



# PROTECTING OUR COMMUNITY'S HEALTH

2020 Year-in-Review

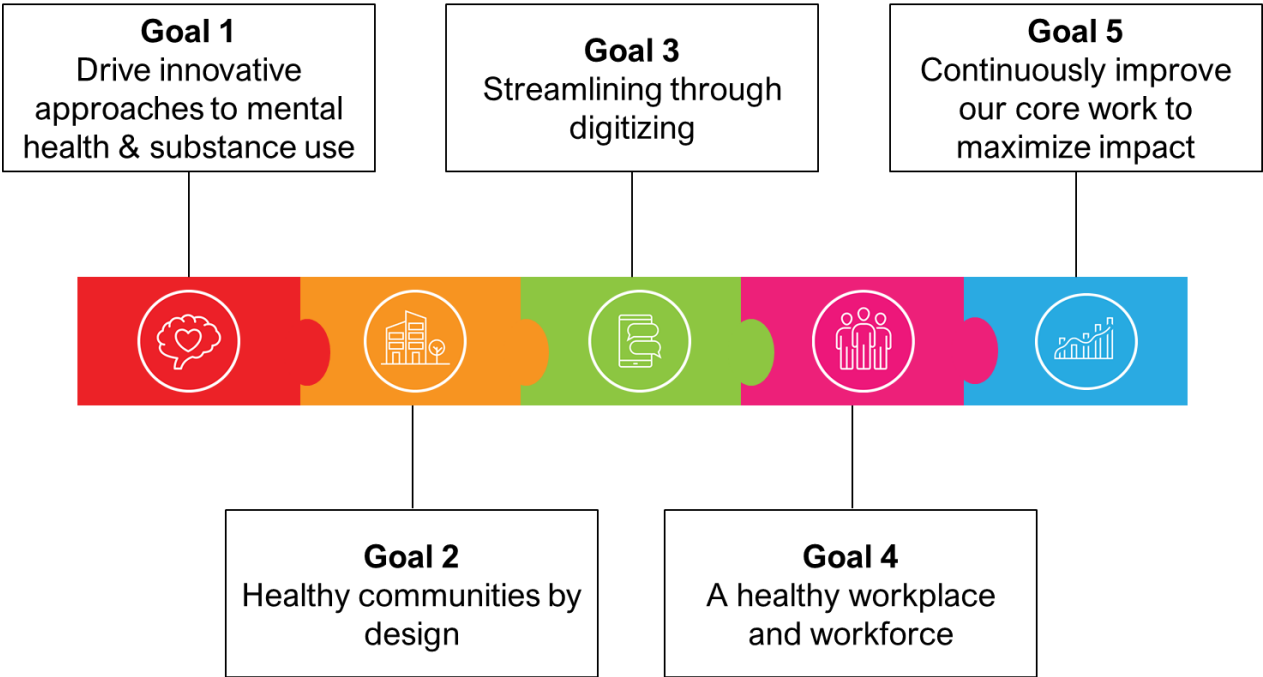
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Strategy Overview



Strategic Goals





## Goal 1 – Drive innovative approaches to mental health and substance use - Highlights and Achievements

<b>Strengthening partnerships to create supportive environments</b>	<ul style="list-style-type: none"> <li>Initiated or strengthened partnerships with               <ul style="list-style-type: none"> <li>The <i>Royal Ottawa</i> in the development of the “Protecting Your Mental Health” resource and expert speaker series for employees, parents and the community</li> <li><i>Ottawa’s Black Mental Health Coalition</i> to advance African Caribbean and Black (ACB) mental health programming</li> <li><i>Distress Centre Ottawa</i> to increase their reach and ensure they had technology and resources to continue operation</li> <li><i>CHEO, YouthNet</i> and <i>Kids Come First Health Team</i> to increase access to mental health resources and virtual sessions for schools</li> <li>Racialized and ethno-cultural communities in the development of health content and mental health virtual sessions</li> <li><i>Settlement.org</i> to increase reach of mental health resources for new Canadians, resulting in 200,000-250,000 reached each month</li> </ul> </li> <li>Promoted and disseminated the of <i>Status of Mental Health COVID-19</i> data and reports to local partners and networks</li> <li>Engagement and consultation with faith leaders to complete needs assessment to inform mental health and suicide prevention programming</li> </ul>
<b>Substance Use Prevention</b>	<ul style="list-style-type: none"> <li>Supported and co-hosted the Ottawa Summit 2020, to advance the Ottawa Community Action Plan, and our collective work with partners to reduce harms from substance use, particularly from opioids. The Summit brought together over 150 individuals representing a cross-section of national and community organizations, healthcare agencies, municipal government, people with lived and living experience and community organizations.</li> <li>Worked with our partners at the Canadian Centre on Substance Use and Addiction and the Community Addictions Peer Support Association (CAPSA) to reduce stigma surrounding substance use and increase help seeking.</li> <li>Through CAPSA, OPH received stigma and person first language education</li> </ul>

