



PROTECTING OUR COMMUNITY'S HEALTH

Ottawa Public Health's 2019-2022
Strategy: 2022 Quarter 1 Progress Update



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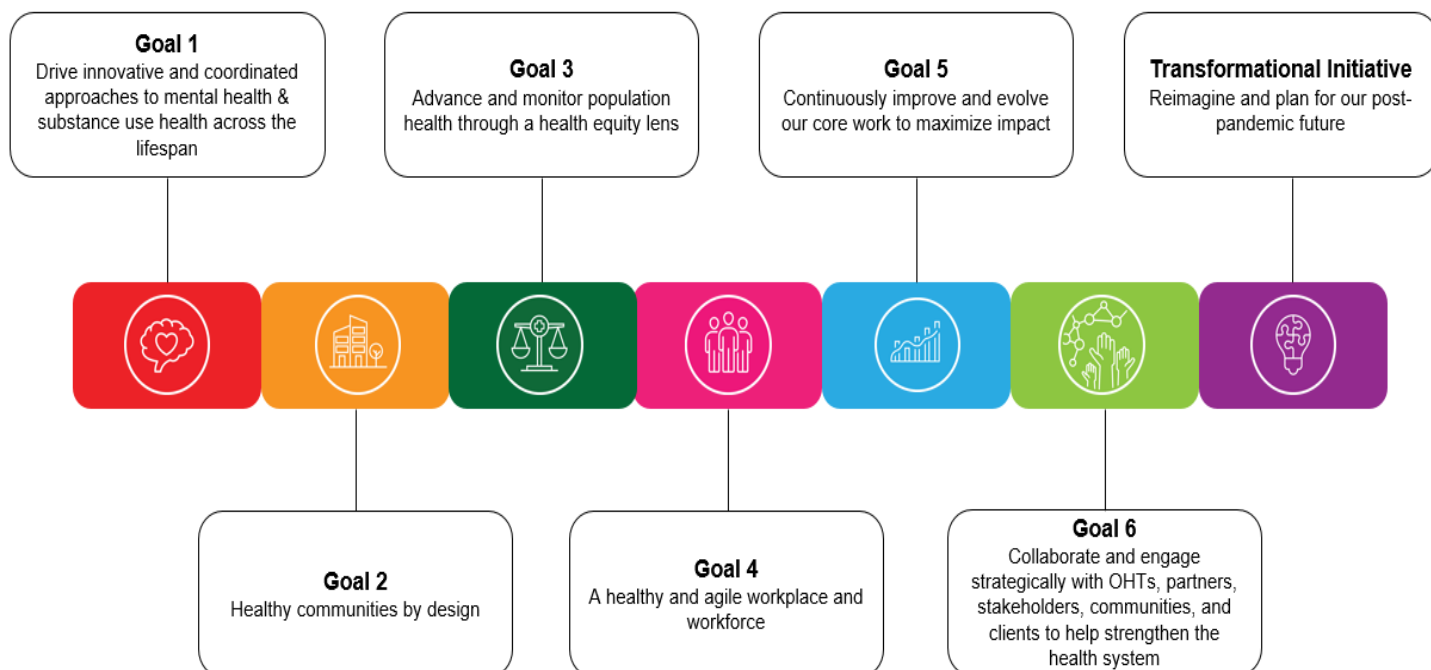
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2022 Strategic Goals and Transformational Initiative





Goal 1 – Drive innovative approaches to mental health and substance use health across the lifespan – Status, Highlights and Achievements

Quarterly Status

Q1 2022

Q2 2022

Q3 2022

Q4 2022

Highlights

Mental Health Literacy and Stigma Reduction

- Advancing progress on reducing stigma by offering trainings and building internal and external capacity on person-first language, resilience, positive coping strategies, and community resources, reaching 523 participants.

Foster Resilient Communities

- Advancing mental health promotion through training to newcomers and racialized communities including participation in the Wellness Week for Newcomers event and the Ottawa Black History Month panel, reaching 419 participants.
- Expanding on the support of psychologically healthy and safe workplaces in Ottawa through the launch and promotion of the Working Towards Recovery: Workplace Health and Wellness Guide and providing trainings on the mentally healthy workplaces, reaching 826 participants.
- Implementing *Neighborhood Wellness Hubs*, in partnership with [the City of Ottawa's Community and Social Services Department](#), [Upstream Ottawa](#), [AccessMHA](#), [Counselling Connect](#) and [1Call1Click](#), to reduce stigma and barriers to accessing mental health and substance use health support and services. The Hub services are provided by culturally diverse public health staff. Residents are able to access strategies, tips and resources on wellness, support with booking short-term counseling, system navigation of mental health and substance use health counselling and programs, and access to social services.



