemic Response

The Environmental Health team's work changed abruptly in March 2020 due to the pandemic.

Team members pivoted from their normal assignments to play central roles in the pandemic response, while ensuring traditional Environmental Health work deemed most critical continued.

Pandemic-related work included consulting with businesses, municipalities, and partners about Public Health measures and changing provincial legislation, supporting partners and municipalities with their emergency responses, staffing the COVID-19 InfoLine – at its peak one-quarter of the Environmental Health team was seconded to this work daily – and responding to compliance-related complaints. Staff was also redeployed to assist other teams, with case management and mass immunization clinics. At its peak in 2021, about half of the Environmental Health team was assisting the clinics.

The pandemic's arrival prompted the team to transition to its Continuity of Operations (COOP) roles, enabling them to quickly identify areas that were most critical to maintain.

For Environmental Health, investigations into potential rabies exposures, adverse water quality notifications, and potential high-risk health hazards, along with highest-risk inspections, continued. COOP activities were later modified to recognize the impact of an extended period of reduced service.

Some additional high-risk inspections were added, along with migrant worker inspections aimed at reducing the risk of COVID-19 and supporting local growers. Summer student activities in the recreational water and vector-borne diseases programs also continued, along with inspections, investigations, and complaint activities by the Tobacco/E-Cigarette team.

By the second quarter of 2022, the team's support of vaccine clinics had ended and support of the COVID-19 InfoLine was approaching pre-pandemic levels. While planning for recovery, routine Environmental Health work was increased beyond the modified COOP levels. The team reinforced its educational approach to assist business to achieve their pre-pandemic level of compliance with legislative requirements.

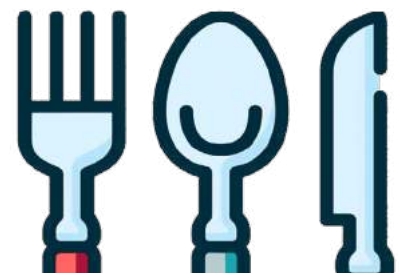
**The Environmental Health team responded to 100% of all animal exposure investigations from 2020-2022:**



**520 2020**  
**514 2021**  
**568 2022**

**High-risk food inspections:**

**294 2020**  
**220 2021**  
**436 2022**





# Inspections & Investigations

The difference between activities identified by the COOP process and those that weren't is best shown by the data.

GBPH responded to 100% of adverse water quality incidents during the pandemic. There were 92 incidents in 2020, 113 in 2021, and 91 in 2022. The team completed 100% of its animal exposure investigations, with 520 finalized in 2020, 514 in 2021, and 568 in 2022.

Other priority work was carried out in a modified COOP process to ensure basic coverage while some Environmental Health staff were redeployed to assist with the pandemic response.

In 2019, Grey-Bruce had 123 pools and 45 spas that would typically be inspected once every three months while open.

***“GBPH responded to 100% of adverse water quality incidents during the pandemic.”***

During the pandemic, Public Health transitioned to inspecting open pools and spas a minimum of once annually. Just over 100 pools and 39 spas were open and inspected in 2020, 86 pools and 33 spas were inspected in 2021, and 212 pool and 138 spa inspections were completed in 2022.

Food inspections were reduced to those identified as urgent or high-risk. The team carried out 294 high-risk inspections in 2020, 220 in 2021, and 436 in 2022.

It completed 442 inspections in 2020 at premises considered moderate-risk, along with 348 in 2021, and 682 in 2022.

Public Health paused its in-person food handler training in 2020 and 2021 due to the pandemic. Online services continued and in-person training resumed in late 2022.

# Healthy Babies Healthy Children.

Grey Bruce Public Health's Healthy Babies, Healthy Children (HBHC) program, which includes Public Health Nurses, Parent Support Workers, and a Program Assistant, utilizes universal screening with targeted assessments and interventions, provided in the home, for families and children from the prenatal

period until their transition to school. Staff works with families on mutually established goals, related to child development, food and housing security, healthy nutrition, positive parenting, and more. Staff acts as case managers and supports referrals and service co-ordination with community partners.