	<p>and training for our Public Health Nurses, building organizational capacity to advance our work to increase wellness and reduce stigma and harms from substance use in the community.</p> <ul style="list-style-type: none"> <li>• Supported Overdose prevention activities, including community naloxone distribution as the core Ontario Naloxone Program in Ottawa. Worked with partners to ensure access to take-home naloxone kits. Ensured training was available across the city as well as working with pharmacy partners like Respect Rx Pharmacare to increase accessibility through virtual training platforms.</li> <li>• Collaborated with Harm Reduction partners to adapt services and supports within the COVID-19 context. As new COVID specific services were established, including self-isolation and distancing centers as well as respite services, harm reduction services were incorporated in program delivery. This included a COVID-19 Self-Isolation centre for people who are homeless or in shelters, with onsite harm reduction and Supervised Consumption Services led by Ottawa Inner City Health.</li> <li>• Piloted Safer Supply Ottawa program with funding and support from Health Canada and Partners (Pathways to Recovery, Recovery Care, Ottawa Inner City Health, Respect Rx Pharmacy, Somerset West Community Health Centre (CHC), Sandy Hill CHC and OPH) to continue to work to expand access to safer supply programming in the community. Safer supply initiatives seek to decrease the risk of accidental overdose and improve health by providing access to prescribed pharmaceutical opioids and further connect people who use drugs to integrated wrap-around health, social and substance use services. The program aims to decrease the risk of overdose and better the conditions for individuals who are dependent on the illegal, toxic drug supply.</li> </ul>
<b>Mental Health Promotion &amp; Suicide Prevention</b>	<ul style="list-style-type: none"> <li>• Provided virtual mental health, crisis response and suicide prevention workshops reaching 15,000+ Ottawa intermediaries including caregivers, youth ambassadors, faith leaders and staff supporting racialized and ethno-cultural populations.</li> <li>• Delivered Mental Health campaigns on social media to increase uptake of services and resources available during COVID-19.</li> <li>• Partnered in the delivery of World Suicide Prevention Day virtual event in collaboration with The Royal, Suicide Prevention Ottawa and people with lived and living experiences.</li> <li>• Collaborated with City departments &amp; City's Anti-Racism Secretariat to deliver info sessions on mental health services, EAP services and research data to</li> </ul>

	<p>City of Ottawa staff.</p> <ul style="list-style-type: none"> <li>• Developed and conducted virtual workplace workshops for Canada's Healthy Workplace Month, delivered to over 250+ workplaces.</li> <li>• Stigma and COVID-19 training developed and facilitated to internal staff and shared with elected officials.</li> <li>• Dissemination of COVID-19 data and Status of Mental Health Data to agencies reaching the Somali Community.</li> <li>• In partnership with Somerset West CHC, completed an environmental scan of culturally appropriate mental health services for ACB communities.</li> <li>• Developed an anti-racism and anti-oppression workplace policy for OPH.</li> </ul>
<b>Resource and Strategy Development</b>	<p><b>Development and promotion of mental health resources, including:</b></p> <ul style="list-style-type: none"> <li>• Over 65,000 visits to the Mental Health &amp; COVID-19 webpage</li> <li>• COVID-19 Employer's Guide to provide workplaces with guidance on how to protect the mental health of their employees</li> <li>• Protecting Your Mental Health series, developed in partnership with the Royal Ottawa to provide parents, workplaces and residents expert tips and ideas to promote and protect their mental health</li> <li>• Multilingual Mental health promotion videos and corresponding factsheets in Arabic, Mandarin &amp; Somali</li> <li>• Resources, such as videos, expert guidance tips and training workshops have been developed to reduce harms from substance use (cannabis, alcohol, opioids, tobacco, and other substances) for youth and young adults</li> <li>• First research report in Ottawa history to look at the needs, barriers and gaps to support mental health of the African, Caribbean and Black (ACB) Community in Ottawa, titled "Mental Health of Ottawa's Black Community Research Study"</li> <li>• Development of ACB Mental Health Strategy in collaboration with many community partners as part of The Ottawa Black Mental Health Coalition</li> <li>• Mental health and substance use lesson plans and education workshops to support school boards and teachers in Ottawa's school boards</li> </ul>



## Goal 2 Healthy Communities by Design - Highlights and Achievements

The Find, Test, Trace, Isolate and Support (FTTIS) model is an effective method to manage an epidemic and to break COVID-19 transmission chains. The most effective form of this program is one that is carried out at a local level, embedded as much as possible within existing health and social care networks, regional authorities and healthcare providers. Throughout 2020, OPH played increasingly vital roles in scaling up the response in all five areas. Below are the highlights and

### Find

- 113,000 COVID-19 related phone calls handled by OPH
- 595,000 Visits from Ottawa residents to the online COVID-19 Self Assessment form
- Supported students, child-care providers, workplaces and post-secondary institutions with screening tools
- Weekly identification of 30+ high-risk neighbourhood clusters that account for 60% of community cases
- Engaged with communities disproportionately impacted by COVID-19 to build awareness of isolation protocols and testing services
- Promoted the COVID-Alert App and follow-up on exposure information

accomplishments.