Healthy Growth and Development Goal 1 contribution

- Supporting the health and well-being of new families through the Healthy Growth and Development (HGD) program. HGD completed 1,788 postpartum screens in Q1, representing roughly 89% of Ottawa births. Of those screened, approximately 20% of parents identified with a current or history of mental

health illness. We were able to screen 27% of the clients we spoke to (first contact) for Post-Partum Mood Disorder (PPMD) using the Edinburgh Postnatal Depression Scale (EPDS) or the EPDS-3.

- Advancing the knowledge to support people experiencing perinatal loss with approximately 95% of HGD Public Health Nurses completing a one-day training on perinatal loss offered by the Champlain Maternal Newborn Regional Program (CMNRP).

Suicide Prevention and Life Promotion

- Building the capacity of City of Ottawa elected officials to respond to community needs through de-escalation trainings, reaching a total of 42 participants.
- Advancing suicide prevention through connecting 36 intermediaries to local community service provider resources and online suicide prevention training (Living Works Start program) including Ottawa Carleton District School Board employees.
- Advancing community conversations, in partnership with Suicide Prevention Ottawa (SPO), on the possibility of initiating the Skills for Safer Living program in Ottawa. This program is designed to assist those most at risk of suicide.
- Aiding youth with previous suicide attempts through the launch of a youth nominated peer support program offered by Parents Lifeline of Eastern Ontario and SPO.

Substance Use Health Stigma Awareness

- Utilized social media channels to address Substance Use Health stigma by promoting “Beyond Stigma” video in collaboration with the Drug Users Advocacy League (DUAL).
- Advancing work on reducing substance use health stigma through the launch of the webpage - have THAT talk About Substance Use Health - Ottawa Public Health.
- Encouraging and supporting non-stigmatizing conversations through the development of the ‘Tips for Talking to Someone About Their Substance Use’ sheet in collaboration with Families for Addiction Recovery (FAR).
- Continuing to add OPH’s voice to community conversations about reducing substance use health stigma by OPH’s MOH presenting at the Community Addictions Peer Support Association’s (CAPSA) ‘Substance Use Health: The Doorways to Stigma Free Health Outcomes’ event in March and connecting CAPSA with Project STEP, a youth targeted substance use initiative, to present on stigma.
- Encouraging lower risk cannabis and alcohol use through the creation and promotion of resources and messaging on health effects and tips about how to make informed decisions. For example, one alcohol message shared this quarter reached a total of 32,838 on twitter and the other reached 16,941 on Facebook, far exceeding the average reach of OPH social media posts.
- Promoting the substance use health of the community through workshops on the spectrum of substance use and how to identify and respond to an overdose - including naloxone training, reaching 86 participants.

Overdose Prevention and Harm Reduction

- Continuing to advance solutions to the overdose crisis in collaboration with the ‘Getting to Tomorrow’ national public health initiative. This working group, with local and national partners including OPH, has been reestablished following the disruption of the Omicron wave and is finalizing the report and action items from the community event held in 2021.
- Evaluating actions to address the toxic unregulated drug supply through the safer supply pilot program in collaboration with Safer Supply Ottawa partners. The latest advancement of this pilot project includes the establishment of a working group to start the development of a Safer Supply guidance document and toolkit as well as a new partnership with the University of Ottawa to expand qualitative evaluation efforts. OPH is also collaborating on an application for funding for a new safer supply stimulant grant with The

Ottawa Hospital (TOH) Research Institute that includes research involving a literature review and looking at best practices, implementation, and evaluation.

- Improving substance use supports and infectious disease services for Ottawa residents who are experiencing barriers accessing services, including those experiencing homelessness or unstable housing, by collaborating with Recovery Care and Ottawa Inner City Health on the development of the Ottawa Mobile Unit, set to launch in Q2 2022.
- Advancing work, in collaboration with local pharmacies, to prevent and respond to overdoses in the construction industry through naloxone training and kit distribution reaching 50 participants, including workplace health and safety representatives.

Supporting the Community to Address Continued and Emerging Issues

- Advancing the strategy to support a new or enhanced mental health and substance use health crisis response system as a member of the Guiding Council. The Guiding Council has established their strategy and structure to be able to move this work forward into 2022.
- Expanding on the development of the substance use health and mental health community dashboard through consultations with diverse community stakeholders.
- Enriching substance use health services in hospital settings through internal and external collaboration. The Harm Reduction and Substance Use Health groups collaborated with the Public Health Medicine Unit to develop an evidence brief highlighting existing and emerging practices to promote substance use health in hospital settings to be shared with local hospitals. Additionally, OPH participated in an internal and external review of substance use services in TOH to further support the advancement of this work.

Challenges

- The Omicron wave impacted our capacity to address mental health and substance use health challenges both internally within OPH, and externally with partners.
- The Omicron wave delayed the development of the internal OPH naloxone training Policy & Procedure.
- The naloxone distribution program with Ottawa Police Services was delayed due to the unlawful protests occurring in downtown Ottawa in January and February 2022.



