

Report To: Personnel Committee, Board of Health
Submitted by: Elizabeth Bowden, (Interim) Director, Human Resources and
Corporate Services
Subject: STAFF TRAINING

RECOMMENDATION(S):

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

BACKGROUND:

The investment in training and development of staff enables an organization to learn and grow. It creates the ability to adapt to the changing needs of clients and the communities serviced by WDGPH.

Training provides knowledge and skills where employees have gaps creating the opportunity for maximum individual success. Training also provides an opportunity for employees to increase their knowledge and skills enabling them to provide a greater contribution to the agency and its clients through enhanced programs/services. When employees have the same basic knowledge of processes and procedures, there is a flow and consistency in the delivery of services, providing measurable feedback to the organization and a predictable experience for the client. In addition, training and development provide increased employee engagement as the organization invests in them and their professional development, employees engage to provide enhanced service to the organization.

WDGPH is committed to ensuring staff are able to deliver the array of diverse programs required to fulfil mandated obligations and support client needs.

Appendix “1” outlines mandatory and voluntary programs that were completed, internally, in 2015. Internal programs generally include all the employees in a program/division or across the entire agency. There are no budgetary costs to this training. Staff time is the agency cost for these internal programs.

Appendix “2” outlines mandatory and voluntary training programs and conferences employees attended, externally, in 2015. The majority was voluntary as staff seek ongoing professional development. External training generally have one or just a few participants, with the participants sharing the learning with their peers. The budgetary costs to this training were \$108,432, plus staff time to attend these programs.

WDGPH continues to explore development opportunities for staff to ensure the professional delivery of programs and services based on the needs of the clients within the requirements of the standards.

WDGPH STRATEGIC COMMITMENT

Organizational Capacity

We will improve our capacity to effectively deliver public health programs and services.

- We will support a work culture of continuous learning.

PUBLIC HEALTH AND/OR FINANCIAL IMPLICATIONS:

The Ontario Public Health Standards require boards of health to:

“...assess, plan, deliver, manage, and evaluate public health programs and services to meet local needs, while continuing to work towards common outcomes, boards of health shall be guided by the following principles: **Need, Impact, Capacity, and Partnership and Collaboration**¹.”

The area of **Capacity** states:

“The cornerstone of public health is the quality of its workforce. Programs and services provided by boards of health shall be planned and delivered by staff with both the required technical and professional skills, including core competencies in public health as well as competencies in public health disciplines².”

Ontario Public Health Organizational Standards

6.15 Staff development³

The board of health shall ensure that the administration develops a workforce development plan which identifies the training needs of staff, including discipline specific and management training, and encourages opportunities for the development of core competencies and partnerships with academic institutions.

The board of health shall ensure that the administration provides formal and informal opportunities for leadership development, such as educational programs, membership in professional associations, coaching and mentoring, for staff at all organizational levels and with consideration to equity and fairness.

The board of health shall ensure that the administration fosters an interest in public health practice for future health professionals by supporting student placements.

¹ Ontario. Ministry of Health and Long-Term Care. Ontario public health standards. Toronto, ON: Queen's Printer for Ontario; 2008 [revised 2014 May 1; cited 2014 May 1]. Available from:

http://www.health.gov.on.ca/en/pro/programs/publichealth/oph_standards/docs/ophs_2008.pdf [PDF].

² Ontario. Ministry of Health and Long-Term Care. Ontario public health standards. Toronto, ON: Queen's Printer for Ontario; 2008 [revised 2014 May 1; cited 2014 May 1]. Available from:

http://www.health.gov.on.ca/en/pro/programs/publichealth/oph_standards/docs/ophs_2008.pdf [PDF].

³ Ontario Public Health Organizational Standards. Ministry of Health and Long-term Care. Ministry of Health Promotion and Sport. February 2011© Queens Printer for Ontario 2011

http://www.health.gov.on.ca/en/pro/programs/publichealth/orgstandards/docs/org_stds.pdf [PDF].