### Test

- 466,000 OLIS tests processed and reviewed
- 10,558 positive tests reported and actioned for case management
- Provided on-site testing for several communities at higher-risk and schools experiencing barriers to testing
- Launched Pop-Up Testing site with Testing Taskforce with planned expansions to other neighbourhoods
- 1600 tests administered through OHT at 3 fixed CHC sites and mobile testing for higher risk neighbourhoods
- Integration of two digital case-management systems (COD and CCM) for enhanced documentation

### Trace

- Comprehensive case investigations initiated on all positive cases
- 80% of COVID-19 Cases reached within 24 hours (Oct-Dec 2020)
- 29,500 High Risk Contacts traced and reached
- Hired 1000 new employees and redeployed over 125 city employees to support OPH's COVID response including case and contact management.
- Leveraged external government (Federal and Provincial) workforces to support daily case and contact monitoring.

### Isolate

- 85% of Contacts reached within 24 hours (Oct-Dec 2020)
- 94% of Contacts reached within 48 hours (Oct-Dec 2020)
- 14,000 High Risk Contacts related to school settings reached within 24 hours through automated calls and notices
- Supported schools with dedicated public health nursing support for prompt isolation of cases
- Developed contact tracing forms, screening tools and guidelines for schools and childcare centres
- Voluntary Isolation Centre established

### Support

- 150+ referrals to Ottawa Health Team to provide wrap around supports for positive cases or high risk contacts
- Supporting city-wide OHT COVID-19 Community response to reduce transmission in communities disproportionately impacted.
- 20+ Partners engaged on COVID-19 Community response
- 7500+ residents reached through door-to-door and community outreach
- 3500+ youth engaged by neighbourhood ambassadors
- Supported sectors to safely reopen with COVID wise practices in place, including schools, childcare businesses, sports, events, etc.





## Goal 3 – Streamlining through digitization - Highlights and Achievements

The COVID-19 pandemic resulted in a pause on the implementation of the Electronic Public Health Record activities in March 2020 and a focus on a case and contact management solution. The focus on 'streamlining through digitizing' in the strategy refresh pivoted towards the provision of innovative digital solutions to support the overall case and contact management strategy and to provide core programs with needed tools and training to enable virtual service delivery.

### Case and Contact Management Solutions

- In April 2020, OPH successfully launched the COVID-19 Ottawa Database (COD), a digital case-management system that replaced existing paper-based processes related to COVID-19 case management. This allowed OPH to manage increased volume of cases and contacts in a safe, secure and efficient manner. As of December 2020, there are just over 950 trained users in COD.
- As part of the Provincial case and contact management solution, the Ministry of Health implemented a centralized, cloud-based case and contact management solution (CCM), for adoption by health units starting in July 2020. OPH was directed by the Office of the Chief Medical Officer of Health to begin using CCM for provincial reporting on COVID-19 in quarter four of 2020. As of December 2020, there are 136 active OPH users in CCM, with plans to expand the user base in 2021.
- In June 2020, the Province announced that, in partnership with the federal government, a new contact exposure notification app would be made available in the summer of 2020. Based on Board of Health direction and using the knowledge OPH gained in reviewing options for contact tracing apps in advance of the announcement, the team collaborated and aligned with Federal and Provincial partners to promote the exposure notification app, COVID Alert.

### Automated Solutions

- In partnership with a 3rd party vendor, OPH launched the automation of daily calls, emails and texts to high-risk contacts, along with automating daily monitoring of cases and contacts where less support is needed. The benefits of this approach are early notification and education to high-risk contacts, flexibility in how daily monitoring is delivered and protecting nursing time for more complex COVID-19 related work.
- In 2020, just over 20,000 clients were reached at least once via automation; this translates to a savings of at least 5,000 hours of manual phone calls by case management staff.

## Virtual Service Delivery

- With the introduction of new digital solutions, deployment of equipment and delivery of employee training, 63% of OPH's workforce were enabled to work remotely. Moreover, the ever changing COVID restrictions in 2020 have also shifted delivery of many of OPH's core services to a virtual environment. Some of these vital services included prenatal classes, well-baby visits, online booking for flu clinics and school catch-up immunizations. Flu clinics alone saw over 30,000 appointments booked online which created tremendous downstream efficiencies that were well-received by both the clients and OPH's workforce.



## Goal 4 – A healthy workplace and workforce - Highlights and Achievements

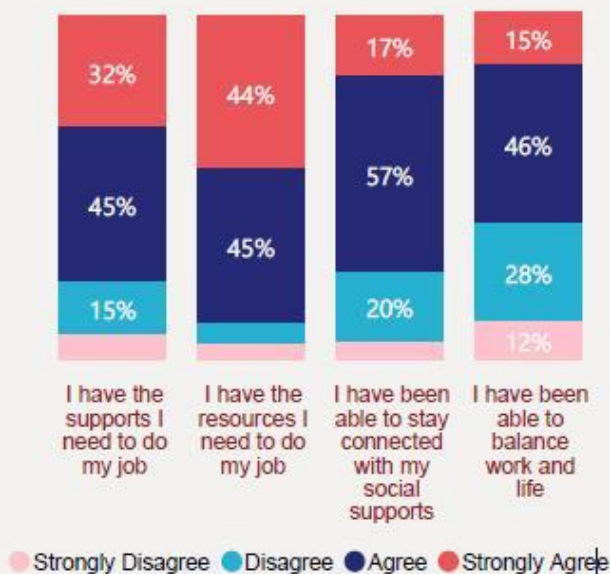
OPH entered enhanced response in early 2020, due to the COVID-19 pandemic. Most OPH employees have been deployed to support the COVID-19 response and all OPH employees have seen significant change to the way they work. Employees are balancing their ongoing dedication and commitment to the work that they do with new challenges and commitments in their personal lives.

