

Clause 11 in Report No. 8 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on May 17, 2018.

11

2014-2018 Council Accomplishments for Community and Health Services

Committee of the Whole recommends adoption of the following recommendation contained in the report dated April 19, 2018 from the Commissioner of Community and Health Services:

1. This report be received for information.
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Report dated April 19, 2018 from the Commissioner of Community and Health Services now follows:

1. Recommendation

It is recommended that this report be received for information.

2. Purpose

This report highlights some of the major accomplishments, events and successes of Regional Council during the 2014 to 2018 term through the Community and Health Services section of Committee of the Whole.

3. Background

Council approved programs are delivering quality health, housing and social supports to the Region's 1.2 million residents

This report contains a range of initiatives endorsed or approved by Council over the last four years. Some initiatives benefit all residents, others are tailored to meet an identified need, but all contribute to the quality of life in York Region by:

- Protecting public health
- Enhancing housing affordability and stability
- Creating welcoming and inclusive communities
- Strengthening the region's network of human services
- Supporting development and retention of a region-wide workforce

As outlined in Attachment 1, York Region provides high-quality, community and health services that help residents achieve their best possible life – to be healthy, safe, engaged in community life, and contributing to the economy. The high quality of our services is recognized through multiple sector awards. See Attachment 2 for some of the awards received.

The Region continues to anticipate and respond to the changing and increasing demands on programs and services, resulting from the growing and aging population, and the increasingly diverse and complex needs of residents.

4. Analysis and Implications

PROTECTING PUBLIC HEALTH

Council is balancing prevention and harm-reduction to protect the health of residents

With evidence-based public health programs and services, York Region has taken the following actions to prevent diseases, protect resident safety and promote healthy lifestyles:

- **Enhanced Immunization Initiative to protect students from serious illness:** In 2016, Council endorsed York Region Public Health's role in enforcement of the *Immunization of School Pupils Act*, to ensure students are protected from vaccine-preventable diseases. This is a massive undertaking as York Region is home to more than 190,000 elementary and secondary school students. The initial focus was ensuring nearly 8,000 17-year-old students were up-to-date on their immunizations before leaving the school system. By the end of the 2015/16 school year, 99 per cent were in compliance. More students are now up-to-date with their vaccinations as a result of after school and evening clinics, and outreach to parents in a variety of ways and languages. By the end of 2017, York Region successfully reduced the number of students with "no

immunization information on file” by 7,000 (25 per cent), bringing the total down from 28,000 to 21,000 students.

- **Authorized \$250,000 to respond to misuse of opioids:** In 2017, Council authorized Public Health to expand the Harm Reduction Program to support local opioid response initiatives, including distribution of naloxone kits to eligible community organizations, and developing a system for early warning and surveillance of opioid overdoses. In 2015 there were 30 opioid-related deaths in York Region. In 2016 there were 139 emergency department visits and 62 hospitalizations for opioid overdoses in York Region. In 2017, Council authorized \$250,000 in additional provincial funding to support these local opioid response initiatives. Public Health now has the resources and framework to better respond to misuse of opioids in York Region to protect public health and safety.

Council is optimizing the use of paramedic resources to enable appropriate and timely access to health care

Through a mix of public education, expanded use of technology, partnerships with hospitals and new programs, Council is committed to ensuring York Region paramedics are able to respond in emergencies.

- **Decreased response times mean increased peace of mind for residents:** Despite call volumes increasing by 34 per cent over the last five years, along with heavier road traffic, York Region’s paramedics are transporting patients to hospital faster and hospitals are reducing transfer delays once they arrive. This gets our paramedics back on the road faster to respond to other calls. A number of initiatives have contributed to Paramedic Services out-performing in response-time targets:
 - Launching the #Get2UFaster public education campaign offering residents tips to reduce delays in transport
 - Using mobile devices and computers in vehicles to get paramedics information from dispatchers faster
 - Working with York Region hospitals to shorten the time it takes for patients to be transferred to hospital care once they arrive in the emergency department. In 2015, Council approved \$1.36 million (held within the Hospital Capital Reserve fund and generated from off-load delay holdbacks) to fund initiatives to reduce off-load delays at local hospitals. Between 2016 and 2017 off-load time averaged across all three York Region hospitals decreased from 23 to 21 minutes.

