



2022 Healthy Communities Conference Fostering Sustainable Communities in Grey Bruce

COMMUNITY COLLABORATION IN PUBLIC HEALTH

1. SUPPORTIVE OUTREACH SERVICE (S.O.S.)
2. HOME TAKEOVER
3. INFECTION PREVENTION AND CONTROL (IPAC) HUB



Objectives

1. Provide good examples of various public health community collaboration fields that require inter-organization solutions
2. Shed the light on public health issues in the community from a social determinant and equity lenses
3. Demonstrate how to build collaboration in Public Health and how to take part in light of diverse perspectives and roles to achieve a collective impact model that is sustainable and evidence-informed

1. Supportive Outreach Services (S.O.S.)

LINDSAY MACDERMID, PROGRAM EVALUATOR, MPH, CE
GREY BRUCE HEALTH UNIT





Overview

Link to UN Sustainable Development Goals

Background

Collaborative Partnership

S.O.S. Services

Public Health Role

Interim Evaluation Highlights

SUSTAINABLE DEVELOPMENT GOALS

3 GOOD HEALTH
AND WELL-BEING



**ENSURE HEALTHY LIVES AND PROMOTE
WELL-BEING FOR ALL AT ALL AGES**

10 REDUCED
INEQUALITIES



**SUPPORT THE MARGINALIZED
AND DISADVANTAGED.**

S.O.S. – The Beginning

May 2021, COVID-19 outbreak in a rooming house in southern Grey County

- Exacerbated by prevalence of mental illness, substance use, domestic violence, and detachment from the health system.



Multi-organization, multi-sectoral, collaborative, client-centered response



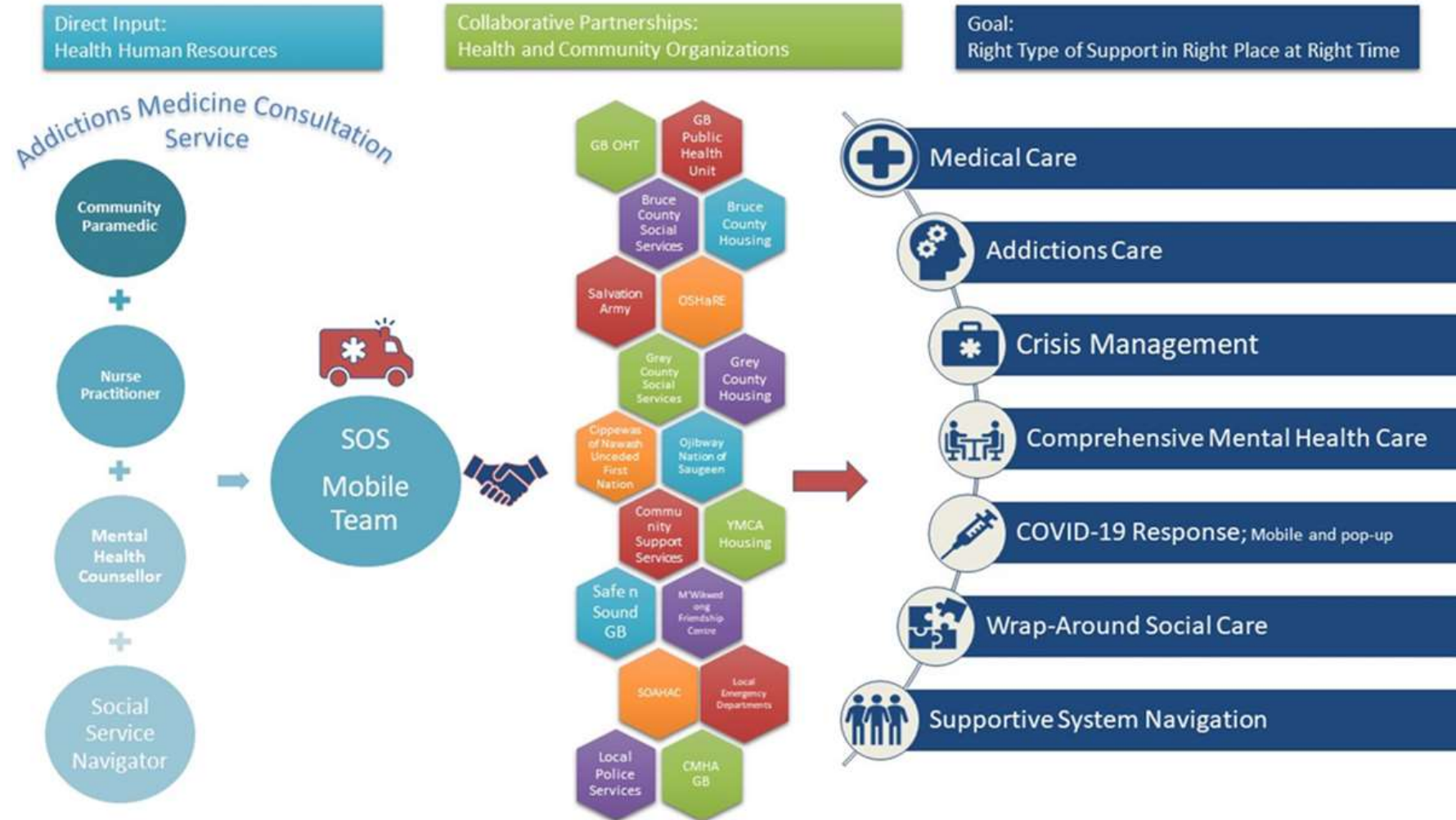
Need for continued collaborative focus on addressing health equity and health outcome gaps in individuals and groups who experience barriers in accessing health and social services