### Ottawa Public Health Employee Pulse:

OPH's Senior Leadership Team and The Wellness @ Work committee sought feedback from employees and leadership to understand and address these new challenges and opportunities for improvement. A Pulse Check survey was distributed to better understand the needs of employees during the pandemic in May 2020. Roughly one third of employees responded to the survey (n=225).

Common themes emerged from the responses received. The themes continued to support OPH's existing approach of fostering positive relationships, trust and balance. From these themes, an action plan has been developed that will give the health unit the opportunity to continue to support employees during this time.

### Employee Wellness Pulse Check (n=225)

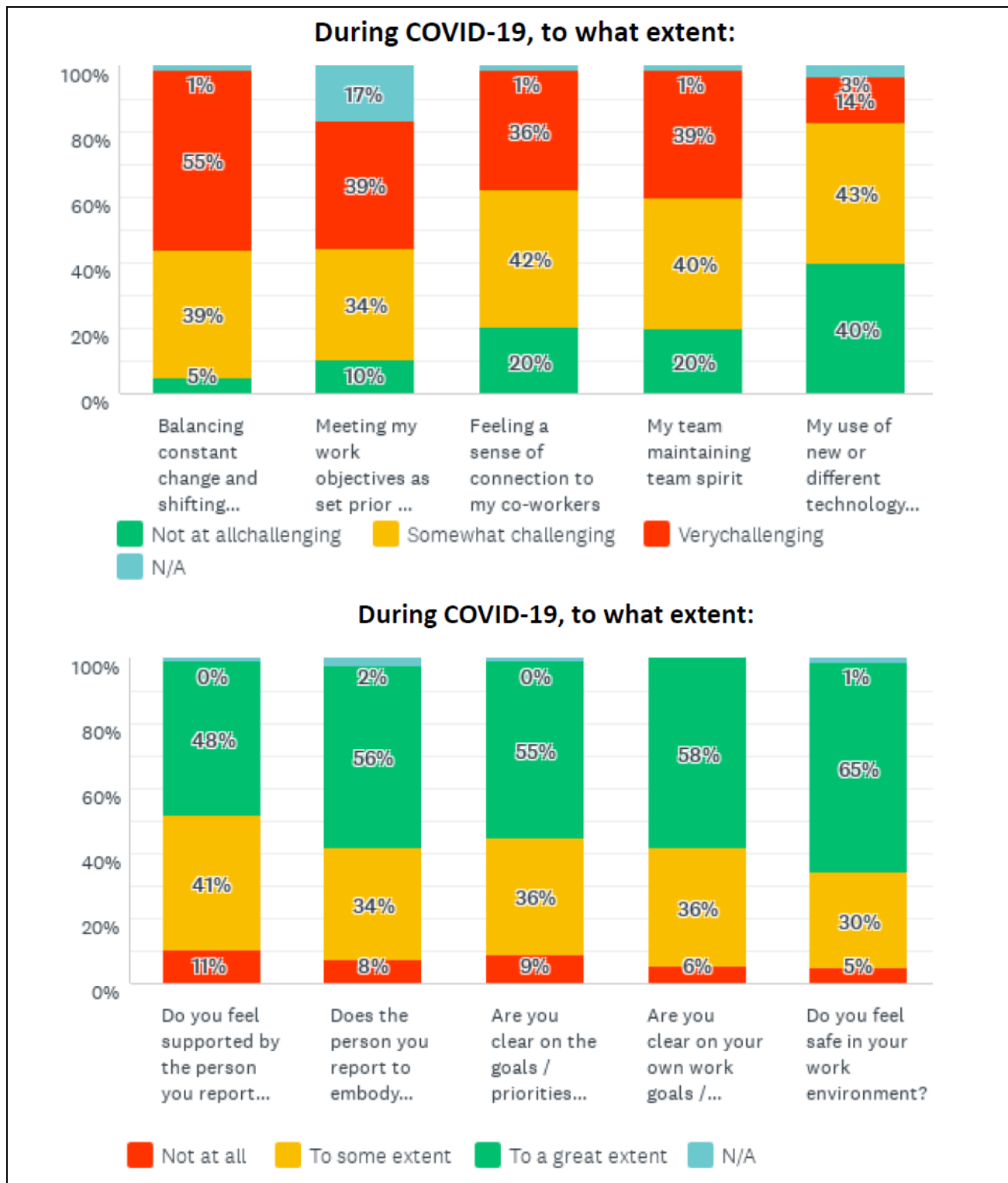


### Key takeaways from qualitative comments:

- Support from colleagues, family and friends and efforts for flexible work arrangements have helped employees manage through this change.
- Software tools such as Teams and SharePoint; access to digital resources; and regular contact between employees and supervisors were highlights, which have helped leaders support staff.
- In order to stay engaged and well, employees identified the following: supervisor support; more communications; opportunities to connect with teammates; vacation; and ergonomics for teleworking employees.
- In order to stay engaged and well, leaders believe that employees need regular contact with leadership, dedicated time off, and support from peers.

