



Annual Report 2009



Inside This Report

- **Message from the Chair of the Board of Health** 2
- **Message from the Chair of the Community and Protective Services Committee** 2
- **Message from the Medical Officer of Health** 2
- **Introduction** 3
- **Extraordinary Measures: The 2009 H1N1 Pandemic Response** 4
- **Extraordinary Measures: The West End Flood Response** 4
- **Improving Service Delivery Through New Technologies** 4
- **Snapshot of Ottawa Residents' Health** 5
- **Strengthening Public Health Services in Ottawa** 5
- **Protecting Health and Safety** 6
- **Governance** 7
- **Promoting Healthy Living** 7
- **Managing and Preventing Communicable Diseases** 9
- **Sexual Health** 9
- **Immunizing Against Serious Diseases** 9
- **Awards and Achievements** 11
- **Acknowledgements** 11
- **Financials** 12
- **How to contact us** 12

Message from the Chair of the Board of Health

Ottawa Public Health (OPH) programs and services help make our city the healthy, vibrant and safe place that it is. As Chair of Ottawa's Board of Health, I am reminded on a daily basis of how OPH's health assessment, promotion and protection activities as well as disease prevention programs benefit our community.



In 2009, OPH demonstrated that it not only provides health services that we can all rely on, year after year, but it also has the ability to respond in a timely and professional manner to extraordinary circumstances. Through the H1N1 vaccination campaign and response to the west end flood, OPH staff demonstrated their dedication to our city's health in times of crisis.

Larry O'Brien, Chair of the Board of Health, Mayor, City of Ottawa

Message from the Chair of the Community and Protective Services Committee

In 2009, the Community and Protective Services Committee (CPSC) and Ottawa Public Health (OPH) accomplished a number of key priorities, including the Food Safety Program Strategy, the Integrated Response to Discarded Needles and the Ottawa Board of Health governance review. As chair of the CPSC, I am proud of the dedication and leadership shown by our Committee members as well as their commitment to protecting and promoting the health of Ottawa residents.



The H1N1 vaccine has protected 53 per cent of the Ottawa population. This is a significant step toward community health protection. OPH staffed and ran an astounding 487 clinics from October 26, 2009 to February 10, 2010, all the while maintaining critical public health services in our community.

The quality, kindness and compassion of OPH's service during the H1N1 response is what many in our community will remember.

Diane Deans, Chair of the Community and Protective Services Committee, City Councillor, Ward 10 Gloucester-Southgate

Message from the Medical Officer of Health

The year 2009 was unusually challenging for all of us at Ottawa Public Health (OPH). The flooding that occurred in the city's west end and the magnitude of the required response to the H1N1 pandemic truly tested our ability to respond swiftly and professionally to the urgent health needs of Ottawa residents. Our ability to respond to the H1N1 pandemic defined the year for our organization.



Over the course of 72 days, OPH staff and volunteers immunized more than 240,000 Ottawa residents against the H1N1 influenza at vaccination clinics across the city, and distributed vaccine to more than 400 local family doctors and other delivery agents. By the end of the campaign, we had directly

administered or distributed enough vaccine for more than half of Ottawa residents – well surpassing our original goal of 40 per cent.

In only 8 days, from July 28 to August 4, 2009, public health nurses and inspectors visited approximately 1,600 homes in flood-affected neighbourhoods in the city's west end, performing in-person health assessments and providing residents with information on how to clean up safely. In cases where they were unable to speak with residents in person, they followed up by telephone, conducting 200 telephone consultations.

And yet, despite these trying circumstances, OPH continued to deliver the programs and services Ottawa residents need and expect: outbreaks were investigated, water was tested, seniors were cared for, anti-smoking campaigns were mounted, prenatal classes were held, used needles were collected and safely discarded, and vulnerable residents were offered care and support.

That is not to say we were able to do all that we wanted. As most staff were redeployed to deliver or support the supply of H1N1 vaccinations, there was a real and measurable impact on public health services, including the suspension of new infant home care visits, physical activity programs, and cancer screening education. We made the hard decisions to defer programs and services because it was vitally important to take responsible measures to protect the public from pandemic influenza.