Collaborative Partnership



S.O.S. Services





Public Health Role

Population Health Assessment

- Measuring, monitoring, analysis, and interpretation of population health data and knowledge about the health status of the target population, including social determinants of health and health inequities

Health Equity Impact Assessment

- Identification of health inequities, associated risk factors, and emerging trends so that S.O.S. strategies can be implemented and/or modified to reduce these inequities.



Public Health Role

Program Planning and Evaluation Guidance

- Guidance to ensure that planning and evaluation are part of an ongoing and iterative cycle of program development and improvement.
- Enhance client and community partner experience and address issues identified through various means.

Harm Reduction

- Harm reduction program (Ontario Public Health Standards); vaccine; sexual health supports.



Interim Evaluation Results – March 2022

S.O.S. Services Provided (Oct 2021 – Mar 2022)

	S.O.S Fixed Sites	S.O.S Mobile
Days of Service	26	36
Total Visits	1470	518
New Clients	NA	247
Repeating Clients	NA	271
Number of Services Provided	883	1187
Number of Referrals Made	71	176
Units of Harm Reduction Supplies Distributed	2755	639
Number of Primary Care Services Provided	193	157
Number of MH&A Counselling Sessions	82	360
Number of Covid-19 Vaccinations	67	11
Units of Basic Need Items Distributed	4953	226

86% of S.O.S. frontline service providers agree that, as a result of the S.O.S. initiative, they are better able to support individuals who experience barriers accessing health and social services.

I am able to have conversations with clients, build rapport with them, and direct them to the appropriate supports. It is a safe place for people to come, ask questions, and have conversations about their experiences without feeling stigmatized or discriminated.

We are meeting people where they are, reducing barriers to timely, safe, equitable access to health care and social support.

91% of S.O.S. frontline service providers agree that, as a result of SOS initiative, they are better able to work with other service providers to support individuals experiencing barriers to accessing health and social services.

Networking has helped immensely so even staff are able to reach out between agencies on non-S.O.S. days.

Better networking. Easier to connect with people. Much better collaboration of resources.

[We have been] able to work together often and build stronger working relationships with common goals.

S.O.S.





2. Home Takeover

KAELA SALES, HEALTH PROMOTER, MPH

GREY BRUCE HEALTH UNIT



Addressing

HOME TAKEOVERS

Pilot Project





SUSTAINABLE DEVELOPMENT GOALS





Home Takeover

“Situations in which vulnerable tenants are forced to accommodate unwanted guests in their homes. During home takeovers, vulnerable tenants [may initially] allow people into their homes to fulfill unmet social, economic, and personal needs. In the process, the tenant is threatened physically, financially, and/or psychologically.”