## City of Ottawa Employee Pulse:

The *City of Ottawa Employee Pulse During COVID-19* (Employee Pulse) was led and co-designed by the People Task Team, Organizational Development/HR Innovative Solutions and Business Support Services Managers who participated in pulse co-creation sessions to ensure pulse design captured key data needs by department. The Employee Pulse ran from September 21 to October 2 and a total of 250 OPH employees completed the survey, for a response rate of 23%.



**Examples of activities completed as a result of the Employee Pulses in 2020 include:**

- Development of a new Wellness@Work Action Plan
- Regular communication and updates to employees through the Daily Buzz, weekly emails from the Senior Leadership Team and Town Halls
- Promotion of resources/supports related to mental health and wellness, working from home, “COVID safe” team holiday celebrations, etc.
- Increased collaboration and communication with the City of Ottawa’s Innovative Client service department to address learning needs identified by staff (i.e. working from home, mental health and wellness)



## Goal 5 - Continuously improve our core work to maximize impact - Highlights and Achievements

The year 2020 has proven to be an exceptional year for continuous improvement for Ottawa Public Health. The COVID-19 pandemic has led to a series of quality improvement initiatives in order to improve, promote and protect the health and well-being of the people of Ottawa. Below are some highlights of the continuous improvements made throughout 2020 as relate to the COVID-19 pandemic.

### Case Management

Since the first local person tested positive for COVID-19, OPH's case management and contact tracing practices have improved and adjusted to meet an evolving COVID landscape, increasing number of people testing positive, shifting internal and external resources, and ongoing ministry requirements. In addition, following the first wave of people diagnosed with COVID-19 (Spring 2020) key learnings were applied to improve planning and processes for subsequent surges of infections.

Since March 2020, OPH has monitored daily the number and percent of people diagnosed with COVID-19 that are reached within 24 hours of being reported to OPH. This metric is a key measure that is reviewed weekly by the Ontario Ministry of Health since it assesses a health unit's capacity to conduct essential case management and contact tracing, and ultimately protect the public from ongoing transmission.

In order to maintain and exceed this target, amidst an increasing number of people testing positive for COVID-19, the following improvements have been implemented since March:

- Implementing streamlined COVID-19 alternate practices during high volumes of people testing positive to ensure work is prioritized and that all individuals are contacted and triaged in a timely manner.
- Engaging external government workforces (Federal and Provincial) to support daily case and contact monitoring.
- Leveraging new digital technologies, including the use of webforms and automated calling, for enhanced case and contact management.
- Engaging with local health sector and community partners to continuously improve client care, including the development of a direct referral system for higher-risk populations to local Community Health Centres.
- Protecting the safety of OPH employees by:

- engaging new virtual work solutions, enabling up to 75% of OPH's COVID Case Managers to work remotely
- enhancing the PPE stockpile management system to ensure the supply and provision of required PPE for employees providing direct client care
- Continuously improving and onboarding employees to OPH's internally created COVID-19 Ottawa Database (COD) to enhance workflow, continuity of client care, outbreak identification and reporting.

## Schools

Recognizing the importance of rapid and comprehensive contact tracing, particularly in institutional settings such as schools, OPH also monitors the number and percentage of contacts reached within 24 hours of identification. As of December 31, 2020, OPH's COVID School Support Team has supported contact tracing for over 1,342 individuals who have tested positive in connection with 273 Ottawa schools, resulting in the identification of over 14,000 high risk school contacts. Key improvement activities to sustain and enhance this work have included:

- Leveraging digital solutions to support the generation of daily "do not attend lists" for all Ottawa elementary and secondary schools. These lists ensure that any individuals who have tested positive for COVID-19 or at-risk students, staff and volunteers to do not attend the school.
- The hiring and onboarding of more than 45 new Public Health Nurses, to support COVID prevention as well as case and contact identification in schools.
- Regular collaboration and partnership with Ottawa's local school boards and post-secondary institutions to minimize COVID transmission, to provide reliable COVIDWise messaging to Ottawa's school population, and to identify opportunities for improvement.
- Daily debriefs with OPH's school workforce to identify and action process improvements needed.
- Collaborating with OPH's Community Operations Unit, the Ottawa Health Team and other community partners to increase community testing. This included OPH's Community Engagement Team conducting door-to-door outreach and targeted community engagement, resulting in the provision of masks and COVID resources to over 3000 residents in the language of their choice. In addition, four pop-up COVID-19 test sites were established in schools to encourage and support testing of high-risk contacts.

## Infection Prevention and Control

Ottawa Public Health's Infection Prevention and Control (IPAC) team investigates all reported cases of COVID-19 in Ottawa institutions - 24 hours a day, 7 days per week. The multidisciplinary team includes public health nurses, public health inspectors, medical laboratory technologists, data management staff and clerks, administrative staff and couriers. Members contribute to the management of outbreaks and COVID-19 surveillance efforts and they respond to inquiries received on the Outbreak Reporting and IPAC Intake Line.