- **Paramedics provided over 2,300 home visits through the Expanded Paramedicine in the Community Program, which helped reduce costly emergency calls:** Through this program, paramedics are visiting frequent emergency service users during non-emergencies to help them better manage their health and get needed support. Expanded in 2016, Paramedic Services provided over 2,300 home visits and have 125 patients enrolled in the program. This is helping to reduce costly emergency calls and making patients feel safer.
- **Council successfully advocated for modernizing the provincial dispatch system to enhance effectiveness and efficiency:** The Region provided feedback on the Greater Toronto Area Central Ambulance Communications Centre consultant report that went to the Ministry of Health and Long Term Care. The Ministry will be implementing one of the report's recommendations with the implementation of a new Medical Dispatch System and upgrades to the Computer Aided Dispatch system over the next three years. As a result, there will be opportunities to improve targeted response time.

ENHANCING HOUSING AFFORDABILITY AND STABILITY

Council is investing in innovative programs to prevent, reduce and end homelessness that reflect local needs

The homelessness and housing stability service system was expanded by Council to meet the needs of our changing population through the following initiatives:

- **Housing Stability Program helped over 90 per cent of clients remain housed:** Provides financial assistance, counselling and aftercare to help social assistance recipients who are homeless or at risk of homelessness to obtain housing and to stay housed. Launched as a pilot in 2013, the Housing Stability Program was approved by Council as a permanent program in 2015. As of February 2017, 90 per cent of clients remained housed six months after accessing the Program.
- **Over 1,500 households received assistance through the Homelessness Prevention Program:** Helps residents experiencing homelessness or are at-risk of homelessness, who are not in receipt of social assistance, by providing financial assistance and social supports to obtain or keep housing. Since 2014 over 1,500 households have been served.

- **Home Now provides housing with supports for people experiencing chronic homelessness:** Helps those experiencing chronic homelessness to find and keep permanent housing, by providing wrap-around and housing-based supports, as well as assistance with rent payments. Work is underway to launch Home Now which will be delivered by a community agency on behalf of York Region.
- **Emergency Housing Diversion Pilot helps prevent costly crisis homeless situations:** Complements existing homelessness prevention services by enabling more residents to avoid costly crisis services, while linking them with supports to help them address housing stability in the longer term.
- **Homelessness Count will help us understand scope and depth of homelessness in the Region:** Along with community partners, the Region and United Way Greater Toronto have taken steps to understand the size and characteristics of homelessness in York Region by:
 - Implementing the Homeless Individuals and Families Information System, a federal technology system used to collect data from service providers
 - Conducting a Point-in-Time Count, a method of homelessness enumeration

Council is providing a network of community-based supports for women and youth who are homeless and at-risk

Belinda's Place and the Richmond Hill Youth Hub provide individualized case planning and intensive wraparound supports to break the cycle of homelessness, and address gaps in services.

- **Belinda's Place supported 107 women move to stable housing and independent living:** The first emergency housing facility in York Region for women, over 18, who are homeless or at risk of becoming homeless. It provides supports for woman in need of short-term emergency housing and supports, as well as transitional housing for those moving toward independent living. The transition is supported by equipping residents with life skills, such as cooking, budgeting and conflict-resolution. In 2017, this system enabled 107 women to move from emergency and transitional housing to long-term housing. Moreover, 500 households were served by Housing Support Workers, with 169 successfully retaining housing after six months.

- **Over 940 youth accessed drop-in supports through Richmond Hill Youth Hub:** Provides homelessness prevention and housing stability supports for youth to successfully remain and/or integrate back into the community. In addition to emergency and transitional housing, 360°Kids is supports youth to successfully transition to independence. In 2017, 39 young people moved from emergency shelter and transitional housing to long-term housing, and through the Richmond Hill Youth Hub, 944 youth at-risk of homelessness accessed drop-in supports.

Council is helping to increase and sustain the rental housing supply and support home ownership affordability

Quality and affordable housing is the foundation of vibrant and healthy communities. As housing prices escalate, York Region is working to make more affordable housing options available for residents. In fact, York Region has increased the number of social housing units available to individuals, families and seniors by 313 units over the last four years. The Region is also taking the following actions.