## Pivoting during the Pandemic

From 2020 to 2022, HBHC staff continued providing programming to Grey-Bruce families. The team was one of the very few HBHC programs in Ontario that continued throughout the pandemic.

The team pivoted to virtual services when needed and returned to in-home visiting as soon as possible. Staff supported families at very vulnerable stages during the pandemic and provided services when other programs weren't running.

Using a blended home-visiting team model, HBHC Public Health Nurse and Parent Support Worker teams use a series of formal assessments and

targeted interventions to support families to achieve various client-centred goals. HBHC team members are specially trained to use Parent-Child Interaction (PCI) Scales, a reliable and valid means of observing and assessing caregiver-child interactions to assess strengths and difficulties.

These tools support the basis for the targeted interventions provided in the home that enhance the parent-child relationship. The team supported 1,240 families in 2020, 1,236 in 2021, and 967 in 2022. Staff had 11,225 interactions with families in 2020, 8,756 in 2021, and 8,689 in 2022.

## Strategies to Increase Referrals

From 2020 to 2022, the HBHC team implemented a strategy of enhanced communication with local healthcare providers with a focus on increasing referrals.

A new referral form was rolled out and the HBHC website was updated to include self-referral options. The team has continued its strong partnerships with local delivering hospitals and to support shared clients by establishing protocols, including data management, referrals, and client management.

The HBHC team established a formal partnership and Memorandum of Understanding with the local

Children's Treatment Centre to become a formal partner within the Smart Start Hub, a provincial initiative that aims to streamline referral processes within the children's services sector. This partnership is projected to increase referrals to the HBHC program.

HBHC staff participated in ongoing education in areas such as parent-child attachment, motivational interviewing, smoking cessation, breastfeeding, culturally aware service provision and trauma-informed care.



# Healthy Growth & Development

The Healthy Growth and Development Program builds relationships with community partners in the children's services sector and works to enhance the developmental potential of children.

The program supports Grey-Bruce at a population level, with a focus on prenatal health, general parenting information, breastfeeding, and healthy childhood development.

During the pandemic, staff maintained a free online prenatal program – Yomingo – which allowed expectant parents to access a safe prenatal class alternative. The program supported 637 learners from 2020 to 2022.

The Let's Grow e-newsletter provides timely parenting information from birth to school age. It received a major update in 2022 and will be re-released in 2023.

**Pivoted to virtual services when needed to support families at very vulnerable stages during the pandemic, and provided services when other programs weren't running.**



**Staff maintained a free online prenatal program – Yomingo – during the pandemic for clients to access.**



**HBHC established a formal partnership and Memorandum of Understanding with the local Children's Treatment Centre to become a formal partner within the provincial Smart Start Hub.**



# Oral Health.

Grey Bruce Public Health's Oral Health team, which includes Dental Hygienists and Dental Health Educators, conducts dental screenings at all Grey Bruce elementary schools. It operates dental clinics in Owen Sound, Markdale, and Walkerton for children

enrolled in the Healthy Smiles Ontario Program, children from Saugeen First Nation and the Chippewas of Nawash Unceded First Nation enrolled in the Children's Oral Health Initiative, and seniors aged 65+ enrolled in the Ontario Seniors Dental Care Program.

## Navigating the Pandemic

Best efforts were made during the COVID-19 pandemic to maintain a full complement of dental health services.

Provincial lockdowns, staff secondments, and clinic renovations made this challenging at times. As a result, a growing wait list was witnessed and strategic partnerships were implemented. To address the wait list, GBPH partnered with four

local private practice providers and four denturists. This allowed clients to receive more timely treatment, closer to home, and Public Health dentists to focus on more urgent cases.

Nearly 170 seniors were referred to private practice after the partnerships were finalized in late summer 2022, reducing the wait list by about 50%.



# Clinic Services

In 2022, 1,377 Grey-Bruce children were enrolled in Healthy Smiles Ontario, which provides free check-ups, preventive care, and dental treatments to eligible individuals aged 17 and under.