Goal 2 Healthy communities by design - Status, Highlights and Achievements

Quarterly Status

Q1 2022

Q2 2022

Q3 2022

Q4 2022

Highlights

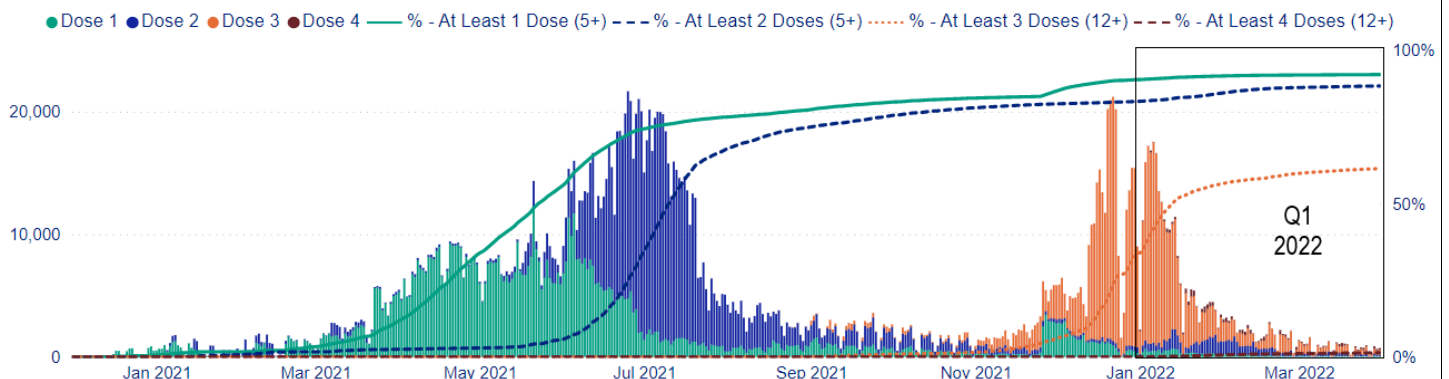
COVID-19 Response

With the emergence of the Omicron variant, cases quickly surged to the highest levels seen throughout the pandemic with a peak at the beginning of January 2022. As cases, hospitalizations, and wastewater signal decreased, the province began to relax and remove public health measures. On February 17th, the Province increased social gathering and capacity limits and by March 1st, all remaining capacity limits and proof-of-vaccination requirements were removed.

OPH continued to ensure Ottawa residents had accurate and timely information to make informed decisions. This included communication through various channels to encourage eligible individuals to get their booster doses, including media releases, earned media interviews, and social media campaigns. OPH also launched campaigns to promote vaccination among 5–11-year-olds, including a Vaccine Superhero campaign and an online Q&A series with a Public Health Nurse. In addition, OPH worked closely with the healthcare sector and community-based partners to ensure consistent and accurate messaging about third doses, eligibility, and clinics. To respond to the relaxation of provincial public health measures, Ottawa Public Health launched a new webpage, www.OttawaPublicHealth.ca/RiskReduction, to help families assess their risk and choose the best layers of protection.

OPH and the City of Ottawa continued vaccination efforts, operating community clinics, neighbourhood hubs, pop-ups and mobile clinics in priority neighbourhoods and high-risk settings across Ottawa. Q1 focused on the roll-out of third and fourth doses, with over 262,300 third doses and 12,600 fourth doses being administered. Quarter one also saw the continued administration of first and second doses, with over 27,100 first doses and 55,800 second doses administered. By the end of Q1, 92% of Ottawa's eligible population received at least one dose (5+ years), 88% received at least two doses (5+ years), and 62% received at least three doses (12+ years). As for Ottawa's overall population, 88% of residents received at least one dose, 84% received at least two doses and 54% received at least three doses.

Vaccine Coverage Over Time



In healthcare and congregate settings, where risk of exposure and severe outcomes of COVID-19 are high, OPH continued to help prevent, identify, and manage outbreaks. Prevention activities include pre-emptive site visits and infection prevention and control (IPAC) education. In Q1, there were 225 confirmed outbreaks in these settings, with 77% of these occurring in January 2022. OPH continued to work closely with the COVID-19 Testing Taskforce to coordinate mobile outbreak testing within congregate care settings. OPH advocated for employees in high-risk settings to have improved access to PCR testing, through the Assessment Centres, to protect our most vulnerable populations. By the end of Q1, OPH offered booster immunization clinics for all 28 Long-Term Care Homes and 80 Retirement Homes. Over 12,700 doses were administered, which reduced barriers to access and further protected this population at highest risk for severe illness.

