

# HEALTH AND SOCIAL SERVICES



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## HEALTH AND SOCIAL SERVICES

### FAMILY AND CHILDREN'S SERVICES

#### SUPPLEMENTARY INFORMATION

##### Family Services

- Family services including counselling, prevention and support measures are provided by the Family Services Unit in Whitehorse and by Community and Program Support personnel in rural communities.

##### Child Protection Services

- Child protection services pursuant to the *Child and Family Services Act* are provided by the Family Services Unit in Whitehorse and by Community and Program Support personnel in rural communities.

	2018-19 ESTIMATE	Comparable		
		2017-18 FORECAST	2017-18 ESTIMATE	2016-17 ACTUAL
<b>Family Services</b>				
<b>Individual Families Served</b>				
Whitehorse	160	146	150	157
Rural Communities	50	50	45	41
<b>Child Protection Services</b>				
<b>Families with Identified Protection Concerns</b>				
Whitehorse	450	460	470	462
Rural Communities	150	145	145	140

## HEALTH AND SOCIAL SERVICES

### FAMILY AND CHILDREN'S SERVICES Child Placement Services Adoption Services

#### SUPPLEMENTARY INFORMATION

- Adoption services are provided within Child Placement Services in Whitehorse and by Community and Program Support personnel in rural communities.

	<b>2018-19 ESTIMATE</b>	<i>Comparable</i>		
		2017-18 FORECAST	2017-18 ESTIMATE	2016-17 ACTUAL
<b>Number of Adoptive Homes</b>				
<b>Whitehorse</b>				
Pending	12	20	10	6
Approved and Waiting for Child Placement	8	19	20	12
<b>Rural Communities</b>				
Pending	1	1	6	5
Approved and Waiting for Child Placement	1	1	2	1

Note: Information is based on the timing and number of individuals who have completed educational training to prepare for parenting and completion of home studies.

## HEALTH AND SOCIAL SERVICES

### FAMILY AND CHILDREN'S SERVICES Child Placement Services

#### SUPPLEMENTARY INFORMATION

##### Children in Care

- Services to children in the care and/or in the custody of the Director of Family and Children's Services and pursuant to the *Child and Family Services Act* are provided by the Family Services Unit in Whitehorse and by Community and Program Support personnel in rural communities.

##### Fostering Services

- Fostering services are provided by the Child Placement Services Unit in Whitehorse and by Community and Program Support personnel in rural communities.

	2018-19 ESTIMATE	Comparable		2016-17 ACTUAL
		2017-18 FORECAST	2017-18 ESTIMATE	
<b>Children in Care <sup>(1)</sup></b>				
<b>Whitehorse</b>				
Temporary Care	60	55	40	50
Continuous Care <sup>(2)</sup>	70	71	70	69
From Other Jurisdictions	2	2	2	2
<b>Rural Communities</b>				
Temporary Care	3	6	3	2
Continuous Care	15	24	27	22
From Other Jurisdictions	0	0	0	0

##### Fostering Services

###### Number of Approved Homes

Whitehorse	55	60	60	30
Rural Communities	18	11	23	12

<sup>(1)</sup> Children are only counted once - if a child changed jurisdictions during the year, the child is counted in the last jurisdiction the child was in.

<sup>(2)</sup> Decrease in the number of children in care due to an increase in family supports and use of Extended Family Care agreements.

## HEALTH AND SOCIAL SERVICES

### FAMILY AND CHILDREN'S SERVICES Early Childhood and Prevention Services Child Care Services

#### SUPPLEMENTARY INFORMATION

- Child care services are provided by the Child Care Services Unit in Whitehorse.

	2018-19 ESTIMATE	Comparable		2016-17 ACTUAL
		2017-18 FORECAST	2017-18 ESTIMATE	
<b>Yukon Population from age 0 to 11 inclusive <sup>(1)</sup></b>				
Whitehorse	4,054	4,014	4,007	3,966
Rural Communities	1,072	1,066	1,055	1,009
	<u>5,126</u>	<u>5,080</u>	<u>5,062</u>	<u>4,975</u>
<b>Child Care Subsidy - Average Number of Children Claimed Per Month:</b>				
<b>Child Care Centres</b>				
Whitehorse	315	310	294	290
Rural Communities	75	56	70	70
	<u>390</u>	<u>366</u>	<u>364</u>	<u>360</u>
<b>Family Day Homes</b>				
Whitehorse	65	60	65	76
Rural Communities	3	3	1	1
	<u>68</u>	<u>63</u>	<u>66</u>	<u>77</u>

<sup>(1)</sup> Population from Yukon Bureau of Statistics at June of given fiscal year.