As part of the Ontario Seniors Dental Care Program, 369 new patient examinations and 1,644 appointments were completed from 2020 to 2022. About 155 seniors received partial or complete dentures under the program, which provides free, routine dental services for eligible seniors. GBPH received provincial funding in 2020 to upgrade its Markdale and Owen Sound clinics. Additional operatories and new reprocessing rooms were created and accessibility was improved.

GBPH received a grant in 2022 to transition its mobile Walkerton clinic to a permanent two-operator location. The project is expected to wrap up in 2024.



## Dental Screenings

Grey-Bruce was the only Ontario public health unit to complete 100% of its in-school dental screenings in 2021-22. The team visited 78 local schools in the 2021-22 year and provided dental screenings to about 7,000 students.

Knowing the effects of the pandemic on oral health, GBPH's Oral Health team decided to treat all schools as high-risk, which meant increasing the number of dental screenings involving children in junior and senior kindergarten and grades 2, 4, and 7. Dental staff distributed 7,000 packages of gum to promote Healthy Smiles Ontario.

In-school dental screenings indicate the need for dental care and provide an opportunity for families who cannot afford dental care to access Healthy Smiles Ontario.

## COHI

The Children's Oral Health Initiative (COHI), a national initiative, was introduced to improve oral health for First Nations children living on-reserve.

A GBPH dental hygienist and dental health educator provide dental screening and preventive services on permanent molars for children at Saugeen First Nation and Neyaashiinigmiing.

In 2020, 109 children up to age seven were screened and provided with preventive services. In 2022, 27 screenings and 41 fluoride varnish applications were completed for COHI clients. Public Health's Indigenous partners paused the program in 2021 due to the pandemic.

**GBPH was the only Ontario public health unit to complete 100% of its in-school dental screenings in 2021-22.**

**100%**



**7K**

**The Oral Health team provided screenings to over 7,000 students in 2021-22.**



**1,377**

**Local children under 17 enrolled in Healthy Smiles Ontario in 2022.**

# School Health.

Grey Bruce Public Health's School Health Team, which is made up of Public Health Nurses, uses a comprehensive health promotion approach to engage with school boards, schools, teachers, students, and parents to provide programs and resources that support overall student well-being.

School Health Team (SHT) nurses support Grey-Bruce schools by providing curriculum support and resources. The team works with school boards and schools to influence the development and implementation of health-related policies and supportive environments.

## Addressing Public Health issues in school

Over the past three years, the SHT met regularly with school superintendents to discuss strategies to meet the goals and objectives related to supporting overall student well-being.

During this period, the SHT also conducted a survey of school principals (as key informants) to identify

the pressing public health issues within the school community. The results of the survey were very helpful to the team in developing relevant programs and services for the school community. Some of the programs delivered within the schools include Student Health Centres and a vision screening program.

## Vision Screening Program

The School Health Team, in partnership with District A-9 of Lions Club International, began in 2022-23 offering free, in-school vision screenings for senior kindergarten students in Grey-Bruce.

This program is very important in identifying vision impairments in early childhood as these may go undetected due to a child's inability to recognize and/or complain about visual deficits.

The vision screening, which takes approximately 10 to 15 minutes per child, involves the use of three tools to identify some of the most common vision disorders. These tools are the HOTV visual acuity chart with

crowding bars; Randot Preschool Stereotest; and Autorefractor.

It is instructive to note that this vision screening is not a replacement for a comprehensive eye exam by an optometrist.

As of mid-January, students had been screened in 11 local schools. About 85% of the 332 eligible students were screened. Of those, about 40% were identified to have some form of visual disorder. The team plans to begin screenings in Bluewater District School Board schools this spring.



**85%**  
of eligible students in  
11 Grey Bruce schools  
had their vision  
screened in 2022.



**The SHT interviewed and surveyed Principals in Grey Bruce as key informants to help identify pressing public health issues in local schools.**

# Student Health Centres

With the support of local school boards, Student Health Centres were launched in 2022 in all secondary schools in Grey-Bruce.