This year also marked a time of transition for OPH. The changes undertaken in OPH as part of the City of Ottawa's overall corporate re-organization position us to deliver on the service excellence agenda and better align our services to deliver the new Ontario Public Health Standards.

I am proud of our efforts – and I am proud of our people. For almost two years now, I have had the privilege of leading an extraordinary team of individuals. I know our community can count on their passion, their dedication and their commitment to seeing its residents healthy and safe.

We could not do what we do without the help, direction and support of the Mayor and members of City Council, who form our Board of Health; my colleagues in the City's executive and senior management team, and the assistance and support of so many community partners and volunteers. I would also like to thank the Province of Ontario for its continued support and funding of our programs.

It is my hope you find this report informative and illustrative of the scope and depth of our commitment to Ottawa and all of its residents.

*Isra Levy, MB BCH, MSc, FRCPC, FACPM
Medical Officer of Health, Ottawa Public Health*

Introduction

Ottawa Public Health (OPH) has a legislated responsibility for delivering public health services. OPH provides programs and services – based in four broad areas of protection, promotion, surveillance and prevention – to individuals and communities while advocating for public policies that make our city and its residents healthier.

The legal obligations and authority for public health in Ontario are established under the Health Protection and Promotion Act. The 2008 Ontario Public Health Standards (OPHS) and Protocols establish the requirements for fundamental public health programs and services.

This annual report provides a snapshot of how OPH worked in 2009 to improve the overall health of residents in Ottawa through regular programming and during times of crisis.

OPH services are funded by the City of Ottawa, the Ministry of Health and Long-Term Care, the Ministry of Health Promotion and the Ministry of Community and Youth Services. It is governed by the Board of Health, which is comprised of elected councillors and the Mayor of the City of Ottawa.



Extraordinary Measures: The West End Flood Response

OPH offers residents information and advice about how best to cope with extreme weather events, including sewer back-ups and flooding events.

At the end of July 2009, many homes in Ottawa's west end – Stittsville, Glen Cairn and Beaverbrook in Kanata, and Carp – were flooded due to heavy and intense rainfall. In response, OPH dispatched public health nurses and inspectors to the affected neighbourhoods. These nurses and inspectors made door-to-door visits to 1,600 homes in just eight days, performing in-person health assessments and providing residents with information on how to clean-up safely.

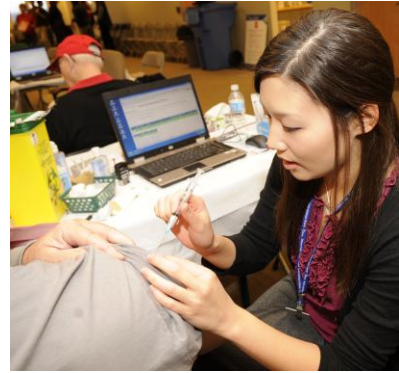


Photo courtesy of the Ottawa Region Media Group

Flood. More than 600 homes in Glen Cairn were damaged by a flood of water following a severe rainstorm on July 24, 2009

Extraordinary Measures: The 2009 H1N1 Pandemic Response

To combat the 2009 H1N1 flu pandemic – the first influenza pandemic in more than 40 years – OPH and its partners in *Ottawa's Interagency Influenza Pandemic Plan* needed to take historic action.



On April 27, 2009, OPH activated local emergency operations – within a week of the world learning of the emergence of the new flu virus in Mexico.

In early May, OPH confirmed the first case of H1N1 in Ottawa. Throughout May and June, we observed an unusual and intense level of influenza activity in the community that strained the city's acute health care capacity. By July, however, this first wave of the disease subsided.

The second wave began in early September and peaked in the first two weeks of November, placing severe pressure on hospital emergency departments and other parts of the local health care system. To help cope with the added pressure, community health centres, Aboriginal health agencies and an urgent care clinic operated flu assessment centres – an initiative coordinated by OPH – during November. In just two weeks, they assessed well over 3,500 patients with flu-like illness.