In school settings, the school outbreak response shifted to an absenteeism model to monitor illness in the school-age population. The team continued to work closely with schools to ensure appropriate infection prevention and control measures were in place including supporting ongoing COVID-19 vaccination, cohorting and masking. This shift ensured a balance of risk mitigation while ensuring that students remained in school to access education and other much needed supports (e.g. social contacts, supports for mental health). The school health team also began assessments with key stakeholders on the resumption of pre-pandemic school health work. The readiness assessment found that school boards, administrators, and the population they support were continuing to face significant challenges ensuing from the pandemic response. As a result, OPH will continue to monitor our partners' readiness and will continue to build capacity internally to support the resumption of a comprehensive risk-based school health approach that is respectful of the current climate and school priorities for the 2022/2023 school year.

Supporting communities at higher risk of COVID-19

OPH continued to work closely with community partners and stakeholders to increase uptake of vaccine, build vaccine confidence and support sectors to navigate the surge in cases due to the Omicron variant. Some key examples of the work within Community Operations in Q1 include:

- Continued to operate Neighbourhood Health and Wellness Hubs in 17 locations across the city. Hubs provide access to vaccine, health information, printed vaccine receipts and offer diverse language support. In Q1, 4,200 doses were provided in hubs.
- Hosted 63 mobile clinics, providing over 2,100 doses in workplaces, places of worship, shelters, community organizations and at special events.
- Distributed over 2,800 rapid antigen test kits in high priority neighbourhoods during outreach and at shelters, places of worship and to other partners with limited access.
- Targeted outreach and engagement in rural neighbourhoods, alongside community partners, associations and resident leaders, included door-knocking and attending community events to create dialogue about vaccine confidence and vaccine safety.
- Provided up-to-date information on the Omicron variant, vaccination for 5 to 11-year-olds, booster doses, access to treatment and anti-virals, changes to testing criteria and isolation periods. This included responding to inquiries and distributing weekly newsletters to local sport-oriented stakeholders, places of worship, childcare, post-secondary institutions, multi-unit dwellings, older adult organizations, and volunteer services.
- Provided multilingual information and resources via popular platforms such as Facebook, WhatsApp and Telegram.

Built Environment and Climate Change

OPH continues to engage in work to support healthy built and natural environments. OPH shared its knowledge and experience on advancing healthy communities through a guest lecture at Conestoga College

on climate change and the built environment on March 28, 2022. Through the co-location with Planning, Real-Estate and Economic Development (PRED), OPH continued to support the Climate Resiliency Vulnerability Assessment by providing health expertise. OPH has also been developing infographics to highlight health-promoting policies of the new Official Plan, to support future implementation.

Challenges

Ministry Direction

Adapting to the guidance changes related to the COVID-19 case management and vaccine eligibility.

Staffing

With the continued pandemic response and increasing core operational demands, it is a challenge to balance the need for agility and moving highly skilled employees to where they are most needed in the organization, as well as ensuring team and employee continuity and capacity.

Behaviours

Vaccine hesitancy remains a challenge and is being addressed through community outreach and communication strategies.

After two years and with the relaxation of public health measures, fatigue with the COVID-19 pandemic has become apparent and messaging has shifted to promote the importance of applying layers of protection.



Goal 3 – Advance and monitor population health through a health equity lens - Status, Highlights and Achievements

Quarterly Status

Q1 2022

Q2 2022

Q3 2022

Q4 2022

Highlights

Reconcili-ACTION:

- OPH continues to establish and strengthen relationships with First Nations, Inuit and Métis Elders, partners and community members in a way that reflects the diverse voices within communities.
- We continue to promote Indigenous cultural safety learning opportunities for OPH employees. Over 90 OPH employees from across the department have piloted the newly launched [Foundations of Indigenous Cultural Safety \(ICS\) course](#). The interest was high, with many additional employees registering to begin their training in Q2. Feedback on this course has been positive. A diverse list of formal and informal ICS learning opportunities was also circulated at the end of January in response to expressed interest and the demand for ICS resources. Promotion of resources coincided with Individual Development Plan (IDP) discussions with supervisors
- Two (2) facilitated talking circles with Elders took place to provide OPH employees an opportunity to share their lessons learned, ideas to apply their knowledge in practice, and commitments to future action.
- The Reconcili-ACTION Network met to discuss the implementation, evaluation and a communication strategy related to the revised OPH Reconcili-ACTION Plan. A Knowledge Exchange Session also took place to exemplify reconciliation efforts in health care settings. The network was pleased to welcome Elder Denise McCuaig and Despina Papadopoulos, a Senior Improvement Lead with Healthcare Excellence Canada (HEC), to share their experience, reflections and lessons learned supporting the Promoting Life Together Collaborative – a life promotion and community wellness initiative that "brought together teams from coast to coast to coast, to support the development of meaningful partnerships between health organizations and Indigenous communities to develop life promotion initiatives" (HEC, 2022).
- OPH continues to participate on and support the work of Ottawa Aboriginal Coalition's COVID-19 Research Committee and the Indigenous Women's Safety Table.