When an outbreak occurs, members of the IPAC team are on-site early to support the facility in implementing outbreak control measures. In 2020, the IPAC team completed approximately 900 inspections (i.e., outbreak inspections, complaints, prevention, education/training, etc.). Outbreak investigation efforts ensure that the health of our most vulnerable and the wider community are protected. Improvements implemented the IPAC team in 2020 include:

- Building capacity of the IPAC team. Prior to COVID, the IPAC team was comprised of 21 members, including 7 PHI's and 7 PHN's. The team has since grown to approximately 190 members (805% increase), including 35 PHI's, 65 qualified RNs and 57 members of the data management team.
- Proceeding with an increasingly mobile workforce to provide employees with greater flexibility and work-life balance during COVID-19 response, and to align with messaging about working from home as much as possible. IPAC has developed processes, resources and communications to facilitate this transition and has incorporated feedback from staff. Leveraging technology-enhanced communication and increasingly collaborative work while also supporting the transition to remote work, this included moving the digital management of all COVID-19 outbreaks and the IPAC phone line to ICEbar and MAP. During the first wave, 60 IPAC staff moved to a mobile workforce.
- Contributing to a multi-faceted approach to enhance COVID-19 testing uptake within institutions, including support for on-site testing opportunities, ongoing dialogue with stakeholders, and referrals of facility staff to local assessment centres. To streamline testing, IPAC prepared prefilled lab requisition forms to reduce errors, connected facilities with testing partners, and responded to almost 6000 requests for specimen kit pick up or drop off. IPAC also collaborated with laboratory partners to improve and streamline processes, enhance data quality and increase efficiency.
- Undertaking over 145 prevention outreach activities to LTCH, RH and congregate settings in the second half of 2020, some in collaboration with Public Health Ontario. These included visits, calls or consults to proactively assess pre-outbreak preparedness of facilities, offer support in preparing and reviewing IPAC policies and processes among personnel, and identify facilities that may be at heightened risk or in a precarious situation.
- Improving the quality of correspondence to facilities in outbreak. This has included increasing consistency of investigators assigned to facilities to reduce points of contact and establish rapport, applying peer review processes, developing templates, and ensuring investigators working in French have software to check grammar and audit the quality of translations.
- Increasing consistency and standardization by updating procedures to reflect changes in Ministry guidance and support collaboration across OPH teams, standardizing tools across settings, employing consistent training schedules and materials when onboarding staff, and using uniform naming conventions in outbreak files in COD.



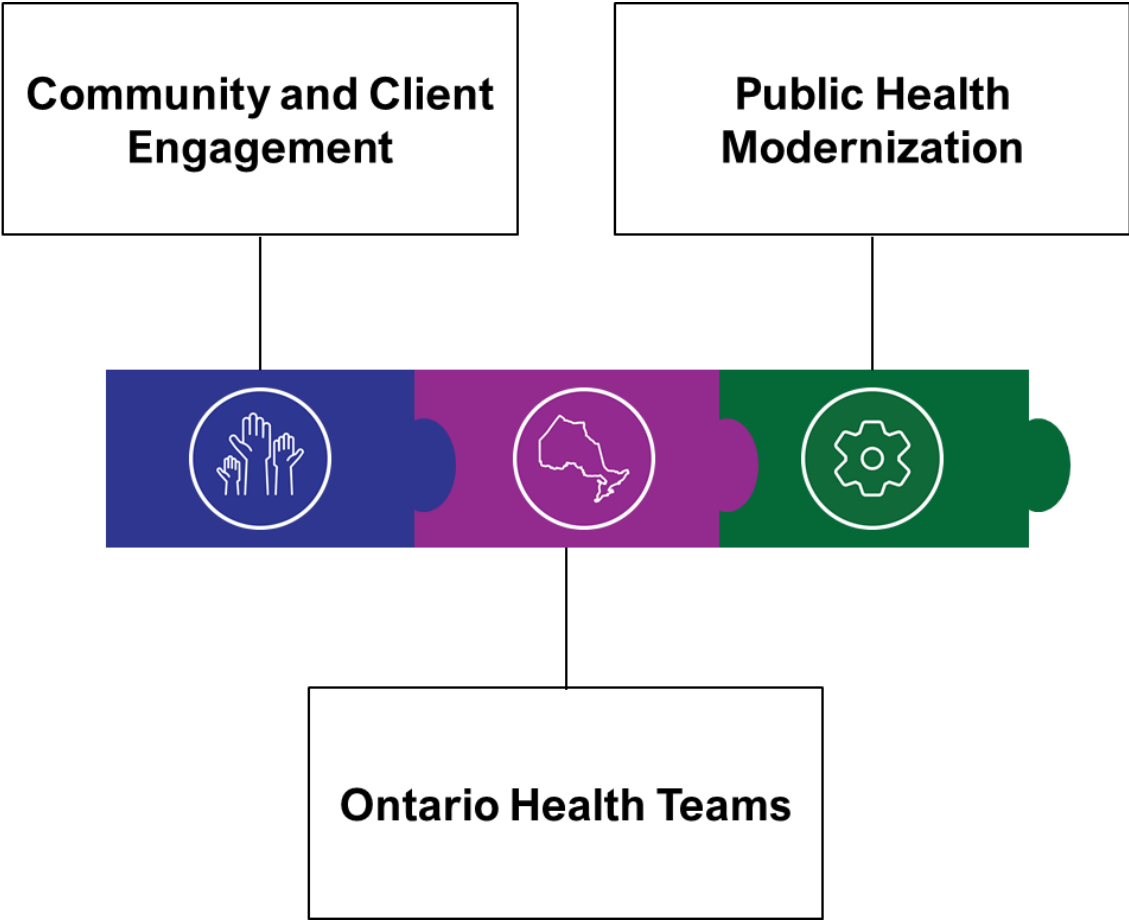
- Cross-training OPH staff to enhance surge readiness of the IPAC team and enable team members to support each other when demands shift amongst outbreak management needs across facilities and within the community.
- Employing quality assurance activities to increase accuracy of reporting. This has included training data staff and investigators on data entry in the COD to increase completeness and validity of data recorded in this system, developing processes and audit tools for reviewing investigator files, and cross-checking data between systems and outbreak files.