Once OPH began receiving shipments of the approved vaccine in late October, we turned our attention to maximizing vaccine coverage. We set up and operated clinics for a total of 72 days between October 2009 and February 2010.

In the end, we surpassed our goal of vaccinating at least 40 per cent of the local population.

OPH directly administered or distributed enough vaccine to successfully immunize about 53 per cent of Ottawa residents, including more than 240,000 through OPH vaccination clinics alone.

Improving service delivery through new technologies

EatSafe Ottawa

In April 2009, OPH launched *EatSafe Ottawa*, a website that provides residents and visitors with the results of OPH inspections of food establishments in Ottawa 24 hours a day, seven days a week. The new website has significantly improved public access to inspection results and has helped raise consumer awareness of food safety.

Environmental Health Information System

The Environmental Health Information System provides OPH with the ability to quickly track and efficiently manage environmental health data, including food premises complaints, health hazard inquiries, advice and referrals. This information system allows public health staff to better monitor environmental-health-related activity in our community.

Better telenursing and improved communication services

As a result of the spike in calls to the OPH Information Line during the pandemic, we implemented technologies that boosted our ability to communicate up-to-date information to residents in a timely fashion.

This included an online tool for nurses, giving them access to the most up-to-date information on the pandemic. OPH deployed Yammer, an instant messaging software, to ensure nurses were aware of breaking news and to help them provide callers with that information. And, as a result of the H1N1 campaign, OPH now has the ability to quickly activate a call centre with 21 additional lines to better respond to future health-related emergencies.

OPH also implemented an e-learning system that trained 500 people online over a six-week period in vaccine administration. As well, we used the micro-blogging service, Twitter, to provide real-time updates on wristband availability and wait times at vaccination clinics.

The OPH website, which saw 1.5 million hits during the second wave of the H1N1 pandemic alone, was enhanced with an interactive self-assessment tool designed to help parents assess the severity of their children's flu symptoms. Over 8,600 residents were able to decide whether they could care for their children at home or should seek medical attention. Not only did this online service reduce the burden on local health care services, it also assisted epidemiologists in tracking the flu's activity and intensity in various parts of the city.



Snapshot of Ottawa residents' health

In 2009, OPH contributed to the Ministry of Health and Long-Term Care's *Initial Report on Public Health*, which provided a snapshot of Ottawa residents' health.

Compared with similar urban centres in Ontario, Ottawa had the highest breastfeeding duration and immunization coverage for measles, mumps and rubella. We were among the most successful in contacting mothers soon after birth, and our smoking prevalence was among the lowest. Our physical activity index and our fruit and vegetable consumption were also among the highest in our peer group.

Ottawa residents rank below average on a number of indicators. We had one of the highest percentages of heavy drinking among youth, one of the largest numbers of respiratory infection outbreaks in long-term care homes, and the highest incidence of Chlamydia. We also had the second highest number of adverse incidents linked to the quality of drinking water – a finding primarily associated with the large number of small drinking water systems that require frequent inspections and are not attached to the municipal water system.

These indicators are helping us to plan and focus our resources in the future.

Strengthening public health services in Ottawa

Volunteers as peer educators

OPH volunteers are among our best communicators. They interact directly with the public and are involved in both peer education and health promotion activities. For example, volunteer Community Food Advisors educated residents about the benefits of healthy eating and the importance of food safety. Volunteers could also be found leading walking groups, providing strength exercise classes for seniors, and teaching residents about eating healthily and how to prevent chronic disease. In partnership with the Somerset West and the Centretown community health centres, volunteers were also engaged in the promotion of healthy sexuality. They participated in research studies sponsored by the University of Ottawa, Carleton University and Algonquin College.

Developing public health professionals and research

As one of the few teaching public health units in Ontario, OPH coordinated the placements of 346 students in medicine, nursing and nutrition, and staged 29 presentations for 1,652 students in Ottawa's post-secondary institutions.