Anti-Racism / Anti-Oppression work:

- An independent audit of OPH's anti-racism, anti-oppression policy and diversity and inclusion approaches has been initiated to inform our approach to diversity and inclusion. Phase 1 of this diversity audit has been completed, including review of documentation. Phase 2 will begin in early April after analysis has occurred.
- Two check-ins for Indigenous and racialized staff have been facilitated as opportunities to come together and offer a space to unpack their feelings surrounding racism, the impacts of the pandemic, and the events that have been dominating social spaces.
- The City has a goal of developing a City-wide Anti-Racism Strategy with concrete actions/initiatives. OPH is developing actions to contribute to the City's Anti-Racism Strategy.

- OPH has focused diversity and inclusion efforts on training for our employees and leaders. Anti-Racism training sessions for employees, supervisors and managers have been initiated and an internal anti-racism website has been developed. The external review of DEI practices is expected to result in recommendations that will further advance work on systemic and structural solutions to address racism.

Sociodemographic Data (SDD):

- COVID-19 highlighted inequities by its disproportionate impact on people who are racialized, as outlined in the [“Report: COVID-19 and Racial Identity in Ottawa”](#) that was produced in November 2020.
- Building on lessons learned during COVID-19, we are expanding the collection of racial identity and other important sociodemographic data that is needed for more equitable and tailored planning across OPH.
- Gathered and shared lessons from collecting SDD during COVID-19 as part of case management and vaccination. With this information, OPH is able to demonstrate how SDD has been used for equitable planning - to tailor COVID-19 information and services for more affected communities.
- Engaged peer public health units in a review of best practice resources to identify and recommend a set of standard minimum SDD for inclusion in Provincial, regional, and local data systems.
- Initiated discussions with OPH teams to prepare for the development and roll out of the Electronic Public Health Records (EPHR) to ensure the inclusion of standard minimum SDD.
- Developed a Policy and Procedure to reflect lessons learned during COVID-19 and to outline clear expectations for the collection, use and disclosure of SDD going forward.

Neighbourhood and Population Planning for Diverse Ethnocultural Groups:

- Provided Rapid Antigen Testing kits through targeted outreach to Ottawa Community Housing buildings, places of worship, lower income neighbourhoods and older adults, to supplement partner, pharmacy and store distribution.
- Supported the second roll-out of school vaccine clinics that started in February as well as vaccine clinics in both newcomer and family shelters.
- Worked with Bruyère Hospital to offer multilingual townhalls speaking specifically to the importance of booster doses.
- Began working with researchers from The Ottawa Hospital as they look at behavioural science and how it relates to COVID-19 in 3 select high priority neighbourhoods.
- Continued to implement an ethnocultural approach to community engagement by working with the African, Caribbean and Black (ACB), Arab and Somali communities. This was in addition to the neighbourhood-focused work.
 - With respect to the ACB community:
 - Supported the launch of the *Advancing Vaccine Acceptance amongst Black population* research project, led by Dr. Etowa from the University of Ottawa, and continues to collaborate on its supporting activities.
 - Supported three ACB focused pop-up clinics.
 - With respect to the Arab community:
 - Collaborated with Employment and Social Services (ESS) to deliver a Zoom session on March 24th, connecting newcomers and service providers to learn more about the Ontario Works benefit.
 - With respect to the Somali community:

- Four unique events were organized: a workshop on reimagining healing through creative writing; an information session for parents; conversations on COVID in partnership with the Somali Mothers Association; and a live Q&A session for youth on Instagram.
- Reached the milestone of 20,000 doses administered at Neighbourhood Vaccine Hubs.

Challenges

Reconcili-ACTION:

- Progress on the evaluation of the Reconcili-ACTION action plan is limited. More emphasis on this work is anticipated in subsequent quarters.
- Formal Indigenous engagement protocol and Memoranda of Understanding with Indigenous partners could facilitate the advancement of the Reconcili-ACTION work.
- To effectively leverage momentum and sustainably support the implementation and evaluation of the Reconcili-ACTION Plan, additional staff is needed, with the appropriate skills, knowledge and competencies.

Anti-Racism / Anti-Oppression:

- Additional resources were requested in feedback on Anti-Racism training lessons – including the desire for more learning sessions as well as one-on-one and team consultations. This exceeds what the team can manage currently.
- Meeting the City's Anti-Racism Strategy timelines has been challenging given current workload and capacity.

Sociodemographic Data (SDD):

- Establishing the conditions for successful and safe SDD collection and use is both challenging and complex. It requires us to build awareness internally and externally and to increase staff comfort to ask for this information from clients. We also need to build relationships and trust and support of community partners to help increase client comfort to provide this information.