- **Housing York Inc. has increased the number of social housing units by 255 units over the last four years:** The Region's social housing company provides affordable housing to more than 4,000 York Region residents. Housing York Inc. has increased the number of social housing units over the last four years and offers additional programs and services to better support new and existing tenants. For example, Housing York Inc. is partnering with over 20 community agencies to provide services including community safety, healthy living programs, employment readiness and youth leadership.
- **Make Rental Happen has raised public awareness of the housing affordability issue in the Region:** Through this collaborative Council-endorsed campaign, the Human Services Planning Board has advocated for more purpose built private market rental housing. The Board was one of the catalysts in engaging private sector to develop purpose-built rental housing, resulting in the 212 Davis rental housing project. The campaign supported government advocacy, identification of building incentives, and has raised public awareness of the affordable housing issue.
- **Home Repair Program allows more people to remain safely in their own homes:** Council has improved accessibility and safety for low and moderate income home owners. The Home Repair Program provides grants to eligible households (primarily seniors and people with disabilities) to make critical modifications and repairs. In 2017, 42 households received funding through the Home Repair Program to

complete accessibility and critical repairs to enable them to remain in their homes.

CREATING WELCOMING AND INCLUSIVE COMMUNITIES

Council is demonstrating commitment to creating a welcoming, inclusive and accessible Region

York Region is well equipped to meet the needs of a growing and diverse population and continues to demonstrate ongoing commitment to diversity and inclusion.

- **Developed the 2017-2021 York Region Newcomer Strategy to support newcomer integration:** Building on the *Immigration Settlement Strategy*, the Region, in partnership with the Community Partnership Council, developed the *2017-2021 York Region Newcomer Strategy* to address the economic and social integration of newcomers. This Council endorsed Strategy is important given almost 50 per cent of York Region residents are immigrants, and by 2031, it is anticipated this number will grow to 55 per cent. Some of the initiatives under the strategy include:
 - Internationally Educated Professionals Conferences that took place in 2015 and 2017, each bringing together about 500 newcomers, employers, professional associations and government representatives for a day of networking and learning
 - Refugee Resettlement Initiative supported Syrian refugees arriving in York Region by providing funding to agencies to help with basic needs, such as housing, legal support, life skills training and access to food, furniture, clothing and items needed for school. Council allocated \$200,000 to help more than 1,000 refugees in York Region
- **Over 750 accessibility actions taken to embed accessibility into everything we do:** The updated *York Region 2015-2021 Multi-Year Accessibility Plan* sets out strategies and actions approved by Council to identify, prevent and remove barriers for people with disabilities. The Plan aims to ensure all people can access Regional programs, goods, services and facilities in a way that respects their dignity and independence. The Region continues to embed accessibility into core business practices. Since accessibility work began in 2003, York Region and York Regional Police have implemented more than 750 accessibility actions. Some examples include, expanding YorkSafe Food Handler Certification program to train individuals with intellectual disabilities to safely handle food while working in the food service industry, modifying more than 50 intersections for greater accessibility for people with disabilities, and

conducting community discussions to talk about ways to make our communities more welcoming and inclusive, etc.

- **Produced an accessibility self-assessment tool for private, public and not-for-profit organizations to improve accessibility:** York Region, with funding support from the province, produced the *Beyond Compliance: Accessibility Self-Assessment Tool* to assist in the creation of more accessible organizations for people of all abilities. The tool helps establish a baseline, identify new initiatives to increase accessibility and to track organizational change over time.
- **Over 1,800 residents were engaged in developing a Charter to promote inclusion in our communities:** The Inclusion Charter is a collaborative framework for the Region, local municipalities, school boards, hospitals and agencies in York Region to express a common vision and commitment to promoting an inclusive and welcoming community. The Charter embraces all dimensions of diversity so all people feel they belong. It is informed by a series of community consultations. The Inclusion Charter was initiated by the Community Partnership Council under the *Immigration Settlement Strategy*.

Council is supporting children and families by strengthening the capacity of the child care sector and expanding EarlyON programs

York Region continues to direct strategic investments to increase access and affordability as an important step in building a strong early years and child care system for all families in York Region.

- **Leveraged \$31 million in provincial funding to support early years childcare and learning:** Since 2013, Council has leveraged \$31 million in new 100 per cent on-going provincial funding for investment in the child care system. This funding has helped operators to repair and maintain child care sites; purchase play-based materials; enhance professional development for child care staff and provide wage enhancement to low income registered early childhood educators.
- **Leveraged over \$9 million in provincial funding to expand EarlyON Child and Family Centres to provide affordable, quality early years options:** The Region has taken on expanded responsibilities for management of Child and Family Centres, including funding, administration and program delivery of mandatory core services for children 0-6 years and their families. Along with this responsibility, York Region was allocated \$9,115,369 in provincial funding. A robust early year's system benefits not only children and their families but the

community as a whole. It expands employment opportunities for parents and positively contributes to a child's overall health and well-being.