Prepared by:
Elizabeth Bowden,
(Interim) Director, Human
Resources and Corporate
Services

Reviewed by:
Dr. Nicola Mercer,
Medical Officer of Health &
CEO

Approved by:
Dr. Nicola Mercer,
Medical Officer of Health &
CEO

APPENDIX “1”

WDGPH Internal Training 2015

AGENCY MANDATORY	APPLICATION SOFTWARE
Accessible Customer Service Standard	Applicant Tracking System
Accommodation in Employment Training	Electronic Timesheets
Agency Orientation	Employee Self-Serve (ESS)/Info:HR System Training
All Policies and Procedures Mandatory for Orientation	
Baby Friendly Initiative	HEALTH & SAFETY
Cold Chain Training	Mask Fit Test: 3M 1870/9210
Internal Emergency Codes	Mask Fit Test: 3M 8110S
Management Expense Training	Fire Extinguisher Training
Non-Violent Crisis Intervention	Flu Training
Personal Health Information Protection Act (PHIPA) Training	Internal Emergency Codes
Privacy Guidance Document	Safe Driving Video
PHIPA Privacy Training - External (Brendan Gray)	Workplace Hazardous Materials Information System (WHMIS)
Safe Driving Video	Workplace Violence & Harassment Training
Staff Web Expense Training	Worker Health and Safety Awareness
Worker Health and Safety Awareness	MANDATORY POLICIES
LEADERSHIP DEVELOPMENT	CA.56.01.108 - Disposal of Biohazardous Materials and Management of Exposure
Coaching for Success	CA.58.01.100 - Privacy Governance Policy and Procedure
Conflict & Me	Personal Health Information Protection Act (PHIPA) Training
Essentials of Leadership	PROGRAM MANDATORY
	Budget Training 2015
	Certificate in Infection Control
	CPR
	Management Expense Training

APPENDIX “2”

WDGPH External Training 2015

ROLE SPECIFIC TRAINING – Often only 1 or 2 people attend each of these.		
Course Name	Course Name	Course Name
Safe Talk Workshop	Best Start Resource Centre-Annual Conference	Communication in Inter-Professional Teams
2015 Association of Ontario Public Health Business Administrators (AOPHBA) Conference	Best Start Resources Centre Annual Conference	Community Data Program Annual Leads Conference
2015 Association of Public Health Epidemiologists in Ontario (APHEO) Workshop Conference	Baby Friendly Initiative (BFI) 20hr Train-the-Trainer Workshop	Central Service Association of Ontario (CSAO) Medical Devices Reprocessing Techniques
Apple Cider Production Workshop	BFI Capacity Building Day and BFI Pre-assessment	Central West Infection Control Network (CWICN) Environmental Workshop
2015 Better Outcomes Registry & Network (BORN) Ontario Conference	BORN Ontario Conference	Editing Out Bias
2015 Health School Communities National Forum	Breastfeeding Level 2	Education Program for Immunization Competencies (EPIC)
2015 Healthy School Communities National Forum	Breastfeeding Level 2 Course	Environmental Cleaning and Disinfection Workshop
2015 Personal Health Information Protection Act (PHIPA) Connections Summit	Breastfeeding Updates with Kathy Vantor	Ensemble Prévenons l’Obésité Des Enfants’ (EPODE) Obesity Prevention: Community Strategies
A Framework for Analyzing Public Policies	Buckle Up Bears Annual Car Seat Training	EPODE Workshop – Obesity Prevention Strategy for Children
A Key Aspect of Overall Oral Health Strategy	Building Defensible Bid Evaluations	Municipal Planning 1 (Course # EXLUP 8215)
A Key Aspect of Overall Oral Health Strategy: Fluoride Varnish	Burlington Physical Literacy Summit	Expanding Horizons for the Early Years
Achieving Success with Difficult People	Canadian Benefits Program Certificate	Expanding Horizons for the Early Years: Infant Mental Health Promotion (IMHP) Conference
Addressing the Challenges of Poverty	Canadian Lactation Consultants Association Conference	Feeding and Swallowing: Practical Assessment and Intervention
Association of Public Health Nursing Management in Ontario (ANDSOOHA)	Canon DSLR Camera and Video Use	First Steps for the Speech-Language Pathologist (S-LP) – The Infant-Toddler Showing At-Risk Signs for Autism Spectrum Disorder (ASD)
Antimicrobial Stewardship in Hospitals	Ceridian Insync Payroll Processing	Food for Health Research Forum
APHEO 2015 Conference	Ceridian Year End Seminar	Food Safety for Cider Producers
Association of Supervisors of Public Health Inspectors of Ontario (ASPHIO) Fall Conference & Electronic Cigarettes Act (ECA) Training	Child Care Cooks Conference	Germiphene Infection Control & Occupation Health Town Hall

ROLE SPECIFIC TRAINING – Often only 1 or 2 people attend each of these.