Representatives from OPH also helped develop a new community health nursing course for the Baccalaureate of Science in Nursing at the University of Ottawa. This was a unique opportunity for OPH to ensure theory meets practice.

OPH is also heavily engaged in and leads numerous community and public health research efforts. For example, we are actively involved in research on postpartum depression, working with the University of Toronto and colleagues from other health units across Canada.

Protecting health and safety

Reducing food-borne illness and preventing spread of infections

To reduce the incidence of food-borne illness in our community, OPH's team of Public Health Inspectors (PHIs) conduct public education campaigns, food handler training courses, food premises inspections, surveillance and complaint investigations.

In 2009, PHIs inspected 10,637 food premises, trained 1,435 food handlers and certified 1,237 of them. We also expanded our food handler training courses seminars in Cantonese to meet the needs of our increasingly multi-lingual community.



OPH is also concerned with the prevention and control of infections in personal service settings, such as spas and tattoo parlours. OPH staff have led the production of best practice standards, as well as conducted regular field inspections of these establishments in our community.

Swiftly and safely disposing discarded needles

OPH operates a comprehensive and integrated program with our partners to collect and safely dispose of discarded needles. Since 2006, OPH has collected nearly 2 million used needles, including nearly 700,000 in 2009 alone. OPH is also committed to responding to needle pick-up requests within one hour.

Testing well and beach water

To ensure our water is safe to drink and to swim in, OPH routinely tests well and beach water. In 2009, we also conducted inspections of 503 public swimming pools and 81 public spas, and we monitored and inspected 34 small drinking water systems.

Providing health and social crisis programs

Sometimes people in our community lack the capability or support to care for themselves, face eviction or live in conditions where health hazards are present. In 2009, our Health and Social Crisis team intervened on behalf of 253 individuals and ensured that they were able to access community services and supports while at the same time remaining in their homes – ultimately preventing homelessness, improving living conditions and increasing access to health services.

Governance

In 2008, Ottawa City Council approved a new governance model for Ottawa's Board of Health. This new model, which is designed to improve stewardship of public health programs while also assuring a continued ability to anticipate and respond to local community health needs, was developed after considerable public consultation and citizen engagement. In March 2010, the Ontario Minister of Finance tabled Bill 16 in the Legislative Assembly of Ontario. Bill 16, entitled *An Act to implement 2010 Budget measures and to enact or amend various Acts*, includes amendments to the *City of Ottawa Act*, 1999 to establish a new governance model for the Board of Health of the City of Ottawa.

Briefly, Bill 16 amends the *City of Ottawa Act* to:

- Direct Council to appoint all members of the Board, including citizen members;
- Specify that the City's policy with respect to the use of the English and French languages will apply to the new Board of Health;
- Direct the City to provide to the Board all public health employees that the City considers necessary to enable the Board to carry out its functions.

Promoting healthy living

For parents and infants

OPH offers various programs and services to new and expectant parents:

- OPH's nurses and family visitors provide parents and young families with support and guidance, completing over 13,000 home visits in 2009.
- The *Annual Breastfeeding Challenge* promotes the benefits of breast-feeding. In 2009, a record 125 babies were breastfed at one time, with an additional 96 mothers and babies participating at all five local hospitals. This was the second highest turnout in Canada.
- *Prenatal Express*, launched in 2009 with the collaboration of the Ottawa Public Library, provides pregnant women and their partners with video and print resources designed to help them have a healthy pregnancy.
- *Breast-Feeding Buddies* matches volunteers with new and expectant moms to provide mother-to-mother telephone support, information and encouragement.
- Through its partnership with the Montfort Hospital, OPH provides prenatal education sessions in French – increasing the number of programs available in that language three-fold.