The Student Health Centres, which are open to youth in grades 9 to 12, aim to increase youth access to health education and health services. Public Health anticipates that this increased access will lead to better health outcomes, and ultimately contribute to a healthier and better-educated youth.

The services provided at these centres are categorized into three main categories: Health Education; Harm Reduction; and Health System Navigation/Referrals.



## Principals Survey Results

A survey of 32 elementary and secondary school principals was conducted in June of 2021 to find out about their perception of student health needs and school health programming priorities.

The survey found students' mental health to be a major priority issue for all participating school principals - many reiterated the importance of continuing to have school PHNs present in their schools. Information from this survey was used in School Health program planning for 2022/23.

  
Grey Bruce  
Public Health

# STUDENT HEALTH CENTRE

## BOOK AN APPOINTMENT!

-  [schools@publichealthgreybruce.on.ca](mailto:schools@publichealthgreybruce.on.ca)
-  **519 376-9420 / 800-263-3456 x 3110**
-  **TEXT: 519 375-2006**



-  **Health promotion & education**
-  **Healthy lifestyles**
-  **Healthy relationships**
-  **Tobacco & vaping support**
-  **Harm reduction education & supplies**

 [publichealthgreybruce.on.ca](http://publichealthgreybruce.on.ca)

# Communications.

When the global COVID-19 pandemic pushed GreyBruce into uncharted, unpredictable waters, residents turned to Grey Bruce Public Health like never before for guidance, advice, updates, and information to help them navigate the situation. Maintaining a co-ordinated, continual, and proactive stream of communication throughout the pandemic became critically important and Grey Bruce Public Health rose to the challenge.

Public Health's website and social media channels became go-to sources of information on the pandemic and residents and business owners listened to telephone/virtual town halls, watched live-streamed Facebook and YouTube videos, read newspaper articles, and listened to radio stations for the latest updates from Grey-Bruce Medical Officer of Health Dr. Ian Arra and Public Health staff.

Public Health issued its first coronavirus-related media release on Jan. 28, 2020, just three days after Canada and Ontario recorded their first cases of COVID-19.

Dr. Arra began providing public updates on COVID-19 before the virus was declared a pandemic by the World Health Organization and provided Grey County council with a pandemic planning and coronavirus update on Feb. 13, 2020.

By mid-March 2020, Grey Bruce Public Health had assembled a Communications Team of GBPH staff to plan, create, and distribute pandemic-related resources, letters, media releases, social media posts, and other forms of communication to groups, stakeholders, and the general public.

Later in the pandemic, Public Health would partner with Bruce Power, along with NPX Innovation, to launch a Grey Bruce COVID-19 Vaccine App, a free resource with links to help people book a vaccine appointment and an interactive map showing the location of clinics. Public Health also worked with Bruce Power to hold virtual town halls and create an online COVID-19 dashboard.



## 325+

**Responded to over 325 media inquiries in year one of the pandemic.**



**With Bruce Power, created a COVID-19 Dashboard to keep the public up-to-date with local information.**



## 727

**Distributed 727 daily Situation Reports to the media from 2020-2022**



## 1.79

**Average # of social media posts published per day from 2020-2022.**

Grey Bruce Public Health's Communications Team responded to more than 325 media inquiries related to COVID-19 in the first year of the pandemic. Dr. Arra conducted one-on-one interviews as a result of many of those inquiries. Communications issued 102 pandemic-related media releases in 2020. That number more than doubled to 215 in 2021.

The Communications Team also crafted more than 120 guidance documents and posted on social media each day of the pandemic. Infographics, original videos, and other graphic elements were created for many of the posts; 749 in 2020, 796 in 2021, and 416 times in 2022. A Grey Bruce Public Health Instagram page was also launched during the pandemic.

Public Health's Communications Team also issued 727 daily Situation Reports to the media from March 18, 2020, to March 14, 2022.