Goal 4 – A healthy and agile workplace and workforce - Status, Highlights and Achievements

Quarterly Status

Q1 2022

Q2 2022

Q3 2022

Q4 2022

Highlights

Wellness Initiatives

- OPH's second self-care challenge was launched in March with 33 teams and over 350 employees participating. In addition, almost 80 employees took advantage of the free Active Living classes that were offered as part of the Spring Self-Care Challenge.
- In working with the Wellness Consultant from Human Resources, OPH's Wellness @Work (W@W) committee, facilitated eight mental health group debriefs, attended by almost 50 OPH employees. These debrief sessions are intended to help assist individuals with the integration of their feelings relating to personal experiences of a stressful event, such as a prolonged emergency (pandemic) response. Some employees noted the benefits of these sessions, including an opportunity to share in a safe space; and sharing how they managed some of the struggles throughout the pandemic.
- OPH hired an Organizational Development Consultant focused on employee wellness to lead the implementation of its W@W Action Plan and employee wellness initiatives, with input from the Senior Leadership Team and in collaboration with the W@W Committee.
- Ongoing promotion and distribution of wellness and mental health in the workplace resources and supports, including:
 - February and March W@W calendars, shared through the employee newsletter, containing weekly themes and health-focused challenges for employees
 - Promotion of Bell Let's Talk day and Mental Health Marathon to all employees
 - New discussion guides focused on life-work balance and resources to support preventing burn out were disseminated to leaders.

Leave and Overtime Hours

- Ensuring employees take time off to recharge is critical in supporting employee wellness. Data from Q1 revealed vacation leave hours were higher in 2022 than in the same quarter in past years (2021, 2020, 2019 and 2018).
- Another critical aspect of employee wellness is ensuring employees have sufficient work-life balance. Data from January - March 2022 shows that fewer overtime hours were incurred in Q1 compared to the same timeframe in 2021 and 2020.

Challenges

- Data from January-March 2022 showed that sick leave continues to be higher than previous years (2021, 2020, 2019 and 2018).
- Challenging human resource discussions require additional supports for supervisors and managers.
- Employees have expressed concerns for their own employment and job security, especially as some of OPH's COVID-19 related work demobilizes.



Goal 5 - Continuously improve and evolve our core work to maximize impact - Status, Highlights and Achievements

Quarterly Status			
Q1 2022	Q2 2022	Q3 2022	Q4 2022
Highlights			
<p>Although Goal 5 remained the same, the focus of this goal shifted with the refresh of the 2022 Action Plan. It now focuses on the continuous improvement of four key domains, which touch many areas within public health:</p> <ul style="list-style-type: none"> • Electronic Public Health Records (EPHR) • Quality Improvement and Evaluation • Best Practice Spotlight Organization (BPSO) – Person and family-centered care • Recovery Planning <p>Q1 focused on the creation of a Goal 5 action team, the identification of key priorities, synergies and learnings as well as the development of a monitoring and tracking tool. Below is an overview on Q1 activities for each of the four key domains.</p> <p>Electronic Public Health Records (EPHR)</p> <p>Work on implementing Electronic Public Health Records (EPHR) resumed in Q1. Key activities included the initiation of procurement for practice management solutions to implement in OPH's clinical services (Dental clinics, Sexual Health Services and Harm Reduction). In addition, development started on a separate platform to support OPH's stakeholder engagement, with an initial focus on our Community Operations program.</p> <p>Quality Improvement and Evaluation</p> <p>As part of recovery planning, employee ideas related to improvement opportunities and program evaluation were collected for future consideration. In addition, an evaluation was initiated of OPH's involvement with the development of the City's Official Plan. This will inform future collaborations with city departments.</p> <p>An external public health expert was contracted to conduct a third-party review of how OPH responded to the COVID-19 pandemic, from the onset of the pandemic through to April 2022. This review aims to examine the goals and objectives of the response; to examine whether the response was based on evidence; to better understand how OPH's response was perceived by external stakeholders; and to make recommendations regarding preparedness for future events of public health significance. Preliminary findings from this review will be presented to the Board of Health on June 20th and improvement opportunities will be applied towards ongoing improvement work.</p> <p>Best Practice Spotlight Organization (BPSO) – Person and family-centered care</p> <p>OPH continues to pursue its quality improvement endeavor as part of the Registered Nurses Association of Ontario's (RNAO) Best Practice Spotlight Organizations (BPSO) initiative. Through its Healthy Growth and Development (HGD) program, OPH continues its efforts to boost collaboration and joint projects with Ottawa East BPSO-OHT partners. As part of these efforts, HGD conducted an environmental scan of Postnatal</p>			

Depression screening and management practices across the province to inform and enrich current policies and procedures. As of January 1, 2022, HGD implemented a universal assessment of all Healthy Babies Healthy Children clients using the Edinburgh Postnatal Depression Scale (EPDS), for early identification of clients with possible postnatal depression.

