

**Report To:** Audit Committee, Board of Health  
**Submitted by:** Dr. Nicola Mercer, Medical Officer of Health & CEO  
**Subject:** ANNUAL UPDATE ON WDGPH COMPLIANCE WITH THE ONTARIO  
 PUBLIC HEALTH ORGANIZATIONAL STANDARDS  
 (ORGANIZATIONAL STANDARDS)

**RECOMMENDATION(S):**

- (a) That the Audit Committee makes recommendation to the Board of Health to receive this report for information.

**BACKGROUND:**

The Ontario Public Health Organizational Standards (Organizational Standards) establish the management and governance requirements for all boards of health and public health units. Currently, there are 44 requirements within six (6) categories related to board structure and operations, leadership, trusteeship, community engagement and responsiveness and management operations.

**PUBLIC HEALTH AND/OR FINANCIAL IMPLICATIONS:**

Compliance with the Organizational Standards is a requirement under the Public Health Funding and Accountability Agreement (Accountability Agreement). In 2015, WDGPH conducted an internal audit to assess compliance with the Organizational Standards [see Audit Committee Report BH.02.APR2215.R03 – Ontario Public Health Organizational Standards (Organizational Standards) – WDGPH Internal Compliance Audit]. At that time, WDGPH demonstrated overall compliance across the six requirement categories. There were several areas for improvement identified, and areas where work was in progress to meet or improve compliance with the standards. The purpose of this report is to provide an update on the work completed since 2015.

<b>Organizational Standard</b>	<b>Requirement Summary</b>	<b>2015 Status</b>	<b>2016 Update</b>
<b>2.10</b> Board of Health Policies	Policies required for procurement of external advisors and confidentiality	WDGPH policies were under review and development.	<b>Confidentiality:</b> Board of Health policy CA.42.01.109 (Code of Ethics and Conduct) and By-law No. 1 have been revised and approved to include confidentiality. Board of Health members also signed a confidentiality agreement upon appointment to the

			<p>Board of Health.</p> <p><b>External Advisors to the Board of Health:</b> This policy has been drafted and will move forward to a Standing Committee in 2016.</p>
<b>3.2</b> Strategic Plan	Strategic plan shall describe how equity issues will be addressed in the delivery of and outcomes of programs and services.	A framework for health equity and implementation of the health equity assessment tool were under development as part of a multi-year project.	Healthy Equity is a strategic direction in the 2016-2020 WDGPH Strategic Plan. Strategic goals and objectives link to the health equity framework and implementation of the health equity assessment tool.
<b>5.5</b> Client Service Standards	Develop and implement a set of client service standards which ensures accessibility, responsiveness to enquiries and provision of timely information to the public.	Client services standards were under development.	<p>Accessibility policies have been updated and a Multi-Year Accessibility Plan has been developed. The plan and policies are posted to the WDGPH website.</p> <p>Work on the development of client service standards is ongoing. A Board of Health policy is currently in draft and awaiting presentation to a Standing Committee.</p>
<b>6.2</b> Risk Management	Develop strategies to monitor and respond to emerging issues and potential internal and external threats to the organization in a timely and effective manner.	A risk assessment tool was under development for implementation across all programs/services. In addition, WDGPH was investigating strategies for the development of a comprehensive risk management program. Both were part of a multi-year initiative.	A risk management strategy and framework have been drafted. The risk assessment template (or risk register) has been expanded to include risk identification, assessment, control and monitoring. It is currently being reviewed and updated to reflect the current WDGPH environment.

<b>6.12</b> Information Management	Develop an appropriate records retention process (or processes) as part of an information management infrastructure.	Work on the development and implementation of a formal records management process was ongoing.	WDGPH is currently developing a document management system using SharePoint 2013. This project is ongoing through 2017.
<b>6.14</b> Human Resources Strategy	Establish policies and procedures in support of human resources strategies, including: <ul style="list-style-type: none"> <li>• Occupational health and safety</li> </ul>	The fire plan for the Guelph office was under development.	The fire plan has been completed.
	<ul style="list-style-type: none"> <li>• Succession planning</li> </ul>	Consideration was being given to a more formal approach and documentation of succession planning activities.	Consideration of strategies to formally review and document succession planning are still under investigation (including inclusion in the risk management framework and a review of various approaches).

As demonstrated by the table above, WDGPH has made significant progress towards addressing identified areas of improvement. It should be noted that a number of the activities identified represent multi-year initiatives which have been reflected in the 2016-2020 Strategic Plan, *Building Healthy Tomorrows Today*. Monitoring of progress towards completion of these initiatives will be incorporated into the regular review of the 2016-2020 strategic plan.

**APPENDICES:**

None.

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