**HEALTH AND SOCIAL SERVICES**

**FAMILY AND CHILDREN'S SERVICES  
Early Childhood and Prevention Services**

**SUPPLEMENTARY INFORMATION**

**Healthy Families Program**

- The Healthy Families Program is designed to assist families of newborns, prenatally or at birth. In partnership with public health nurses, Healthy Families Support Workers provide in-home assistance and education, through regular home visits, to support families in being the best parents possible for their infants, so the infants receive the care and stimulation so crucial to their long-term well-being and healthy development.
- Healthy Family Support Workers can remain involved in a family's life until a child reaches school age. In other cases, only short term involvement is required.

	<b>2018</b>	<i>Comparable</i>		2016
		<b>ESTIMATE</b>	2017 FORECAST	
<b>Healthy Families Program</b>				
Total Families Served	180	144	130	131
Total Children Served	214	174	145	155

Note: Information is reported on a calendar year.

## HEALTH AND SOCIAL SERVICES

### SOCIAL SUPPORTS Mental Wellness and Substance Use Services

#### SUPPLEMENTARY INFORMATION

- Mental Wellness and Substance Use Services offers substance use and dependency prevention and treatment services <sup>(1)</sup>

	2018-19 ESTIMATE <sup>(2)</sup>	Comparable		2016-17 ACTUAL
		2017-18 FORECAST <sup>(3)</sup>	2017-18 ESTIMATE	
<b>Detox Admissions - Total Yearly Admissions</b>	1,019	1,019	697	706
<b>Counselling Services - Number of clients per month<sup>(4)</sup></b>	210	210	193	207
<b>Intensive Treatment Program - Total yearly admissions</b>	153	153	132	N/A

(1) With the opening of the new Sarah Steele facility in September 2016, ADS programming has been enhanced and now includes new youth addictions services and ongoing live-in intensive treatment programs.

(2) All 2018-19 estimates are based on the 2017-18 forecasts.

(3) The 2017-18 forecast is based on information collected from April 2017 through December 2017 inclusive for Detox and April 2017 through November 2017 inclusive for Counselling Services and Intensive Treatment Program.

(4) The 2016-17 counselling services actual is based on the months of November 2016 through March 2017.



**HEALTH AND SOCIAL SERVICES**

**SOCIAL SUPPORTS**  
**Mental Wellness and Substance Use Services**  
**Mental Health Services**

**SUPPLEMENTARY INFORMATION**

• **Outpatient Mental Health Services**

Mental Health Services provides assessment, treatment, consultation and referral services to individuals experiencing a range of mental health problems. Professional staff include mental health clinicians, nurses, and mental health support workers.

Mental Health Services provides services to three groups of clients: a) Adult clients diagnosed with serious and persistent mental illnesses, including clients under the Yukon Review Board; b) Adult clients who experience other diagnosable mental health problems that are acute or episodic in nature; and c) children and youth with a range of mental health problems.

Mental Health Services also engages in a number of community mental health activities including community development, training, public awareness, and policy and program development in areas which have an impact on mental health.

• **Hospital-based Mental Health Services**

Whitehorse General Hospital provides in-patient services to patients admitted for psychiatric reasons. Mental Health Services staff may also participate in the care of these patients.

	<b>2018-19</b> <b>ESTIMATE</b>	<i>Comparable</i>		
		2017-18 FORECAST	2017-18 ESTIMATE	2016-17 ACTUAL
<b>Outpatient Mental Health Services</b>				
Number of Referrals <sup>(1)</sup>	400	350	350	468
Clients Seen <sup>(1)</sup>	460	440	440	473
Direct Clinical Hours <sup>(2)</sup>	6,000	6,000	6,000	6,000
Direct and Indirect Clinical Hours <sup>(3)</sup>	11,000	10,000	10,000	11,000
<b>Hospital-based Mental Health Services <sup>(4)</sup></b>				
Patient Admissions <sup>(5)</sup>	400	376	350	386
Patient Days	6,000	7,886	4,300	5,372
Transfers Out	27	42	20	21
Emergency Assessments - no admission	1,000	882	800	914

<sup>(1)</sup> Includes individuals serviced by Mental Health Services and by the child psychiatrist who provides four clinics to Yukon annually.

<sup>(2)</sup> Clinical hours includes screening, assessment and individual and group treatment and psychiatric assessment and follow-up time, including services provided via tele-videoconferencing and by contracted psychiatrists.

<sup>(3)</sup> Indirect services include consultations with colleagues, case management activities, and clinical consultation.