In addition, OPH is currently finalizing the last details for its collaborative efforts with Montfort hospital for managing OPH's clients with positive EPDS screening who do not currently have a family physician. To support these efforts, the Ottawa East BPSO-OHT partners successfully submitted a joint application for the RNAO's advanced clinical practice fellowship program, which will provide initial funding to cover physician, administrative and other related costs.

Recovery Planning

Workplace modifications were completed at 100 Constellation to ensure compliance with accessibility and fire core requirements. Planning was initiated for OPH employees to transition to hybrid work arrangements (when feasible) in alignment with other city departments. OPH employees and the leadership team were engaged around hybrid work in consideration of existing city procedures, operational requirements, and employee needs.

Challenges

Workload and Capacity

Balancing manageable workloads while also supporting surges, recovery planning, and restoring priority programming and services has presented challenges.

Electronic Public Health Records (EPHR)

Several challenges surfaced early in Q1 that required adjustments to the plan. Factors such as the Omicron surge, which drew on internal resources, followed by the unlawful protests occurring in downtown Ottawa in January and February 2022, which had an impact on external supports that were critical to the work, provided an opportunity to review the overall approach to EPHR implementation. During the review, additional considerations included the evolving landscape of recovery planning and a fatigued workforce.



Goal 6 - Collaborate and engage strategically with OHTs, partners, stakeholders, communities, and clients to help strengthen the health system – Status, Highlights and Achievements

Status			
Q1 2022	Q2 2022	Q3 2022	Q4 2022
Highlights			
<ul style="list-style-type: none">Working through the Human Needs Task Force (HNTF) structure and partnerships established early in the pandemic response, OPH has been collaborating with City partners and various key community partners to connect and assist residents with a range of needs, including but not limited to food security, housing, social services and employment supports, safety and mental health. OPH has worked closely with the HNTF to ensure mental health resources were provided, and connections made with partners providing mental health and substance use health services for the community.Community recovery is an opportunity for economic, social and health stakeholders, in collaboration with partners, communities and individuals, to come together to assess how community needs have changed and to shape new or adapted services together. OPH has started engaging various stakeholders to explore how the health unit can support the community recovery.OPH is working with other City of Ottawa departments, such as Community and Social Services, to co-design and co-create a community engagement and recovery plan with the community so that actions and recommendations can inform future plans for both OPH and the City. This work with partners and the community will continue for the remainder of this year and will guide future strategic plans and priorities for OPH.OPH continued to work closely with community partners and stakeholders to increase vaccine uptake, support sectors to navigate the surge in cases due to the Omicron variant and to implement Neighborhood Wellness Hubs. While much of the stakeholder engagement activities reported by the Business and Sector Engagement (BASE) team were on topics related to COVID, other topics of engagement included mental health resources and OPH programs for older adults.As COVID transmission quickly increased during the Omicron wave, the OPH Communications team worked closely with healthcare sector and community-based partners to ensure consistent and accurate messaging about third doses, eligibility, and clinics.			
Ontario Health Teams (OHT): <ul style="list-style-type: none">Ottawa Health Team: Continues with ongoing COVID community response and vaccination outreach.Ottawa East Health Team: Work is underway to merge with Prescott-Russell OHT. OPH remains a member of the Steering Committee. The Best Practice Spotlight Organizations (BPSO) quality improvement initiative continues within OPH's Healthy Growth & Development Team (focus on perinatal depression guidelines).Ottawa West Health Team: Survey launched to learn about people's experiences with the Mental Health & Addictions and Emergency Services systems. Learnings will inform next steps. Also in			

development is a partnership strategy and engagement framework, with inputs from partners and those with lived experience.

- Kids Come First (KCF): Awarded Canadian Institutes of Health Research (CIHR) grant to support 1Call1Click.ca
- Provincial: OPH completed an inventory of supports and tools as part of a Health Care Navigation Service project, which aims to support 24/7 patient navigation services within local OHTs and provincially.

Challenges

- A high number of requests and inquiries from stakeholders and members of the community were received following the lifting/easing of restrictions.
- Community stakeholders shared challenges they faced due to unlawful protests occurring in downtown Ottawa in January and February 2022 (noise, racism, acts of aggression, disruption of services and business downtown core). These protests also created a sense of fear within communities as a result of racist discourse and violence. Protests resulted in canceled clinics and hubs, cancelled outreach, and activities needing to be rescheduled multiple times.

Ontario Health Teams:

- Capacity to be present at all tables is a challenge.