For children

OPH promotes healthy child development through various nutrition and physical activity programs:

- The *Healthy Active Schools* program – in 73 schools across Ottawa – helps children make healthy choices about food and physical activity, reducing their risk of developing chronic diseases and promoting healthy food and activity habits to last a lifetime.
- The *Playground Activity Leader in Schools* program (PALS) is a peer-to-peer bullying prevention and physical activity promotion program. In 2009, 547 students in 26 elementary schools became peer leaders to act as mediators and game facilitators.
- The *I^a to Skate/Cook/Read/Play* program – offered in selected neighbourhoods in partnership with the Boys and Girls Clubs of Ottawa, the City of Ottawa's Parks, Recreation and Cultural Services Department, the Ottawa Public Library and the Ministry of Health Promotion – targets children and youth aged six to 12 and provides them with skills to live healthy, physically active lives.
- The *Success by 6* and *Best Start* networks, which OPH supports with community partners, provides full-day learning for four- and five-year-olds in order to foster early childhood development.

The tooth doesn't have to hurt

In 2009, the Dental Health team screened 18,788 children in elementary and junior high school and an additional 2,100 children in the community. The team identified 1,710 children in elementary and junior high school who had urgent dental needs. OPH staff tracked these cases to ensure the children received the treatment they needed. OPH focuses on early detection of dental disease through community-based screenings of children four and under.

For young adults

OPH has several peer-led programs designed to discourage young adults from starting to smoke and to help those who have to quit, as well as programs that promote physical activity and youth leadership:

- In 2009, over 8,000 young adults responded to ads on the social networking site, Facebook, which directed them to additional information about social smoking, tobacco addiction and how to quit.
- With the help of OPH, Ottawa youth collected 7,000 postcards supporting the passage of Bill C-32, The Cracking Down on Tobacco Marketing Aimed at Youth. Youth facilitators also made presentations at the federal Minister of Health's press conference and before the Senate Steering Committee. The Act makes tobacco products less accessible and less appealing to young adults: it bans the use of flavourings and additives to cigarillos, cigarettes and blunts; it prohibits the selling of cigarillos in single units or "kiddy packs;" and it bans tobacco ads in publications with mostly young adult readership.
- In partnership with the National Capital Region, YM-YWCA, Active Ottawa Actif and the four district school boards, OPH helped to increase youth leadership capacity through knowledge, skill building and mentorship activities. The training increased young adults' abilities in leading their peers in the areas of physical activity and healthy eating.

For adults

OPH encourages adults to live healthy lives, in their workplaces and at home:

- The *Healthy Ottawa @ Work* e-bulletin provides important health information on chronic disease prevention. It was distributed to over 730 workplaces in 2009.
- To help residents comply with the Province of Ontario's pesticide ban, which came into force on April 22, 2009, OPH organized a series of workshops to provide residents with information about how to garden using greener alternatives. Under the ban, about 250 pesticide products are banned for sale and more than 80 pesticide ingredients are banned for cosmetic uses.
- Like so many major urban centres across North America, Ottawa is experiencing a resurgence of the 'bed bug' problem. OPH staged seminars and prepared a suite of educational resources to help residents avoid or eliminate this resurgent pest.

For seniors

Helping seniors lead active and healthy lifestyles is a cornerstone service provided by OPH. *Aging in Place*, a Local Health Integration Network project, provides seniors and their caregivers with an integrated suite of community-based services and activities – dealing with staying physically active, eating well, preventing falls, controlling infections, getting vaccinated against both H1N1 and seasonal flu – enabling them to stay healthy and live more independently in their own homes. Through this program, OPH made contact with 4,421 Ottawa seniors.



Managing and preventing communicable diseases

OPH manages and prevents the spread of communicable diseases.

Sexual Health

- The *Sexual Health* team focuses on tracking and testing for sexually transmitted infections (STIs), as well as providing individuals with the help and support they need to prevent and treat STIs.
- In 2009, the team conducted over 28,000 tests, distributed approximately 800,000 free condoms, and helped nearly 16,000 individuals at Sexual Health Centre clinics across the city.
- The team followed up with over 2,800 people – from all areas of the city and representing the full spectrum of socio-economic groups in our community – who tested positive for reportable STIs (as well as all of their sexual partners) to reduce the spread of infection. Reportable STIs include syphilis, gonorrhea, Chlamydia, HIV/AIDS and Hepatitis B.
- The team also responded to approximately 3,000 calls through its AIDS and Sexual Health Information Line.
- In addition, they worked to reduce the spread of blood-borne illness by interacting with clients during more than 25,000 visits to the Site Clean Needle Syringe Program and its partner agencies.