<sup>(4)</sup> Information was provided by Whitehorse General Hospital. Costs associated with hospital-based services are reflected in the Insured Health and Hearing Services budget.

<sup>(5)</sup> Patient admissions includes both voluntary and involuntary admissions on the Secure Medical Unit.

**HEALTH AND SOCIAL SERVICES**

**SOCIAL SUPPORTS  
Disability Services  
Children's Disability Services**

**SUPPLEMENTARY INFORMATION**

**Children's Disability Services (CDS)**

- CDS provides coordinated access to supports and interventions, early intervention to increase a child’s lifelong potential and promotes inclusion of children with disabilities in community.
- CDS works with the family members to identify and access supports for their child(ren) with disabilities. Families who qualify can access funding for inclusion workers, respite, in-home childcare, home making, and various proven therapies. CDS also provides families direct access to professionals providing assessments and therapy, and to the services of a social worker.

	<b>2018 ESTIMATE</b>	<i>Comparable</i>		
		2017 FORECAST	2017 ESTIMATE	2016 ACTUAL
<b>Healthy Families Program</b>				
Total Families Served	125	121	150	117
Total Children Served	144	139	166	132

Note: Information is reported on a calendar year.

## HEALTH AND SOCIAL SERVICES

### HEALTH SERVICES Insured Health, Hearing Services and Vital Statistics

#### SUPPLEMENTARY INFORMATION

- Insured Health Services is comprised of Health Care Insurance, Hospital Insurance Services, Travel for Medical Treatment, Chronic Disease and Disability program, Pharmacare and Extended Health Benefits for Seniors.

Insured Health	2018-19 ESTIMATE	Comparable		2016-17 ACTUAL
		2017-18 FORECAST	2017-18 ESTIMATE	
<b>Yukon Health Care Insurance Plan</b>				
<b>Subscribers (at March 31) (#) <sup>(1)</sup></b>	41,250	40,636	40,500	39,975
<b>Insured Services (#)</b>				
<b>Physician Services</b>				
In Yukon	318,000	315,000	308,000	312,702
Out-of-Territory	58,000	56,000	62,000	52,497
Services Reimbursed to Members	255	250	255	220
<b>Whitehorse General Hospital</b>				
<b>Patient Days (excludes newborns)</b>	19,400	19,400	18,600	19,241
<b>Patient Admissions</b>	3,400	3,400	3,400	3,365
<b>Outpatient Visits</b>				
Emergency Room	35,000	34,000	34,000	32,995
All Others <sup>(2)</sup>	82,500	82,400	67,000	82,728
<b>Total</b>	<u>117,500</u>	<u>116,400</u>	<u>101,000</u>	<u>115,723</u>
<b>Surgical Cases</b>				
Day Surgery	2,000	2,100	2,300	2,058
In-patient	600	600	680	547
<b>Total</b>	<u>2,600</u>	<u>2,700</u>	<u>2,980</u>	<u>2,605</u>
<b>Yukon Resident Hospitalizations</b>				
<b>Hospital Days of Care (#)</b>				
Out-of-Yukon Facilities	10,600	10,400	10,000	10,120
<b>Average Length of Stay (days)</b>				
Out-of-Yukon Facilities	9.0	9.0	8.0	8.0
<b>Outpatient Visits</b>				
Out-of-Yukon Facilities	17,000	16,000	15,100	14,933

(1) The Yukon Health Care Subscribers number is higher than the Yukon population due to subscriber migration throughout the fiscal year.

(2) Includes Magnetic Resonance Imaging (MRI) now available at Whitehorse General Hospital.

## HEALTH AND SOCIAL SERVICES

### HEALTH SERVICES Insured Health, Hearing Services and Vital Statistics (Cont'd)

<b>Insured Health</b>	<b>2018-19 ESTIMATE</b>	<i>Comparable</i>		<b>2016-17 ACTUAL</b>
		2017-18 FORECAST	2017-18 ESTIMATE	
<b>Dawson Hospital</b>				
<b>Patient Days (excludes newborns)</b>	1,000	1,000	1,100	955
<b>Patient Admissions</b>	100	100	100	83
<b>Outpatient Visits</b>				
Emergency Room	3,000	3,000	3,200	3,132
All Others	2,700	2,800	2,600	2,606
Total	5,700	5,800	5,800	5,738
<b>Watson Lake Hospital</b>				
<b>Patient Days (excludes newborns)</b>	900	900	825	698
<b>Patient Admissions</b>	100	100	110	81
<b>Outpatient Visits</b>				
Emergency Room	2,400	2,400	2,300	2,419
All Others	2,200	2,200	2,250	2,124
Total	4,600	4,600	4,550	4,543

Note: Dawson and Watson Lake Hospitals are not performing Surgical Cases.