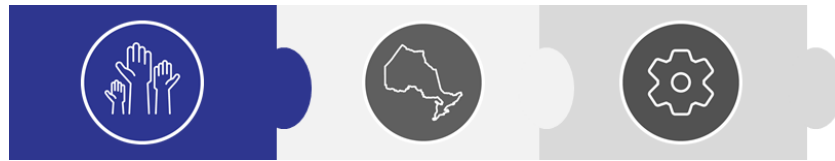
### Organizational Structure

Ottawa Public Health entered an enhanced response for COVID-19 in January 2020. By March 2020, the COVID-19 pandemic was increased to an emergency response and, by April roughly 75% of OPH staff were deployed to assist with the response. Over 1000 new employees were hired and over 125 city employees were re-deployed to support OPH's COVID response. An interim evaluation was completed over the summer months and a key outcome was the need to promote sustainability of the COVID-19 response. As a result, a new temporary organizational structure was implemented in September 2020. This allows for the continued operation of the COVID-19 response as well as the return of additional essential core services. The new organizational structure ensured the following:

- Support employees by distributing the work across more teams and relieving resource pressures between COVID-19 and other important core operations.
- Draw on shared services and central functions to support the needs across the organization in a coordinated and prioritized way.
- Improve stability and agility for team members to move between COVID-19 and other operations.
- Increase the Senior Leadership Team's capacity to guide strategic directions and prioritize all activities across the whole organization.

**Transformational Initiatives**

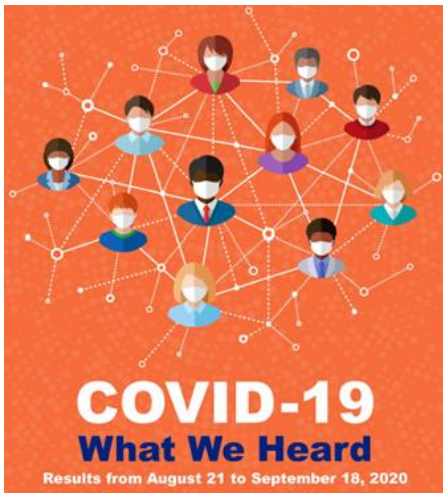




## Community and Client Engagement - Highlights and Achievements

### Online Public Engagement Strategy (Engage Ottawa)

Engagement is a process that allows Ottawa Public Health to work in collaboration with the community and ensure that decisions and work are rooted in the voices of Ottawa residents. In May 2020, OPH, in collaboration with the City of Ottawa, launched a phased online public engagement strategy to better understand the impact of COVID-19 on residents and help inform response efforts.



Since launching the public engagement strategy, OPH has hosted four phases of COVID-19 online engagement. During each phase, Ottawa residents were asked to share their thoughts online through surveys and forum questions available on the City's Engage Ottawa website in [English](#) or Participons. [French](#).

OPH heard from over 2,900 Ottawa residents throughout the four phases of engagement. Detailed results can be found in [What We Heard](#) reports for each of the four phases.

OPH and the City of Ottawa continue to engage with the public on the impacts of COVID-19. Phase five of this engagement strategy is currently in progress, with a focus on the COVID-19 vaccine.

### *What We Heard: Highlights*

Phase 1 (May 1 to 20, 2020): Overall, residents said that they changed their habits during the COVID-19 pandemic, increasing practices like avoiding touching their eyes and face, hand washing, physical distancing, making only essential trips out of the home and wearing a mask. Concerns related to the COVID-19 pandemic included mental health, financial and economic impacts, easing restrictions, access to medical services, and contracting COVID-19.

Phase 2 (June 25 to July 23, 2020): Most residents said they were changing the way they socialize, including limiting social gatherings with people not from the same household. Most residents indicated they would get tested for COVID-19 if they were showing symptoms or if they were a close contact of someone who had tested positive for COVID-19. Those who said they do not wear masks or disagree with mandatory mask use shared their reasons, including health reasons and that it is difficult to breathe or talk while wearing one.