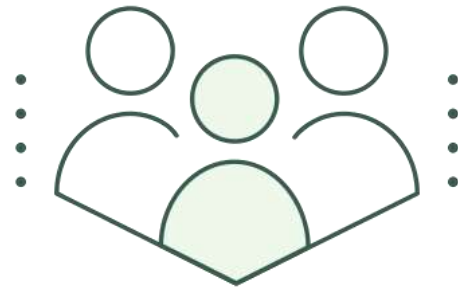
- The Dream Team,
“Safe at Home” Research Project

THE PILOT PROJECT

Goal: To reduce the incidence of home takeovers in RGI neighbourhoods in Owen Sound.



Quality and Performance:
Understand Existing
Response(s) & Identify Gaps



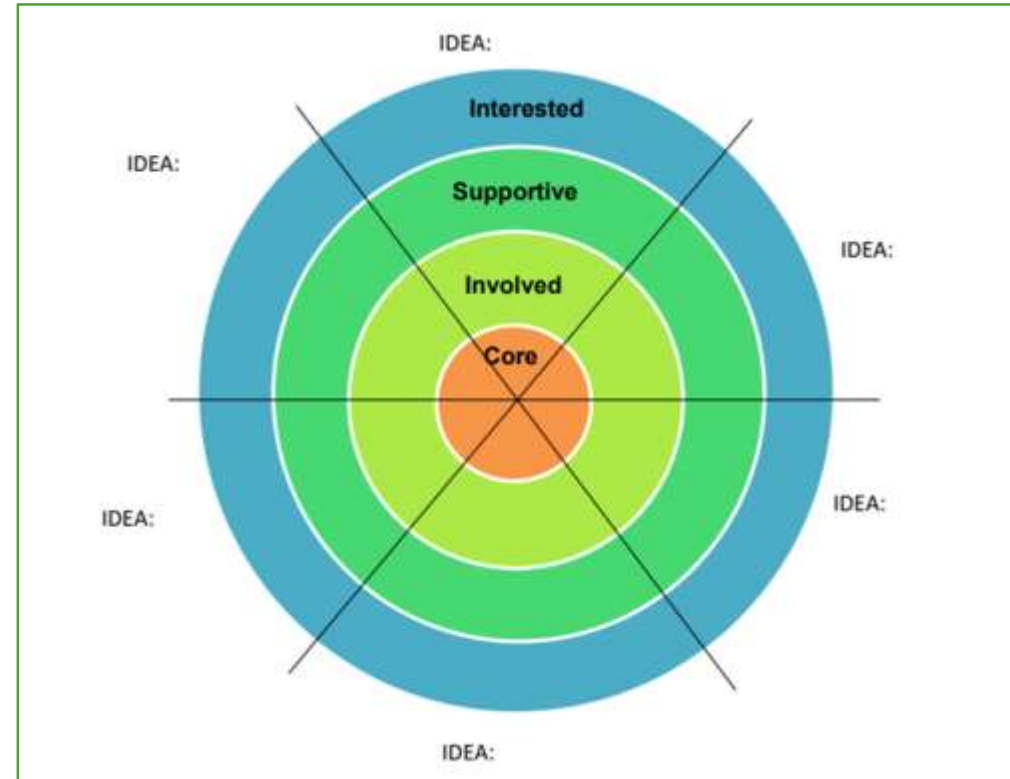
Community Focus:
Build a Multi-Stakeholder Home
Takeover Response Framework



Capacity and Infrastructure:
Implement & Evaluate

LOCAL PICTURE: Stakeholder Survey

- 20 respondents
 - 55% had heard of home takeovers before this project
 - Challenges: Situations aren't reported/don't know when a takeover is happening, lack of resources available for supporting tenants and perpetrators, tenants unaware of threat of home takeover or of available resources, barriers in communication or information sharing with other agencies
-



Stakeholder Engagement:

*How do you see yourself in this collaboration?
Plot desired level of participation.
Any other ideas that should be considered?*



Solicit Grounded Expertise:

To understand the experience of people who have been through a home takeover situation, including the factors contributing to the onset of the home takeover, the barriers and facilitators to resolution.

HOME TAKEOVER PILOT PROJECT
PEOPLE WITH LIVED EXPERIENCE
KEY INFORMANT INTERVIEW SUMMARY
AUGUST 2022





Social Determinants of Health:

- Income
- Housing and Homelessness
- Mental Health
- Substance Use
- Disability
- Access to Health Care Services
- Early Childhood Development
- Indigenous Status

Engaging with Indigenous Organizations:

To foster relationships and learn more about the diversity of histories, culture, language, needs and traditional practices.