## HEALTH AND SOCIAL SERVICES

### HEALTH SERVICES Insured Health, Hearing Services and Vital Statistics

#### SUPPLEMENTARY INFORMATION

- Travel for Medical Treatment numbers are reported per fiscal year based on the date of the service. This program does not include numbers for third party insured individuals, such as First Nation individuals who received benefit coverage through Non-Insured Health Benefits, Health Canada or individuals with a Yukon Workers' Compensation Health and Safety Board claim.

<b>Medical Travel</b>	<b>2018-19 ESTIMATE</b>	<i>Comparable</i>		
		2017-18 FORECAST	2017-18 ESTIMATE	2016-17 ACTUAL
<b>Travel for Medical Treatment within Yukon</b>				
Number of Clients <sup>(1)</sup>	1,700	1,650	1,670	1,443
Cases with Mileage Reimbursements	3,100	3,000	3,240	3,167
Cases using Scheduled Air Flights	360	350	270	235
Air Medevac Flights <sup>(2)</sup>	130	120	100	90
Cases paying Medical Travel Subsidies	<u>2,100</u>	<u>2,000</u>	<u>2,000</u>	<u>1,932</u>
<b>Total</b>	<b><u>5,690</u></b>	<b><u>5,470</u></b>	<b><u>5,610</u></b>	<b><u>5,424</u></b>
<b>Travel for Medical Treatment outside of Yukon</b>				
Number of Clients <sup>(1)</sup>	3,000	2,900	2,750	2,374
Cases with Mileage Reimbursements <sup>(3)</sup>	520	500	445	428
Cases using Scheduled Air Flights <sup>(4)</sup>	4,400	4,300	4,100	3,733
Air Medevac Flights <sup>(2)</sup>	300	280	245	221
Cases paying Medical Travel Subsidies	<u>2,900</u>	<u>2,800</u>	<u>2,850</u>	<u>2,851</u>
<b>Total</b>	<b><u>8,120</u></b>	<b><u>7,880</u></b>	<b><u>7,640</u></b>	<b><u>7,233</u></b>

(1) A client may travel multiple times in a year by various means, but is counted only once for this calculation.

(2) Air Medevac Flights (medical evacuation) are a count of medevac services for Yukon Health Care Insurance Plan Members, excluding third-party insured individuals.

(3) Cases with mileage reimbursement now includes clients who receive travel within the territory to reach scheduled air flights for medical treatment outside of Yukon.

(4) Scheduled air flights outside of Yukon that have mileage in Yukon for the trip out are being shown as outside of Yukon.

## HEALTH AND SOCIAL SERVICES

### HEALTH SERVICES Community Health Environmental Health Services

#### SUPPLEMENTARY INFORMATION

- Environmental Health Services (EHS) promotes care for the environment in the interest of human health. Working in conjunction with the Chief Medical Officer of Health, Environmental Health Officers provide services to individuals, businesses and government. EHS provides consultation and educational services; and engages in inspection, surveillance, audits and enforcement activities in support of the regulatory program.

	<b>2018-19 ESTIMATE</b>	<i>Comparable</i>		
		2017-18 FORECAST	2017-18 ESTIMATE	2016-17 ACTUAL
Client Contacts	11,000	11,000	11,000	10,900
Inspections/Audits	700	700	700	660
Water Tests <sup>(1)</sup>	9,000	8,500	7,500	7,333
Sewage Permits/Finals/Retentions	250	250	250	240
Premises Permits	300	300	300	375
Health Education/Promotion Sessions	90	90	90	78

<sup>(1)</sup> Environmental Health Services expects the demand for water testing services to increase annually due to ongoing implementation and enforcement of water sample submission requirements.

## HEALTH AND SOCIAL SERVICES

### CONTINUING CARE Intermediate and Community Care

#### SUPPLEMENTARY INFORMATION

	2018-19 ESTIMATE	Comparable		
		2017-18 FORECAST	2017-18 ESTIMATE	2016-17 ACTUAL
<b>Macaulay Lodge</b>				
Number of Beds Available	47	47	47	47
Permanent	43	43	43	43
Respite	4	4	4	4
Average Occupancy Rate <sup>(1)</sup>	94%	94%	90%	89%
Average Number of People on Waiting List	20	20	5	14
Average Number of Months on Waiting List	7	7	2	8
Average Length of Stay (years)	3.5	3.0	4.0	2.3
Number of Permanent Admissions	20	20	13	19
Number of Respite Admissions <sup>(2)</sup>	41	41	40	38
Average Age				81
<b>Home Care</b>				
Whitehorse	766	637	730	981
Region	418	344	398	376
Total Caseload	1,184	981	1,128	1,357

(1) Respite admissions are counted as "1" per client regardless of the number of times of readmission.