Phase 3 (August 21 to September 18, 2020): Most residents said they were supportive of the Temporary Mandatory Mask By-law. Residents indicated that it is challenging to maintain a 10 (or less) person social circle that are exclusive to each other for many reasons, which included large families and having children in school. Most residents who are parents/guardians said they have concerns about the 2020-2021 school year, which included large class sizes and the exemptions for the use of masks in schools. Residents shared what they are doing to stay positive in difficult times.

Phase 4 (November 17 to December 15): Residents shared their ideas for reducing the spread of COVID-19 during the holiday season including staying home, limiting in-person gatherings and connecting virtually. Residents assess many factors before participating in social and recreational activities including the ability to maintain two-metres distance from others, mask use, the location of the activity and the status of COVID-19 in the community. Keeping friends, family and vulnerable members of the community safe and healthy was mentioned by residents as a top reason for continuing to follow public health COVID-19 recommendations.

### OPH Website Engagement

Since March 2020, OPH has developed and created content for 24 new web pages with a total of 1,279,798 individual visits to our main Novel Coronavirus web page alone. Below are some highlights:

- Developed on-line COVID-19 screening tools for [Schools/Childcare](#) and [Workplaces/Post-Secondary Institutions](#)
- Developed [Real World Contact Tracing examples](#) that show the impact of one infected individual attending a social event.
- Worked with community partners to populate and host a [COVID testing and information web page](#), including on-line booking access for testing sites
- Contacted by the Centre for Disease Control to share communications content for their use.

### OPH Social Media Engagement

Since March 2020, OPH has invested significant efforts in ensuring its social media accounts are providing evidence-based COVID-19 information to the public in a way that is relatable and relevant. Below are some highlights:

- Increased following on OPH's English Twitter account by approximately 40,000 followers for a total of over 103k followers by the end of 2020.
- Reached over 1.3 million impressions and 70,000 engagements on OPH's top tweet of 2020.
- Reached over 31,000 views on OPH's [most popular video](#) of 2020.
- Received many notable retweets and comments on OPH's Twitter about communication tactics, including from [Arlene Dickinson](#), [Ryan Reynolds](#), [CBC Ottawa](#), [May Warren](#), [Isaac Bogoch](#) and [Kelsey McEwen](#).
- Launched *Aging Well in Ottawa/Bien Vieillir à Ottawa* Facebook pages which are geared for Ottawa residents aged 55+ years of age.
- Launched *The Link Ottawa/Le Lien Ottawa* TikTok accounts which are geared for Ottawa residents aged 16-29 years of age.



## Ontario Health Teams – Highlights and Achievements

### July 2020

- Ministry of Health (MOH) announced approval of Ottawa East OHT – 2<sup>nd</sup> approved OHT in Ottawa area

### September 2020

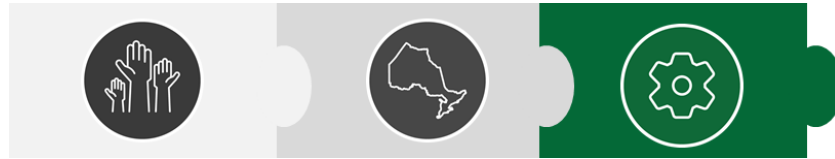
- Ottawa Health Team-Équipe Santé Ottawa (OHT-ESO) began mobilizing COVID-19 community response and neighbourhood outreach
- OPH initiated participation in Ottawa East Best Practice Spotlight Organization (BPSO) OHT
- OHT-ESO and Ottawa East OHT submitted Collaborative Decision-Making Agreements to MOH, Year 1 implementation funding forthcoming

### October 2020

- Kids Come First Health Team – secured \$1.5 million from RBC Foundation to enable One Call/One Click - A single point of entry to mental health and addiction service for youth in Eastern Ontario
- OHT-ESO referral process launched – 150+ referrals made from OPH to CHCs for clients who most need support (access to COVID-19 testing and supports for self-isolation)

### November 2020

- Joint media availability held to discuss the impact of COVID-19 on racialized communities, and approaches being taken by partners and communities to respond



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## Public Health Modernization – Highlights and Achievements

Although much of the work within the public health modernization transformational initiative has been paused as a result of the COVID-19 pandemic, work to build and enhance relationships with other public health units has continued. In 2020, Ottawa Public Health began sharing an Associate Medical Officer of Health position with the Renfrew County District Health Unit. Ottawa Public Health also communicates regularly with Renfrew around continued collaboration and support. On a regular basis, Ottawa Public Health also engages with public health units in Gatineau and across eastern Ontario and the province to share experiences, products, promote collaboration and participating in joint Champlain and National Capital Region MOH press conferences. This also involves leading or participating in work groups that share and improve practices. For example, in the summer of 2020 OPH co-lead a review of the public health response to COVID-19 in wave 1. This work has allowed OPH to better prepare for subsequent COVID-19 waves.

It is expected that once the COVID-19 pandemic subsides, additional work on public health modernization will resume.



## OPH Reconciliation Journey: 2020 Year in Review

