

Date: November 21st, 2024 | Time: 9:30 a.m. – 11:30 a.m. | Location: 108 Angeline Street S, Lindsay

6. Medical Officer of Health Update

Presenter: Dr. Natalie Bocking, Medical Officer of Health and Chief Executive Officer

Dr. Bocking provided a brief update to the Board of Health during the November 21st, meeting. Information shared included that the Ministry of Health has shared an executive summary of feedback that health units provided on the initial draft of the updated [Ontario Public Health Standards \(OPHS\)](#). The next steps are to engage internally and reconvene with some stakeholder groups to incorporate feedback where appropriate, with no timeline for release of updated OPHS being communicated.

An update related to Fall Respiratory Season, where key messaging was reinforced, such as staying up to date with vaccinations, staying home when sick, and washing hands and high touch surfaces as much as possible. An update was shared related to the first human case of highly pathogenic avian influenza (HPAI) to be identified in Canada, specifically British Columbia. Board members were told that the strain of HPAI that has infected the human is similar to that which is causing outbreaks on poultry farms in British Columbia.

Dr. Bocking also shared an update related to the [Association of Local Public Health Agencies \(alPHA\)](#) Annual Fall Symposium, where presentations related to Artificial Intelligence (AI) use in Public Health, updates from Public Health Ontario, and presentations on public health workforce burnout and public recovery, renewal, and resilience building post pandemic.

The complete update can be watched [here](#) via Live Stream on HKPRDHU's YouTube channel

7. Report

Measuring the Pledge: Customer Experience Survey Update

Presenter: Fiona Kelly, Director of Foundational Standards

The Board of Health received a presentation related to updates on the Haliburton, Kawartha, Pine Ridge District Health Unit's (HKPRDHU) Customer Experience Survey. The survey is being promoted internally and externally and is ongoing to ensure data collection is fulsome. To date, 161 surveys have been started, with 97 surveys being completed. From those surveys there is a high percentage of clients indicating that they were satisfied with their overall experience, information was easy to find, they were assisted in a timely manner and treated with courtesy and respect. Some clients noted they were not able to find the information they were looking for, could not access a clinic in a timely fashion, and did not receive a response via email or phone in a timely manner.

The information from the completed surveys will help to shape program and service delivery to ensure clients are receiving the information and supports they need, enforcing HKPRDHU's [Customer Service Pledge](#).

The presentation can be viewed [here](#). The full presentation can be watched [here](#).

8. New Business

Access to Dental Care for Seniors in Haliburton

Presenter: Dr. Natalie Bocking, Medical Officer of Health and Chief Executive Officer

A briefing note was shared with the Board of Health providing information and changes to the [Ontario Seniors Dental Care Plan \(OSDCP\)](#) delivery of services in the County of Haliburton. Recently, the Volunteer Dental Outreach (VDO) clinic in Haliburton has stated that as of January 2025 they will no longer be accepting clients on the OSDCP. This decision was made because of the changing landscape of dental care in Canada, mainly the availability of the new federal [Canadian Dental Care Program \(CDCP\)](#). Seniors, according to the VDO, make up one third of their clientele and most clients that qualify for the VDO qualify for the CDCP. Once on the CDCP, seniors can be seen by participating dental providers for treatment, and the VDO wants to avoid taking away patients from these practices. There are two dental practices in Haliburton Village, less than a five-minute drive from the VDO clinic, who are listed on the CDCP dental provider search tool, as accepting clients on this program.

The VDO stated that they are helping clients sign up for CDCP and has confirmed that legally all clients rostered with them will continue to receive services by VDO and will not be turned away.

The briefing note can be read [here](#).

Corporate Services Updates

Presenter: Matthew Vrooman, Director, Corporate Services

An update was shared with the Board of Health in which a summary of finances was given. The results from current operations show that revenue received was approximately \$373,841 less than the expected revenue at the end of October 31, 2024. It should be noted that of the \$373,841 revenue shortfall, internal funding of \$416,667 was not transferred into operations thus, revenue from operation is trending higher than expected. Similarly, expenditures for the equivalent period were approximately \$99,000 less than the budgeted amount, after taking the merger related expenses into consideration. Overall year to date expenditures is on par or trending lower than the budgeted amounts with the exceptions being computer support, professional development, fees for service and equipment which are trending above the budgeted amounts; \$22,189, \$46,658, \$51,872 and \$56,201 respectively.

The Board of Health also received the unaudited operating statements for the ten-month period ending October 31st, 2024, in the amount of \$ 18, 324, 998 for information.

The briefing note can be read [here](#)

2025 Budget Development

Presenter: Dr. Natalie Bocking, Medical Officer of Health and Chief Executive Officer

Dr. Bocking provided a briefing note with information related to the 2025 Budget Development of HKPRDHU. This budget was presented as a solo budget as part of scenario planning related to merger approval. HKPRDHU required the Board of Health to review and approve the solo budget, in the event that a merger with Peterborough Public Health is not approved.

The Board of Health received the briefing note and approved HKPRDHU's proposed 2025 budget in the total amount of \$22,382,353.

The briefing note can be read [here](#), and the full discussion can be watched [here](#)

Board of Health Q3 Summary

Presenter: Dr. Natalie Bocking, Medical Officer of Health and Chief Executive Officer

The Board of Health received a summary of the Q3 2024 Board of Health Quarterly Report for Programs and Services. [The Ontario Public Health Standards: Requirements for Programs, Services, and Accountability \(Standards\)](#) outline the minimum requirements that boards of health must meet for mandatory health programs and services. There were no areas of concern presented to the Board related to requirements that were partially met.

The summary report can be viewed [here](#)

10. Correspondence

The following correspondence were shared with the Board of Health for information:

- [Ontario Public Health Directory Update – aPHa](#)
- [Talk to a Stranger Week \(November 18th – 24th\)](#)

Date of Next Meeting

December 5th, from 9:30 – 11:30am, at the Dalewood Golf and Country Club in Cobourg, and will include a recognition event for employees celebrating milestone Years of Service.