Transformational Initiative - Reimagine and plan for our post-pandemic future – Highlights and Achievements

Highlights

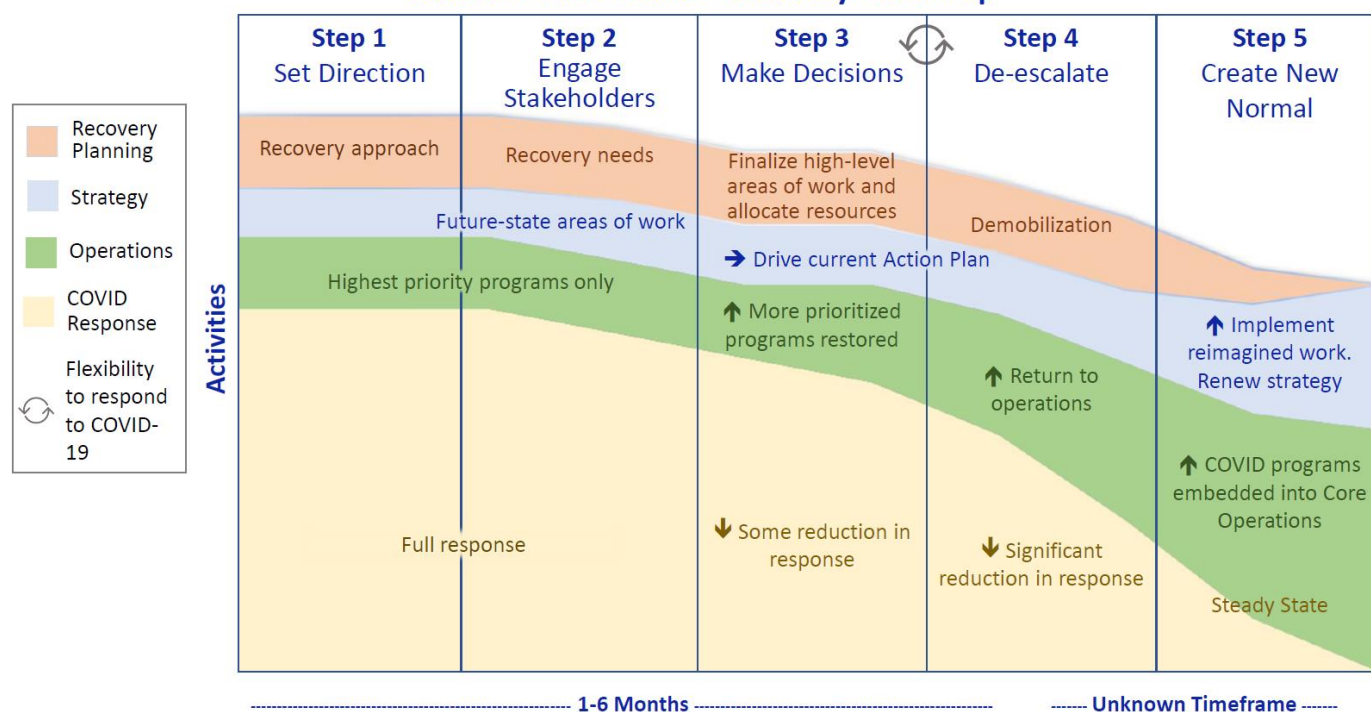
Throughout Q1, OPH continued to advance recovery planning across the organization. Some principles that guide recovery planning include:

- Being proactive and defining our work in reference to the Ontario Public Health Standards, and based on community need, capacity, and evidence for impact
- Seeking to align with City, Ontario Health, and other provincial plans
- Focusing on prevention, the unique role of Public Health
- Working to engage provincial public health partners.

The Ottawa Public Health Recovery Roadmap depicts the multi-step approach OPH is taking to transition from current to future steady state focusing on the following streams of work:

- Recovery planning
- Strategy implementation
- Core operational programs and services, and
- COVID-19 Response

Ottawa Public Health Recovery Roadmap



OPH's recovery plan includes a five-step roadmap to reach a point where COVID-19 related work is embedded in OPH's routine work and where OPH's health protection and health promotion programs and services have increased capacity to serve the community. Through Q1, we transitioned from Step 1 to Step 2 of the roadmap. As part of Step 2, OPH worked to gather input from diverse groups to inform recovery

planning and to identify community and population health needs now and into the future. Consultations with OPH employees, City of Ottawa partners and other key local partners and stakeholders commenced in Q1 and continues into Q2.

OPH continues to ramp up its core services, including harm reduction (90%), healthy growth and development (90%), mental health and substance use health (currently at 75%), dental health services (75%), chronic disease and injury prevention (25%) and some non-COVID immunization work. Other work has been maintained, such as policy work to address the built environment and climate change, the follow-up of non-COVID infectious diseases, and the focus on the mental health strategy and the Ottawa Community Action Plan. For the remainder of the year, OPH aims to restore other key aspects of its core mandate including moving beyond risk-based approaches to safe food and water, personal service setting inspections as well as supports for schools heading into the next school year.

Challenges

There are currently many unknowns, including the length of the ongoing COVID-19 response and the degree to which the Ministry is willing to fund the response on an ongoing basis. Other factors that may impact planning include changes in operations of local healthcare partners, and the province's Public Health sector modernization plans.