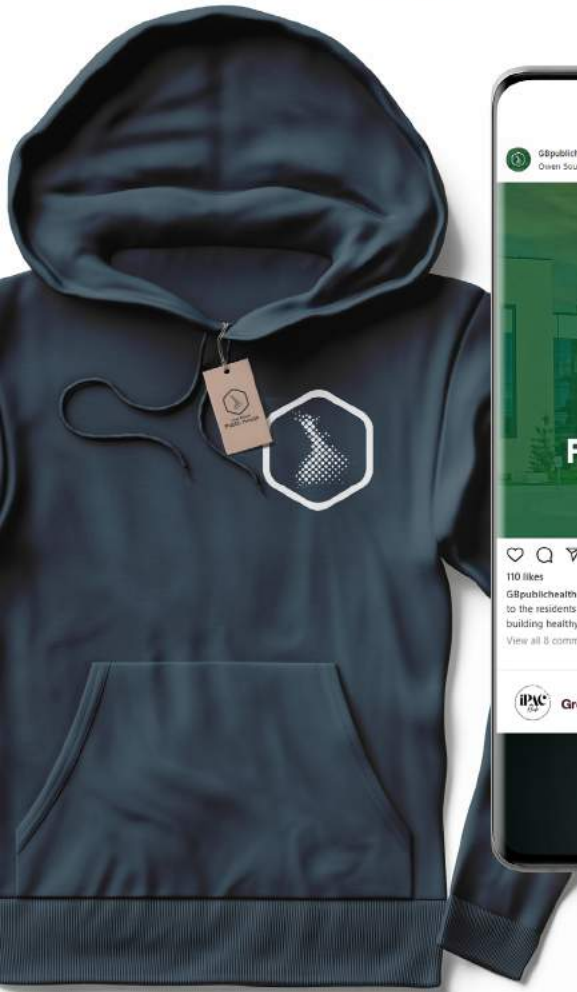
The reports contained case count data, active outbreak information, and vaccine coverage data. An online dashboard with similar information continues to be updated on Public Health's website.

In 2020 and 2021, Grey-Bruce Medical Officer of Health Dr. Ian Arra held or participated in 30 community updates, virtual town halls, public information sessions, roundtable discussions, and Facebook Live events on COVID-19 and the status of the pandemic. This included a dozen virtual events hosted by Bruce Power.

Public Health's Communications Team  
In 2022, GBPH also undertook a successful re-branding initiative to help build the Health Unit's public-facing brand, and to modernize its communications into a province-leading resource for Public Health-based innovation, creativity, marketing, and knowledge translation.



# Grey Bruce Public Health

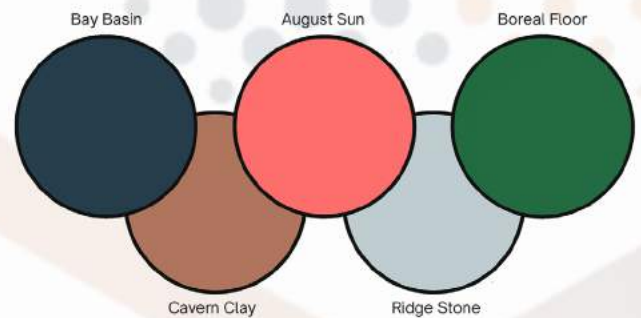


- Name change to **Grey Bruce Public Health**. The name update reflects what we're best known as; "Public Health" and allows us to further differentiate from Grey Bruce Health Services. This way, a Google search for public health brings us up first.

- The main logo element is an artistic rendition of the Grey Bruce region, encompassing Grey County and Bruce County.

- The hexagon shape represents has been an expression of energetic charges throughout history and represents the balance of nature.

- 6-pointed shapes have been used in symbology dating back centuries and have represented changes for the long-term good, controlled crisis, and potential for humans to unite and heal. Public health as a practice, therefore, holds a goal to change the way the public looks at health and life, and to promote long-term health.