(2) Increase due to higher number of clients with chronic, complex and/or multiple conditions and Yukon's aging population.

## HEALTH AND SOCIAL SERVICES

### CONTINUING CARE Intermediate and Community Care

#### SUPPLEMENTARY INFORMATION

	2018-19 ESTIMATE	Comparable		2016-17 ACTUAL
		2017-18 FORECAST	2017-18 ESTIMATE	
<b>McDonald Lodge - Dawson City</b>				
Number of Beds Available	15	15	15	12
Average Occupancy Rate	80%	78%	80%	75%
Average Number of People on Waiting List	1	1	1	1
Average Number of Months on Waiting List	0	0	1	1
Average Length of Stay (years)				
Permanent	4.1	4.1	4.0	3.2
Respite	1.0	1.1	1.0	1.1
Number of Permanent Admissions	4	4	4	3
Number of Respite Admissions <sup>(1)</sup>	12	12	4	6
Average Age				74
<b>Thomson Centre</b>				
Number of Beds Available	41	41	39	36
Permanent	39	39	37	34
Respite	2	2	2	2
Average Occupancy Rate	95%	87%	100%	92%
Average Number of People on Waiting List	12	11	13	8
Average Number of Months on Waiting List	8	8	6	8
Average Length of Stay (years)	3.5	3.5	3.5	3.2
Number of Permanent Admissions	10	8	7	20
Number of Respite Admissions	23	25	20	22
Average Age				82

<sup>(1)</sup> Respite admissions are counted as "1" per client regardless of the number of times of readmission.



**HEALTH AND SOCIAL SERVICES**

**CONTINUING CARE  
Intermediate and Community Care**

**SUPPLEMENTARY INFORMATION**

	<b>2018-19 ESTIMATE</b>	<i>Comparable</i>		
		2017-18 FORECAST	2017-18 ESTIMATE	2016-17 ACTUAL
<b>Birch Lodge</b>				
Number of Beds Available	10	10	10	10
Permanent	10	10	10	10
Average Occupancy Rate <sup>(1)</sup>	100%	100%	100%	100%
Average Number of People on Waiting List	5	5	4	3
Average Number of Months on Waiting List	7	7	7	8
Average Length of Stay (years)	2	2	2	1
Number of Permanent Admissions	2	2	1	0
Average Age				81

# HEALTH AND SOCIAL SERVICES

## CONTINUING CARE Extended/Complex Care

### SUPPLEMENTARY INFORMATION

Copper Ridge Place	2018-19 ESTIMATE	Comparable		
		2017-18 FORECAST	2017-18 ESTIMATE	2016-17 ACTUAL
Number of Beds Available				
Extended Care - Seniors	96	96	96	96
- Permanent	45	45	45	45
- Respite	3	3	3	3
Occupancy Rate <sup>(1)</sup>	100%	100%	100%	100%
Extended Care - Adults				
- Permanent	20	20	20	20
- Respite	1	1	1	1
Occupancy Rate <sup>(1)</sup>	98%	98%	98%	96%
Extended Care - Children				
- Permanent	2	2	2	2
- Respite	1	1	1	1
Occupancy Rate	100%	100%	100%	100%
Dementia Care				
- Permanent	21	21	21	21
- Respite	3	3	3	3
Occupancy Rate <sup>(1)</sup>	99%	99%	98%	100%
Average Occupancy Rate <sup>(1)</sup>	99%	99%	98%	99%
Average Number of Persons on Waiting List	25	23	30	24
Average Number of Months on Waiting List	7	7	8	7
Average Length of Stay (years)				
- Permanent	3.60	3.60	3.50	3.50
- Respite/assessment	0.20	0.20	0.25	0.15
Number of Permanent Admissions	25	20	25	18
Number of Respite Admissions <sup>(2)</sup>	24	20	22	30
Average Age				
Seniors' Unit				84
Adult Unit				71
Children's Unit				23
Dementia Care				79

<sup>(1)</sup> Although the facility may be considered full, there will always be some vacancy due to room preparation and upgrades prior to residency.

<sup>(2)</sup> Respite admissions are counted as "1" per client regardless of the number of times of readmission.