- **Redesigned Early Intervention Services supported 15 per cent more children with special needs:** This program provides supports and services to children less than six years of age with special needs and their families. It has been redesigned into two streams: one stream provides services in licensed child care and a second smaller stream provides services in the home. In 2016, because of this new approach, the total number of children receiving services increased by 15 per cent, from 3,029 children in 2015 to 3,482 in 2016. York Region is ensuring support for all children, not just those able to access licensed child care centres.

Council endorsed the *York Region Seniors Strategy* to set its course of action for the next 10 to 20 years

The Strategy defines the Region's appropriate role in serving seniors, responds to changing demands, and establishes a collaborative corporate strategic direction. It identifies the Region's four key roles in serving an aging population, including:

- Balance the needs of seniors with all residents
- Keep seniors healthier, longer
- Support age-friendly, complete communities
- Connect seniors and caregivers to the right programs and services at the right times

Council continues to make mental health a priority through the Mental Health Matters initiative

Mental Health Matters is an initiative led by the Region and York Regional Police. It includes a range of actions intended to improve the way we provide services; with a focus on early intervention, prevention and effective response to crisis.

Each year, York Region is seeing more residents with complex needs. For example, 70 per cent of clients in Social Services face multiple barriers, including mental health issues. This growth contributes to increased paramedic and police call volumes and mental health issues may impede ability to access other needed Regional services.

Mental Health Matters focuses on four priority areas to address mental health issues:

- Promote culture change through capacity building, training and resiliency (e.g., 1,282 Community and Health Services staff and managers received mental health training on mental health first aid, non-violent crisis intervention and workplace mental health in 2017, etc.)
- Coordinate services for early intervention and identification of gaps (e.g., common consent pilot and integrated case management tool)
- Develop effective crisis intervention strategies to reduce preventable reoccurrences (e.g., the rapid response table was implemented in 2016)
- Promote psychological health and safety among staff by fostering a positive and productive work environment

STRENGTHENING THE REGION'S NETWORK OF HUMAN SERVICES

Council is helping strengthen community capacity to address local needs and improve residents quality of life

Through collaborative efforts of the Human Services Planning Board, and the many projects funded through the Community Investment Strategy, York Region is improving the lives of residents.

- **Developed the *Making Ends Meet in York Region Road Map* to support low and moderate income residents:** The Human Services Planning Board is working to make ends meet by addressing barriers related to affordable housing and progressive employment. The Board brings together leaders from the private sector, social service agencies, funders, government, education, and health care to improve the quality of life for all residents. The Board developed the *Making Ends Meet in York Region: A Roadmap for 2015 to 2018*, with the goal of helping low and moderate income residents make ends meet. Some examples of Board accomplishments include:
 - Make Rental Happen campaign which engaged private sector in developing purpose-built market rental housing
 - An employer engagement and learning forum for progressive employment
 - Worked with the Regional/Local Municipal housing working group to encourage housing affordability solutions (housing incentives framework)

- Worked with United Way Greater Toronto to launch the Career Navigator Program in the Information Technology sector in York Region
- **Invested approximately \$28 million through the Community Investment Fund to enable community agencies to support nearly 260,000 low and moderate income residents:** Between 2014 and 2018 Council invested approximately \$28,000,000 in 268 community projects through the Community Investment Fund. Over the past four years, this funding has supported nearly 260,000 residents through community agency programs that promote community health, economic independence, housing stability and social inclusion.

SUPPORTING DEVELOPMENT AND RETENTION OF A REGION-WIDE WORKFORCE

Council is providing affordable transit for up to 450 eligible low-income residents

York Region is piloting a one-year Transit Assistance Program to make transit more affordable for eligible residents. Eligible residents in this program will be able to purchase a pass for half the cost of a York Region Transit adult monthly pass. This program is for York Region residents between the ages of 18 to 64 years, whose income is at or below established limits, and not currently receiving transit assistance through Ontario Works or Ontario Disability Support Programs. Additionally, the Transit Fare Subsidy Program allows eligible low-income residents on social assistance to buy a York Region Transit pass at a discount.