Outbreak Management

- The *Outbreak Management* team works year-round to track infections, and inspect long-term care facilities, retirement homes, hospitals and child care facilities.
- The team also investigates incidents of gastro-intestinal and respiratory disease, and develops policies and educates organizations and community members about how to prevent and control infections.
- The team investigated a total of 453 institutional outbreaks in 2009 – 273 more than in 2008. The increase in outbreak investigations was due to a large volume of schools and child care facilities that reported greater than normal absenteeism rates associated with H1N1.
- In addition, the *Outbreak Management* team followed up on almost 100 reports of sporadic enteric infections in our community.

Communicable Disease Control

- The *Communicable Disease Control* team is responsible for the timely and comprehensive management of reportable communicable diseases in Ottawa. For example, in 2009, this team managed 49 cases of tuberculosis (TB), 7 cases of Meningococcal Disease, and 34 cases of Group A Streptococcal Disease in our community, including the identification and follow up of numerous contacts of each one of these cases.
- Public health nurses worked collaboratively with health care practitioners in local acute care hospitals, particularly in the TB Clinics at The Ottawa Hospital and the Children's Hospital of Eastern Ontario, to ensure residents in Ottawa, who are reported to have TB, complete their treatment and to prevent the spread of this disease in our community.
- The *Communicable Disease Control* team provides consultation and information about communicable diseases to health care providers by handling telephone calls, developing resources and providing educational workshops. All communicable disease activity in Ottawa is entered into a provincial database according to Ministry of Health and Long-Term Care directives.

Immunizing against serious diseases

In school clinics

In partnership with the four local school boards, independent schools and the Ontario Ministry of Health, OPH promotes and provides immunizations to eligible students through more than 90 school-based clinics:

- 3,165 out of 5,039 eligible Grade 8 girls (63%) received the first dose of the Human Papilloma Virus (HPV)



vaccine in the early fall of the 2008-09 school year. By October 2009, 3,159 out of 4,788 eligible girls (66%) had received the first dose of HPV vaccine.

- During the 2008-09 school year, 6,068 out of 9,546 eligible Grade 7 students (64%) were immunized against the C strain of Invasive Meningococcal Disease. By mid-February of the 2009-10 school year, 7,082 out of 9,661 grade 7 students (73%) had been protected against Meningococcal Disease types ACW & Y.
- By October 2009, 7,984 out of 9,661 (83%) of eligible Grade 7 students had received the first two doses of vaccine to prevent Hepatitis B.

In community clinics

In 2009, OPH offered a series of community-based clinics to vaccinate residents against seasonal flu and mumps:

- 32,145 individuals were inoculated against the seasonal flu.
- 4,158 young adults were given the mumps vaccine.

Monitoring child immunization records

OPH's *Immunization* and *Vaccine Distribution* teams work together to ensure all children and youth in the city are immunized appropriately for their age:

- In 2009, OPH reviewed the immunization records for children in 245 licensed child care facilities and for students in 340 public and private schools.
- We also reviewed approximately 1,650 immunization updates from parents through our web-based reporting system and responded to 18,165 telephone calls from clients, parents and health care professionals regarding child immunizations, new vaccines and routine scheduling of vaccinations.

Distributing vaccines to local health care providers

OPH staff coordinated the distribution of more than 20 different types of publicly funded vaccines to Ottawa health care providers in 2009:

- 436,200 doses of the various influenza vaccines – H1N1 and seasonal – were distributed.
- 45 series of post-exposure rabies vaccine were provided.
- 287,759 doses of other types of vaccines, such as those that prevent pneumococcal diseases, diphtheria and tetanus, were allocated to local health care providers.

To ensure vaccines remain stored at the proper temperatures, staff also visited 500 medical offices to verify that vaccine storage fridges were working properly and that internal temperatures were consistent with vaccine storage and handling guidelines. This helps ensure that the vaccines given by health care providers remain effective at preventing the diseases.