Giiwe Shko Naaniibwida - Standing Strong Together M'Wikwedong

- Acknowledgement of First Nation traditional territory before meetings/gatherings. Avoid asking Indigenous communities to areas and develop a land acknowledgment based on those findings.
- Ensure cultural safety training is available for all staff
- Promote a formal Indigenous Relationships Committee within your organization
- Know, network and build relationships with all Indigenous service providers in Area 30 (in your own treaty area)
- Outsource services to Indigenous clients contacted to Indigenous agencies
- Develop and discuss a Memorandum Of Understanding with M'Wikwedong Indigenous Friendship Centre, ensuring meaningful collaboration
- When a Cultural Elder is requested to be involved in a program or service activity, kindly discuss how and when a cultural protocol can be used
- Make sacred medicines and the four direction teachings available to clients
- Have a feather and talking stick available for people to use if they choose
- Develop a reconciliation action plan based on the Truth and Reconciliation Calls To Action
- Promote cultural standard policies by providing education offering Indigenous-specific service provision guidelines, etc
- Create opportunity to initiate Indigenous inclusion policies and hire Indigenous staff
- Create Indigenous-specific programming delivered by Indigenous staff
- Invite Elders and Knowledge Keepers to attend some meetings
- Be inclusive and aware of special Indigenous days (e.g. Pow Wows, Aboriginal Day, commemorial activities, etc)
- Promote Indigenous symbols/emblems (art on the premises (e.g. art, pictures, Grandfather Teachings, laws of the flag, treaty, poster, etc)
- Name some of your spaces in the Anishinaabemowin language in partnership with Indigenous Elders or Knowledge Holders
- Provide funding to Indigenous organizations to assign staff who can work with you on reconciliation projects
- Encourage people in leadership roles that are close to you to attend Giiwe Sharing Circle or other Indigenous-led activities. This includes executive directors, board members, program managers, politicians, government officials, staff, etc.
- Begin meetings by reading 2 or 3 of the 7HC Cixix To Action

Collaborative work takes time. Go slow, listen, and build meaningful relationships.

The 12 Dimensions of Indigenous Homelessness

An overview by Indigenous Peoples across Canada

Historic Displacement
FAHMAANANANAS
The large displacement from traditional Indigenous lands.

Contemporary Geographic Separation
KOHMOSANANANAS
The geographic separation from traditional Indigenous lands.

Spiritual Disconnection
KOHMOSANANANAS
The disconnection from traditional Indigenous spiritual practices and beliefs.

Mental Disruption and Imbalance
KOHMOSANANANAS
The mental health issues, such as PTSD, depression, and anxiety, caused by the displacement and separation.