5. Financial Considerations

Council continues to leverage funding from other levels of government and strategically invest to meet growing human services needs

There are no direct financial implications associated with this report. The costs of implementing the programs and initiatives cited in this report have been included in Council approved annual budgets between 2015 and 2018, and longer-term financial planning.

Council is committed to ensuring healthy communities in York Region through strong investments in human services as shown in Table 1. Over the term of Council, an estimated \$1.94 billion will have been invested with \$638 million net

being funded through the tax levy. Through strategic partnerships with other levels of governments, from the beginning of 2015 and expected by the end of 2018, Council has leveraged \$107 million in additional funding from the Province for Community and Health Services programs, an increase of 40.6 per cent.

Table 1
2015-2018 Community and Health Services – Operating Gross Expenditures
by Service Areas
(in 000's)

Service Area	2015 Actuals	2016 Actuals	2017 Actuals	2018 Final Budget	4 Year Total*
Public Health	58,671	58,914	63,274	65,750	246,609
Paramedic Services	65,593	70,084	75,616	78,492	289,785
Seniors Services	30,519	31,468	33,186	34,925	130,098
Employment & Financial Services	87,437	88,423	92,714	108,942	377,516
Integrated Children's Services	88,924	107,597	119,258	160,374	476,153
Housing Services	\$67,957	\$68,424	\$74,735	\$86,725	\$297,841
Integrated Business Services	16,139	16,483	18,109	20,389	71,120
Strategies and Partnerships	\$12,804	\$13,257	\$13,742	\$14,971	\$54,774
Community & Health Services	\$428,045	\$454,650	\$490,634	\$570,568	\$1,943,897

*Total represents 3 years of actuals (2015 through 2017) and 1 year forecast (2018)

Council has also demonstrated strong commitment for capital infrastructure including housing, long-term care and paramedic response stations to align with the growing needs of York Region, as shown in Table 2.

Table 2
2015-2018 Community and Health Services – Capital Gross Expenditures
by Service Areas
(in 000's)

Service Area	2015 Actuals	2016 Actuals	2017 Actuals	2018 Budget	4 Year Total*
Public Health				\$200	\$200
Paramedic Services	\$4,191	\$5,508	\$12,343	\$21,778	\$43,820
Seniors Services	\$1,611	\$1,312	\$1,739	\$2,939	\$7,601
Housing Services	\$26,088	\$2,785	\$13,981	\$47,182	\$90,036
Total	\$31,890	\$9,605	28,063	\$72,099	\$141,657

*Total represents 3 years of actuals (2015 through 2017) and 1 year forecast (2018)

6. Local Municipal Impact

The major accomplishments, events and successes of Regional Council during the 2014 to 2018 term have benefited the almost 1.2 million residents who live, play and work in our nine of local municipalities.

7. Conclusion

Over the last four years, we have worked in partnership with a range of stakeholders and different levels of government to address gaps, avoid duplication and coordinate responsive community and health programs for our residents. These programs and services support residents at all ages and stages of life. By protecting public health, enhancing housing affordability and stability, creating welcoming communities, strengthening our network of human services and supporting a region-wide workforce, York Region is making a difference.

2014-2018 Council Accomplishments for Community and Health Services

For more information on this report, please contact Sutha Balasingham, Head, Strategic Initiatives at ext. 72094.

The Senior Management Group has reviewed this report.

April 19, 2018

Attachments (2)

8379003

Accessible formats or communication supports are available upon request

Community and Health Services ACCOMPLISHMENTS

2014 to 2018

SUPPORT COMMUNITY HEALTH AND WELL-BEING

Region's waitlist for child care fee assistance decreased by

64% 

(801 to 288)
between December 2016
and December 2017

9,800+

children provided
subsidized child
care in 2017



Each year approximately
700,000

publicly funded vaccine doses
are distributed to health care
providers, public health
clinics and health care
settings including
pharmacies and
long-term care homes



In 2017 off-load
time averaged
across all three
York Region
hospitals decreased by

9% 
(from 23 to
21 minutes)

Implemented

100+

AODA legislated
requirements to
promote accessibility



Approximately

260,000

residents benefitted from
the Community Investment
Fund over the last four years



 **300+**

social housing units added
over the last four years

5,000+

households served
through Homelessness
Community Programs
in 2017



STRENGTHEN THE REGION'S ECONOMY

Approximately

10,000

families and
individuals receive
Ontario Works
each year



KEY ACCOMPLISHMENTS IN THIS TERM OF COUNCIL INCLUDE:

PARAMEDIC SERVICES



Decreased paramedic response times so they can get back into service more quickly to help other patients in the community

- Worked with York Region hospitals to reduce the time taken to transfer a patient to hospital care
- Expanded the Community Paramedicine program to proactively visit 2,300 homes reducing costly crisis services
- Advocated for modernization of the provincial dispatch system to further improve response times

SOCIAL SERVICES



Prevented and reduced homelessness in York Region through targeted programs

- Opened Richmond Hill Youth Hub to help youth find and keep housing and access community supports
- Opened Belinda's Place, the first emergency housing for women in York Region
- Homelessness Prevention Program supported over 1,500 households to find and keep housing
- Housing Stability Program helped over 90 per cent of clients remain housed



Enhanced childcare services and early intervention services for children with special needs

- Leveraged \$31 million in provincial funding to invest in the child care system
- 25 per cent more children received subsidized care - from 7,889 in 2014 to 9,824 in 2017
- About 15 per cent more children with special needs received services as a result of redesigned Early Intervention Services

HOUSING



Made more affordable housing options available for residents

- Increased the number of social housing units by 313 units over the last four years
- Leveraged \$5.9 million in federal-provincial capital repair funding to support non-profit housing providers

PUBLIC HEALTH



Expanded the Harm Reduction Program to support local opioid response initiatives

- Leveraged \$250,000 in provincial funding to respond to misuse of opioids through initiatives including distribution of naloxone kits to community organizations and developing surveillance system for early warning and opioid overdoses
- Public Health now has the resources and framework to better respond to misuse of opioids in York Region to protect community health and safety

Awards and Distinctions

Year	Awards and Distinctions	Description
2014	Silver Leaf Award of Merit - International Association of Business Communicators Canada	Award received for the Make Rental Happen social media campaign which raised awareness of National Housing Day and the need for more rental housing in York Region
	CARF Accreditation for day programs offered to adults with Alzheimer's disease or related dementias in the City of Vaughan and the Town of Georgina	International accreditation received from the Commission on Accreditation of Rehabilitation Facilities
	Bronze Level Award for Excellence, Wellness and Innovation from Excellence Canada	Award received for best practices of the Child and Family Health Division, including an extraordinary focus on customer service and collaboration across the division, and culture of quality and accountability
2015	Excellence Canada – Ontario Accessibility Award	Award received for early adoption of the <i>Accessibility for Ontarians with Disabilities Act</i> , and for going beyond legal requirements to ensure better customer service for residents and staff, better employment opportunities for people with disabilities, and better access to information for people of all abilities
2016	Public Health: Canada Awards for Excellence Standard Certification	Achieved Canada Awards for Excellence Standard: Excellence, Innovation and Wellness Silver benchmark status in 2016, for the Healthy Living Division, Health Protection Division and Child and Family Health Division within Public Health
	Ontario Non-Profit Housing Association's Innovation Award	Recognized for collaborative efforts to create the Richmond Hill Hub – an example of mixed-use, community hub model in affordable housing; for Housing York Inc.

Year	Awards and Distinctions	Description
2017	Silver Leaf Awards of Excellence – International Association of Business Communicators Canada (including Award of Excellence)	Awards received for three projects: <i>Buildings That Build People Up – York Region’s Belinda’s Place</i> videos, <i>Paramedic and Senior Services</i> , <i>Strategic Plan Roadmaps</i> , and <i>The Good Neighbour Awards</i>
	CARF Accreditation for Newmarket Health Centre, Maple Health Centre, Adult Day Programs, Psychogeriatric Resource Consultant Programs	Achieved three-year accreditations (maximum term) from the Commission on Accreditation of Rehabilitation Facilities for commitment in long-term care and seniors community programs to continually improving services, encouraging feedback and serving the community
	Baby-Friendly Designation	Designation received from the Breastfeeding Committee for Canada for ensuring York Region families have information needed to make informed decisions about how to feed their infants and young children
2018	Public Health: Canada Awards for Excellence Standard Certification	In June 2018, Infectious Diseases Control Division will be assessed for Silver Benchmark status. The branch is currently on a journey of enhancing a culture of quality with the goal of achieving Gold Certification in 2019.