Awards and achievements

In 2009, OPH employees and various programs were recognized for their efforts with a number of awards, including:

- The *Outstanding Partnership Award* from the Canadian Diabetes Association.
- The *Community Recognition Award* from the Southern Aboriginal Diabetes Initiative, awarded to Public Health Nurse, Penny Burton, "in recognition of valuable contributions to the good health of people in their communities."
- The *2009 Ottawa Physician of the Year Award*, given by the Academy of Medicine of Ottawa, was awarded to Dr. Isra Levy.
- *One of the best outreach projects to prevent obesity among South Asian children of ages 6-12 yrs* from the Heart and Stroke Foundation for the South Asian Healthy Active Kids project. The project was designed to reach 13 different language schools and is currently active in five South Asian language schools.
- *Runner-up for the Community Safety Award* from Crime Prevention Ottawa for the Integrated Citywide Response to Discarded Needles Committee, chaired by OPH.

Acknowledgements

OPH would like to acknowledge the generous contributions of our non-government sponsors, who provided funding and in-kind contributions. We would also like to thank our 291 volunteers, community partners and donors who have assisted us in providing services that protect and promote the health of Ottawa residents.

OPH staff express our gratitude to members of our Board of Health, Mayor Larry O'Brien and Councillors Georges Bédard, Michelle Bellemare, Rainer Bloess, Glenn Brooks, Rick Chiarelli, Alex Cullen, Diane Deans, Steve Desroches, Clive Doucet, Eli El-Chantiry, Peggy Feltmate, Jan Harder, Diane Holmes, Peter Hume, Gord Hunter, Rob Jellett, Christine Leadman, Jacques Legendre, Maria McRae, Bob Monette, Shad Qadri, Doug Thompson and Marianne Wilkinson; and to the City of Ottawa's executive and senior management teams for their leadership, support and direction.



Meeting the challenges of the H1N1 pandemic would not have been possible without the commitment and dedication of our local health care partners, our hospitals, our partners in *Ottawa's Interagency Influenza Pandemic Plan*, and our community health care providers. Together, they rose to the challenge, working in our vaccination clinics and flu assessment centres. Thank you for your steadfast commitment.



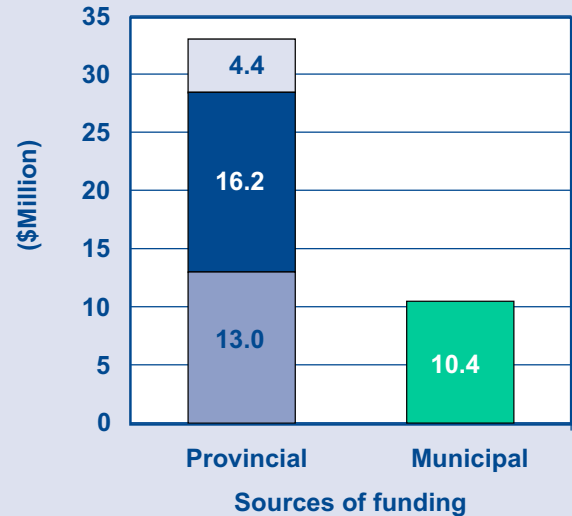
We would also like to acknowledge the many City of Ottawa departments – Parks, Recreation and Cultural Services, the Office of Emergency Management, Information Technology, Corporate Communications, Human Resources and Public Works – that played significant and important roles in our response to the H1N1 pandemic. Thank you.



We would also like to thank the Province of Ontario for its continued support and funding of our programs.

Financials

Ottawa Public Health funding



- City of Ottawa
- Ministry of Community and Youth Services
- Ministry of Health and Long-Term Care
- Ministry of Health Promotion

How to contact us

This report outlines only part of this work and just some of the services we provide. Additional information is available by phoning Ottawa Public Health at **613-580-6744**, by e-mailing **healthsante@ottawa.ca** or by visiting our website, **ottawa.ca/health**.