# Human Resources & Privacy.

Grey Bruce Public Health's Human Resources Department has remained busy throughout the COVID-19 pandemic, with recruiting, onboarding, and providing orientation for new staff, updating job descriptions, developing and updating policies, procedures, and processes, organizing HR-related

events, assisting with pandemic-related tasks, overseeing training, and more.

In addition, the HR team includes a privacy advisor who handles Freedom of Information (FOI) requests on behalf of the organization.



HR also organizes employee education events for Earth Day, Bell Let's Talk Day, Kindness Day, the National Day for Truth & Reconciliation, as well as mental health awareness and mindfulness.

The HR team held employee recognition events as well, along with a retirement/recognition day for staff, all-staff barbecues, and holiday celebratory events to celebrate the season.

Grey Bruce Public Health hired 125 staff from 2020 to 2022. Human Resources oversaw the recruitment of all hires which included additional employees to assist with the pandemic response, developed a recruitment tracking system, led new hire orientation, and revised Public Health's probationary process.

New positions were created each year from 2020 to 2022, including infection control professional, strategic projects manager, and senior manager positions. Additional Public Health Nurses, data analysts, executive assistants, and program assistants have also been retained. Human Resources also organized Public Health-wide training for staff, which included CPR and first aid recertification, health and safety training, privacy breach training, yearly policy reviews, new hire training modules, and more.

During the pandemic, HR implemented volunteer training software and co-ordinated and led the volunteer process for COVID-19 mass immunization clinics; assisted with COVID-19 requirements, as needed, such as those related to staff vaccination and building requirements, with the help of facility maintenance; and helped to develop a Remote Work/Work From Home Policy for GBPH staff.

From 2020 to 2022, Human Resources also:

- Updated and implemented performance development plans for staff and developed a performance development form/process;
- Delivered Management Training Modules;
- Worked with Grey Bruce Public Health's Finance Team to implement a Workforce time-tracking system;
- Maintained GBPH's Workplace Wellness Committee and ensured initiatives continued throughout the pandemic; and
- Supported the ratification of the Ontario Nurses' Association Collective Agreement by the Board of Health.

On the Privacy side, Grey Bruce Public Health completed four FOI requests in 2020, six in 2021, and eight in 2022. The privacy department had a 100% response rate for FOI requests in 2022 with no requests being denied, abandoned, or withdrawn.

The most common FOI request department is the environmental health team. The largest request resulted in the delivery of more than 1,100 documents. In addition, all Managers completed Privacy Training in May 2021 through the manager training series.



# Information Technology.

Grey Bruce Public Health's Information Technology and Facilities (IT) teams, which include computer systems technicians and maintenance custodians,

look after all of the hardware, software, telephone, technological, security, maintenance, building, and property needs of the organization.

## Pandemic Support

The IT and Facilities teams worked in-office throughout the pandemic, supporting projects related to the public health emergency, while carrying out their usual day-to-day duties.

The teams assisted with setting up COVID-19 mass immunization "Hockey Hubs" in Grey Bruce. IT designed fully redundant setups, with Internet access and tablets, to ensure Public Health could run up to 10-hour mass vaccination clinics without electricity.

The team also provided ergonomic solutions for staff

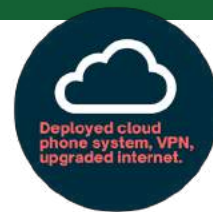
at the Hubs and carts that were used for IT equipment.

IT staff attended every vaccine clinic to provide equipment and support. They also expanded their work hours and on call to ensure an IT member was available whenever staff was working.

The team created and supported an app used by Public Health staff for daily COVID-19 screenings and implemented a COVID-19 Vaccine Clinic Scheduler, which allowed patient information to be preloaded into the Covax system prior to clinics.