Course Name	Course Name	Course Name
ASPHIO Spring Conference	Childhood Apraxia of Speech: A Multi-Sensory Approach	Get Assertive!
Association of Ontario Public Health Business Administrators	Canadian Institute of Public Health Inspectors (CIPHI) 2015 Annual Education Conference	Hay Group - Introduction to Job Evaluation
Avaya Communication Server 100 Familiarization	CIPHI Conference Webinar Session 3	HIV Point of Care (POC) Testing Conference
Avaya Communication Server 1000	CIPHI Conference Webinar Session 5	How to Reduce the Oral Health & Dental Care Gap Between Rich & Poor
Barriers to Accessing Oral Health Care for Low-income Adults	Canadian Mental Health Association (CMHA) Safe Talk Workshop	Infant Mental Health – Community Training Institute
Battling Barriers to Women's Health	Collaborative and Proactive Solutions – Dr. Ross Greene	Infant Mental Health and Early Development
Basic Emergency Management	Collective Agreement Training	Infection Control and Occupational Health & Safety
Best Start Conference 2015	Coming Alongside the Struggling Child	Infection Prevention and Control Workshop
Infectious Diseases 2015 Workshop	Ontario Association of Public Health Dentistry (OAPHD) Quarterly Meeting	Taking Action to Create a Healthier Food Environment
International Society of Travel Medicine	Obesity in Preconception and Pregnancy	The 4-C's in Solving the Caries Puzzle
Introduction to Geographical Information System (GIS) for Public Health	Ontario Association of Public Health Dentistry (OAPHD) Education Day	The Ontario Baby-Friendly Initiative 2015
Introduction to Incident Management System	Ontario Library Association Conference	The Ontario Public Health Conference
Introductory Media Training Workshop	Ontario Public Health Library Association Annual General Meeting and Conference	Think Globally Act Locally
Inventory Module – Panorama	Opening Doors	The Ontario Public Health Conference (TOPHC) Conference Workshop – Surveillance
Institute of Public Health Administration of Canada (IPAC) – Pan Am	Oshup (Technology) Conference	Training Auditory Processing in Children with Autism Spectrum Disorder (ASD)
IPAC-Central South Ontario (CSO) and Public Health Ontario (PHO) Annual Infection Prevention and Control Day	Ontario Society of Nutrition Professionals in Public Health (OSNPPH) Conference – Fueling Public Health Nutrition	Translating Research into Policy and Practice
IPAC-Peel and Neighbouring Areas (PANA) Spring Education Event	OSNPPH Conference – Fueling Public Health Nutrition	Trauma Essentials
Knowledge Mobilization Certificate Course #1	PHO Infectious Disease Workshop	Trauma Essentials: A Transformational Day

Land-Use Planning	PHO Infectious Disease Workshop 2015	Travel Medicine Review and Update Course
ROLE SPECIFIC TRAINING – Often only 1 or 2 people attend each of these.		
Course Name	Course Name	Course Name
Linking for Healthy Communities: Action for Change	Phonological Awareness: An Introduction	Vaccine Preventable Diseases (VPD) Networking Day
Mental Health Awareness	Practical Leadership for Employee Engagement	VPD Professional Development Day
Mental Health, From a Personal Perspective in the Workplace	Primary Care Teen Triple P (Level 3)	Wellington-Dufferin-Guelph Public Health – Infection Connection
Microsoft Specialist: Windows 7 Boot Camp for Desktop Administer	Public Health Ethics in Practice: Applying Frameworks	Wells and Water Systems
Motivation Strategies Related to Hoarding	Quality and Safety Summit 2015	Workers Compensation Administration
Moving Towards Change: Motivational Interviewing	Resilience: A Paradigm Shift	Workers Compensation Administration
Moving Towards Change: Self-Management Training	Social Thinking Conference	University of Guelph Sexuality Conference
MS Word	Star 12 All-Access Training Pass	
National Conference on Ending Homelessness 2015	Sexually Transmitted Infections (STI) Update	
Navigating Negotiated Request for Proposal (RFPs): Advanced Planning and Deployment	Suicide Alertness for Everyone	
Nursing Child Assessment Satellite Training (NCAST) Parent Child Interaction (PCI) Instructor Workshop	Suicide Awareness	
Not by Accident – Cannabis Policy	Superwoman: Battling Barriers to Women's Health	
Not by Accident Conference	Supplier Performance Management Practices and Systems	