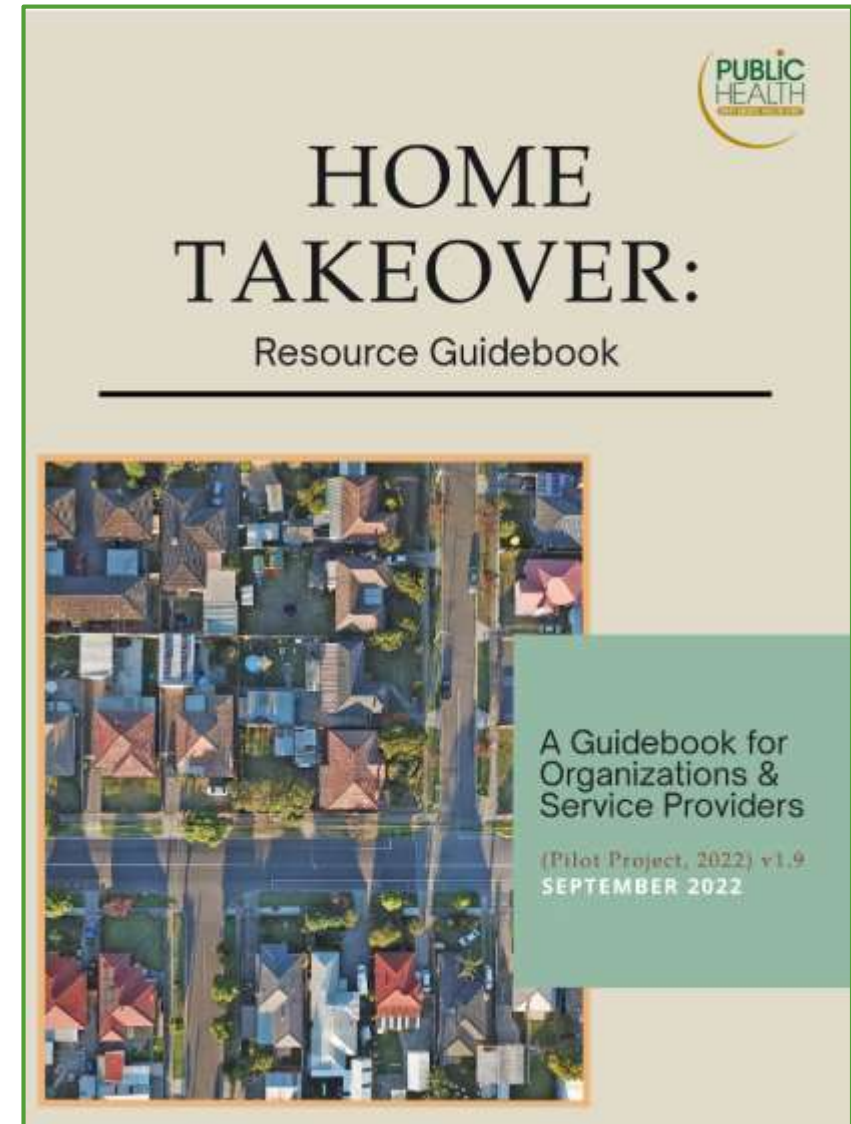
Cultural Disintegration and Loss
KOHMOSANANANAS
The loss of traditional Indigenous culture, language, and identity.

Escaping or Evading Harm
KOHMOSANANANAS
The experience of fleeing from violence, abuse, or other forms of harm.



A Guidebook for Organizations and Service Providers:

To assist organizations and service providers to offer opportunities for education and awareness concerning home takeover for vulnerable tenants, frontline workers and the broader community.





A Response Framework:

To build community partner capacity to prevent, identify, respond to, and support recovery from home takeover through enhanced inter-sectoral collaboration.

HOME TAKEOVER:
A Response Framework for Organizations and Service Providers

A Multi-Stakeholder Approach to Addressing Home Takeover

(Pilot Project, 2022) v1.0
SEPTEMBER 2022

The cover features the Public Health logo at the top right and an aerial photograph of a residential complex at the bottom left.

Home Takeover: Response Pathway

Identification, disclosure may come from the target (tenant), a family member, friend and/or neighbour

Does the situation meet the definition of a Home Takeover? Y/N

Definition: "Situations in which vulnerable tenants are forced to accommodate unwanted guests in their homes. During home takeovers, vulnerable tenants (may initially) allow people into their homes to fulfill unmet social, economic, and personal needs. In some cases, the tenant is threatened physically, financially, and/or psychologically."
(The Dream Team, Safe at Home Research Project)

any of the questions in the "Welcomed Guest or Home Takeover Checklist?"
the target may be experiencing a home takeover.

If unsure who to call or after hours, call 211

211's Community Navigators will support the target over the phone if they call 211 requesting support for a home takeover. The Housing and Homelessness team will activate pathways for system navigation (i.e. YMCA Housing, Non-Emergency Police).

Intervention will vary depending on the target's circumstances, needs and strengths. The checklist below can assist in assessing community efforts to respond. Consider: Who needs to be involved to resolve the takeover? Is the target willing to participate in remediation efforts? What services is the target already connected to? What additional services (if any) would the target benefit from at this time? Is the target willing to provide consent to consult/refer to community partners?

What services will the perpetrator be referred to?

- Housing Provider: Grey County - 519-376-5744
- Owen Sound Police Services Non-Emergency 519-376-1234
- YMCA Housing Services - 519-373-9230 ext. 5
- Safe at Home Residence - 519-470-2222
- Mental Health and Addictions
 - Canadian Mental Health Association - 519-371-2642
 - GBHS Mental Health and Addictions Services - 519-376-2121 ext. 2480
 - Withdrawal Management Services - 519-376-5666
 - Support Outreach Services (SOS) Team - 519-379-8743
- Bruce Grey Child and Family Services 519-371-4452 (speak with a screener)
- M'W'weeding Indigenous Friendship Centre 519-371-1147
- Southwest Ontario Aboriginal Health Access Centre 519-376-5508
- Other (i.e. Women's Shelter)

Is to the most appropriate
24 hrs/day 7 days/week

September 2022

Evaluation:

Deliverables:

- | | |
|------------------------------------|---------------------------------------|
| ✓ Literature Search Summary Report | ✓ Engage People with Lived Experience |
| ✓ Training (Ottawa) | ✓ Communication Plan |
| ✓ Stakeholder Analysis | ✓ Evaluation Plan |
| ✓ Adapt Resources | ✓ Response Framework |

Evaluation Outcomes:

Short Term	Intermediate	Long Term
<ul style="list-style-type: none"><input type="checkbox"/> Increased awareness of HT issue among:<ul style="list-style-type: none">▪ Community partners▪ Tenants <input type="checkbox"/> Adopt and execute HT response framework	<ul style="list-style-type: none"><input type="checkbox"/> Practice change:<ul style="list-style-type: none">▪ Community partners▪ Tenants <input type="checkbox"/> Equitable access to services and programs that prevent or resolve HTs	<ul style="list-style-type: none"><input type="checkbox"/> Reduced incidence of HTs <input type="checkbox"/> Improved health and safety of tenants <input type="checkbox"/> Sustained community partner capacity to respond to HTs

More Information

[Home Takeover](https://publichealthgreybruce.on.ca)
 [\(publichealthgreybruce.on.ca\)](https://publichealthgreybruce.on.ca)

Contact information:

Lisa Alguire, Public Health Nurse

l.alguire@publichealthgreybruce.on.ca

Kaela Sales, Health Promoter

k.sales@publichealthgreybruce.on.ca



3. Infection Prevention and Control (IPAC) Hub

PAIGE TOCHER, INFECTION CONTROL PROFESSIONAL, MPH, CPHI(C)

ADEL COULTER, INFECTION CONTROL PROFESSIONAL, RPN, CIC

GREY BRUCE HEALTH UNIT/GREY BRUCE IPAC HUB

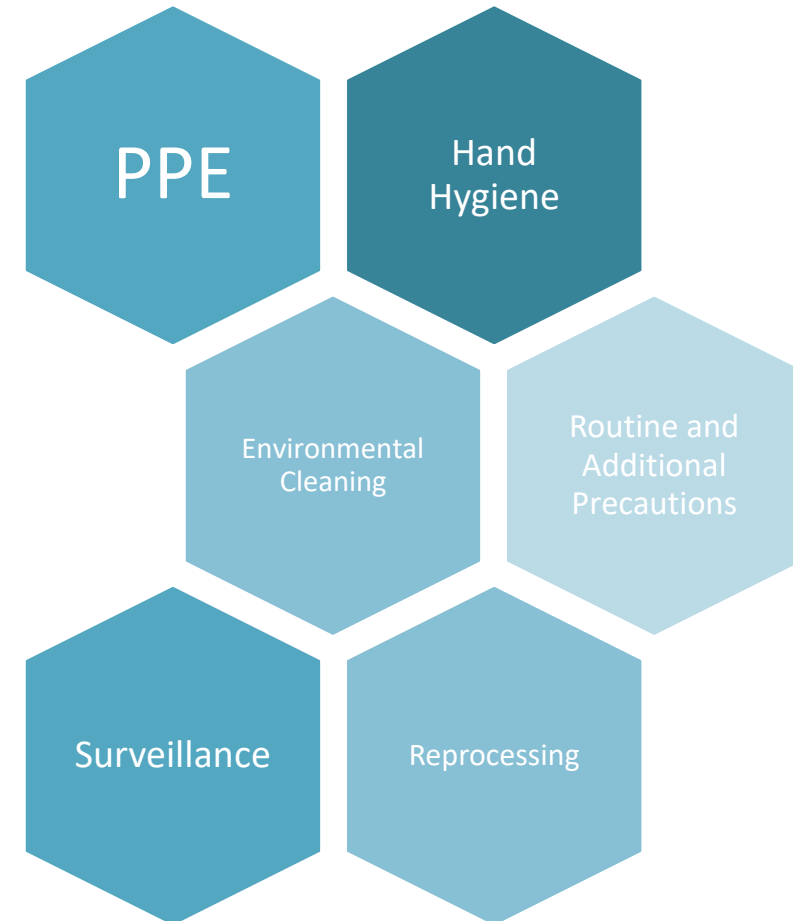


Outline

- What is infection prevention and control (IPAC)?
- What is the **purpose** of the Grey Bruce IPAC Hub?
- How does the IPAC Hub differ from the Grey Bruce Health Unit?
- What **services** are provided by the Grey Bruce IPAC Hub?
- What organizations are within the **scope** of the Grey Bruce IPAC Hub?
- 3 levels of stakeholder engagement
- Feedback

What is infection prevention and control (IPAC)?

“Infection Prevention and Control (IPAC) refers to evidence-based practices and procedures that, when applied consistently in health care settings, can prevent or reduce the risk of transmission of microorganisms to health care providers, clients, patients, residents and visitors,” PHO.



SUSTAINABLE DEVELOPMENT GOALS

3 GOOD HEALTH
AND WELL-BEING



**ENSURE HEALTHY LIVES AND PROMOTE
WELL-BEING FOR ALL AT ALL AGES**

17 PARTNERSHIPS
FOR THE GOALS



**STRENGTHEN THE MEANS OF IMPLEMENTATION AND REVITALIZE
THE GLOBAL PARTNERSHIP FOR SUSTAINABLE DEVELOPMENT**



What is the purpose of the Grey Bruce IPAC Hub?

- IPAC Hubs were established in response to the [Keeping Ontarians Safe: Preparing for Future Waves of COVID-19](#) initiative in order to coordinate and deploy IPAC expertise in community settings to strengthen IPAC capacity in congregate settings.
- The role of the IPAC Hub is to provide ongoing support, guidance and IPAC expertise to congregate living settings.
- Identify and monitor IPAC training and practice needs within their catchment area
- Strengthen current partnerships and broker new ones; supporting a network of IPAC service providers and experts; working to align local resources to meet IPAC needs within congregate living settings for both prevention and response



How does the IPAC Hub differ from the Grey Bruce Health Unit?

IPAC Function in Public Health

- Outbreak response and IPAC inspections/audits
- Auditing a service or practice in response to a complaint or suspected IPAC lapse
- Enforcement

Grey Bruce IPAC Hub Function

- Services provided directly to congregate settings
- A variety of services are provided
- Services provided are required for congregate catchment areas based on acuity of needs identified



What services are provided by the Grey Bruce IPAC Hub?



Education and training



Community of practice support information sharing



Learning and networking with leaders within congregate living settings



++Development of IPAC programs, policies and procedures within sites through partnerships



Support assessments and audits of IPAC programs and practices; Provide recommendations to strengthen IPAC programs



Mentoring of IPAC service delivery within homes



Support the development and implementation of outbreak management plans



Support the implementation of IPAC recommendations

◊ at all times, the congregate living organization will retain responsibility and accountability for the organization's IPAC program unless otherwise stated through a supplemental agreement.

++ The congregate living settings are responsible to develop IPAC/ Occupational Health and Safety programs and/ or policies and procedures in place within their organization which meet the standards for IPAC practice using the knowledge and skills from IPAC hub

What organizations are within the scope of the Grey Bruce IPAC Hub?

Within Scope – Congregate Settings

- Long-Term Care Home
- Retirement Home
- Assisted Living Settings
- Supportive Housing
- Shelters
- Adult Developmental/Intervenor Services and Congregate Residential Programs
- Violence Against Women Shelters/Residential Programs
- Anti-Human Trafficking Residential Programs
- Children's Residences
- Youth Justice Facilities and Open and Secure Custody Settings
- Indigenous Healing and Wellness Strategy Residential Programs

Out of Scope – Non-Congregate Settings

- Schools
- Primary Care
- Hospitals
- First responders
- Migrant Farms
- Churches
- Businesses and organizations
- Etc.



3 Levels of Stakeholder Engagement

Level 1:
Proactive and
Reactive

Level 2:
Networking and
Communication

Level 3: 1:1
Stakeholder
Engagement

Grey Bruce IPAC Hub Feedback

*Thank you for all your help
you have given us in the
past two years.*

*Please continue the IPAC
hub, has been great
resource to have during this
pandemic and while in
outbreak for any
disease/infection.*

*All provided services greatly
appreciated.*

Hospital or Health Unit lead Hub?



Discussion & Questions