**https://**  
**Website Development.**



- Implemented a system that allowed volunteers and staff to self-schedule to assist at vaccine clinics;
- Updated the Public Health website with a new pandemic-related landing page and redirects to COVID-19 information;
- Piloted a case and contact management system and created a COVID-19 telephone log application;
- Developed separate custom apps for tracking time staff spent on pandemic-related tasks, tracking cases, contact information, and other COVID-related information, tracking COVID-related calls from schools, and tracking vaccine inventory and wastage;
- Piloted for the Ministry of Health with testing and deploying scanners to automate the reading of health card numbers and speed up the check-in and dose administration process for large-scale clinics.

The team installed monitoring equipment and probes for new freezers that stored COVID-19 vaccines, developed and deployed a new cloud phone system for GBPH, added a call centre to Public Health's phone system to enable custom queues, deployed cell phones to all staff as well as Video Conferencing and a virtual private network (VPN), upgraded Internet many times to meet emerging needs, redesigned Public Health's website to make it mobile-friendly, and upgraded GBPH's firewall, security cameras, and other systems.

During this time, IT saw a 40% increase in the number of tickets submitted by staff for support.

## Facilities & Maintenance.

Upgrades, upkeep, and other work has also been completed on the Public Health building over the past three years.

The work has included replacing exterior windows, installing barriers for staff cubicles and directional signage and tape to ensure social distancing, creating new storage options, installing a security gate for the vaccine room, implementing security upgrades due to

the pandemic, and addressing issues with the building, systems, and property. They also managed the install of two new freezers for COVID-19 vaccines.

The team also cleaned up after a flood in one of the clinic rooms, wrapped, labeled, and sent supplies to Chapman's Ice Cream, and completed extra cleaning, including high-touch areas, every day of the pandemic.

# Finance.

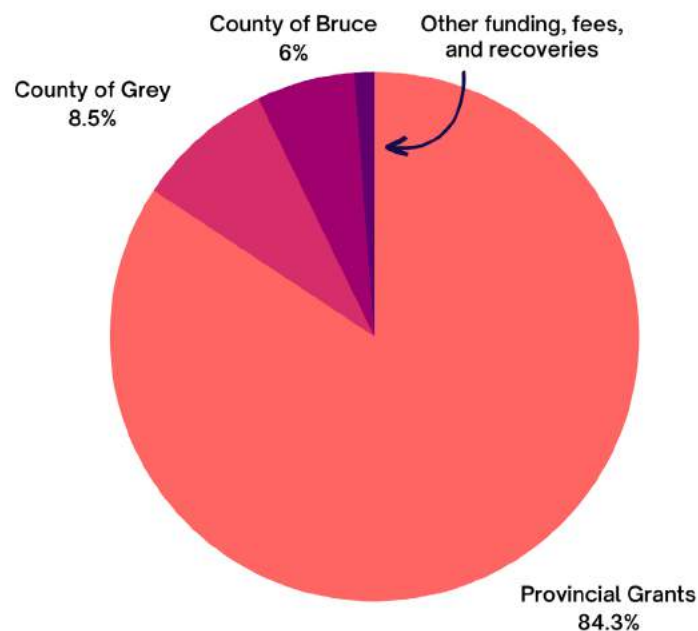


## Breakdown of actual funding for 2021:

GREY BRUCE PUBLIC HEALTH

Cost-Shared General Programs and Services	\$ 7,438,248
COVID-19 and COVID-19 Vaccine	\$ 9,107,015
100% Provincially Funded Programs	\$ 1,728,554
One time funding	\$ 1,272,251
Other Programs and Expenditures	\$ 50,177
<b>TOTAL:</b>	<b>\$ 19,596,245</b>
	<b>+ \$ 195,065</b>

## Public Health program revenues:





## Breakdown of actual funding for 2022:

GREY BRUCE PUBLIC HEALTH

Cost-Shared General Programs and Services	\$ 11,137,489
COVID-19 and COVID-19 Vaccine	\$ 2,680,721
100% Provincially Funded Programs	\$ 2,253,946
One time funding	\$ 1,533,120
Other Programs and Expenditures	\$ 109,029
<b>TOTAL:</b>	<b>\$ 17,714,304</b>
	<b>+ \$ 337,838</b>

## Public Health program revenues:

