

# 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 Regional Services 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 Regional Services personnel in rural communities.

	<b>2019-20</b>	<i>Comparable</i>		
		<b>ESTIMATE</b>	2018-19 FORECAST	2018-19 ESTIMATE
<b>Family Services</b>				
<b>Number of Family Support Services Provid</b>	45	45	40	40
<b>Child Protection Services</b>				
<b>Number of Child Protection Services Provided</b>	100	110	150	205

Note: Information is reported on a monthly caseload basis.

**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 Regional Services personnel in rural communities.

	<b>2019-20</b>	<i>Comparable</i>		
		<b>ESTIMATE</b>	2018-19 FORECAST	2018-19 ESTIMATE
<b>Number of Adoptive Homes</b>				
<b>Whitehorse</b>				
Approved Homes	3	3	12	2
Waitlist for Placement	3	3	8	1
<b>Rural Communities</b>				
Approved Homes	1	1	1	1
Waitlist for Placement	2	3	1	3

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

Note: Information is reported on a monthly caseload basis.

## 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 Regional Services personnel in rural communities.

##### Fostering Services

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

	2019-20 ESTIMATE	Comparable		
		2018-19 FORECAST	2018-19 ESTIMATE	2017-18 ACTUAL
<b>Children in Care</b>				
Total Children in care	95	99	100	129
<b>Location</b>				
Whitehorse	70	73	75	100
Region	25	26	25	29
<b>Extended Family Care</b>	80	82	80	78
<b>Fostering Services</b>				
<b>Number of Approved Homes</b>				
Whitehorse	50	50	55	53
Rural Communities	5	4	18	16

Note: Information is reported on a monthly caseload basis.

**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.

	<b>2019-20</b>	<i>Comparable</i>		
		<b>ESTIMATE</b>	2018-19 FORECAST	2018-19 ESTIMATE
<b>Yukon Population</b>				
From age 0 to 12 inclusive <sup>(1)</sup>	5,089	5,014	5,126	4,922
<b>Child Care Subsidy - Approvals per month</b>	420	410	400	402

<sup>(1)</sup> Population from Yukon Bureau of Statistics adapted from 0-14 age groups for given fiscal year.  
Note: Information is reported on a monthly caseload basis.

**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>2019-20</b>	<i>Comparable</i>		
		<b>ESTIMATE</b>	2018-19 FORECAST	2018-19 ESTIMATE
<b>Healthy Families Program</b>				
Clients in Healthy Families Program	120	126	180	107
Clients in Family Support Program	40	43	40	41
<b>Clients in Youth Support Worker Program</b>	<b>50</b>	<b>49</b>	<b>50</b>	<b>51</b>

Note: Information is reported on a monthly caseload basis.

**HEALTH AND SOCIAL SERVICES**

**Social Supports  
Mental Wellness and Substance Use Services  
Whitehorse**

**SUPPLEMENTARY INFORMATION**

- Mental Wellness and Substance Use Services offers substance use and dependency prevention and treatment services in Whitehorse and throughout Yukon via Regional Hubs.

	<b>2019-20</b>	<i>Comparable</i>		2017-18
		2018-19	2018-19	
	<b>ESTIMATE</b>	FORECAST	ESTIMATE	ACTUAL
<b>Child, Youth and Family Treatment -</b> Number of clients served in a month	70	96	50	69
<b>Severe and persistent conditions -</b> Number of clients treated per month	120	160	100	80
<b>Counselling Services -</b> Number of clients per month	180	174	210	138
<b>Intensive Treatment Program -</b> Number of monthly admissions	10	12	10	10
<b>Detox Admissions -</b> Monthly Admissions	120	123	110	115

Note: Information is reported on a monthly caseload basis.



**HEALTH AND SOCIAL SERVICES**

**SOCIAL SUPPORTS  
Mental Wellness and Substance Use Services  
Regional Hubs**

**SUPPLEMENTARY INFORMATION**

- Mental Wellness and Substance Use Services offers substance use and dependency prevention and treatment services in Whitehorse and throughout Yukon via Regional Hubs.

	<b>2019-20</b>	<i>Comparable</i>		<b>2017-18</b>
		<b>ESTIMATE</b>	<b>FORECAST</b>	
<b>Child, Youth and Family Treatment -</b> Number of clients served in a month <sup>(1)</sup>	30	27	10	0
<b>Severe and persistent conditions -</b> Number of clients treated per month	70	74	50	30
<b>Counselling Services -</b> Number of clients per month	150	170	100	115
<b>Intensive Treatment Program -</b> Number of monthly admissions	4	3	5	4
<b>Detox Admissions -</b> Monthly Admissions	4	4	5	5

(1) new 2018

Note: Information is reported on a monthly caseload basis.

## HEALTH AND SOCIAL SERVICES

### SOCIAL SUPPORTS Disability Services Children's Disability Services

#### SUPPLEMENTARY INFORMATION

##### Disability Services (DS)

- 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.
- ADS provides coordinated access to supports for clients with residential placements and day programming for inclusion and lifelong potential.

	2019-20 ESTIMATE	Comparable		
		2018-19 FORECAST	2018-19 ESTIMATE	2017-18 ACTUAL
<b>Disability Services</b>				
Adult Disability Services Caseload	163	158	140	145
Child Disability Services Caseload	159	154	144	122
Adult Clients in Residential Placements	75	71	70	69
Adult Clients in Day Programming	33	33	30	29

Note: Information is reported on a monthly caseload basis.

## HEALTH AND SOCIAL SERVICES

### SOCIAL SUPPORTS Income Support Employment and Training Services

#### SUPPLEMENTARY INFORMATION

##### Income Support

- Income support provides financial assistance to Yukoners in Whitehorse and in every community.
- Employment and Training Services provides support to Yukoners in Whitehorse. ETS is a voluntary component of Adult Services mandated to provide training and employment services to adults with unique needs who are willing and able to participate in assessment or counselling activities leading to employment and training.

	<b>2019-20</b>	<i>Comparable</i>		
		2018-19	2018-19	2017-18
	<b>ESTIMATE</b>	FORECAST	ESTIMATE	ACTUAL
Whitehorse	800	860	800	790
Region	100	97	100	110
Employment and Training Services Clients	120	133	100	63

Note: Information is reported on monthly caseload basis.

## 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	2019-20 ESTIMATE	Comparable		2017-18 ACTUAL
		2018-19 FORECAST	2018-19 ESTIMATE	
<b>Yukon Health Care Insurance Plan</b>				
<b>Subscribers (at March 31) (#) <sup>(1)</sup></b>	42,000	41,500	41,250	40,727
<b>Insured Services (#)</b>				
<b>Physician Services <sup>(2)</sup></b>				
In Yukon	345,000	340,000	318,000	331,791
Out-of-Territory	56,000	55,500	58,000	55,477
Services Reimbursed to Members	190	185	255	181
<b>Whitehorse General Hospital</b>				
<b>Patient Days (excludes newborns)</b>	18,700	18,300	19,400	19,111
<b>Patient Admissions</b>	3,400	3,450	3,400	3,395
<b>Outpatient Visits</b>				
Emergency Room	33,000	32,400	35,000	33,464
All Others <sup>(3)</sup>	81,400	81,600	82,500	81,214
<b>Total</b>	<b>114,400</b>	<b>114,000</b>	<b>117,500</b>	<b>114,678</b>
<b>Surgical Cases <sup>(4)</sup></b>				
Day Surgery	2,300	2,200	2,000	2,020
In-patient	600	550	600	597
<b>Total</b>	<b>2,900</b>	<b>2,750</b>	<b>2,600</b>	<b>2,617</b>
<b>Yukon Resident Hospitalizations</b>				
<b>Hospital Days of Care (#)</b>				
Out-of-Yukon Facilities	10,500	10,250	10,600	10,056
<b>Average Length of Stay (days)</b>				
Out-of-Yukon Facilities	9.0	9.0	9.0	9.0
<b>Outpatient Visits</b>				
Out-of-Yukon Facilities	15,800	15,500	17,000	15,579

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

(2) Includes on call services ( which were previously excluded ) and excludes lab/diagnostic services and services not performed by a physician.

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

(4) Increased based on orthopedics program

**HEALTH AND SOCIAL SERVICES**

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

<b>Insured Health</b>	<b>2019-20 ESTIMATE</b>	<i>Comparable</i>		<b>2017-18 ACTUAL</b>
		<b>2018-19 FORECAST</b>	<b>2018-19 ESTIMATE</b>	
<b>Dawson Hospital</b>				
Patient Days (excludes newborns)	1,000	1,000	1,000	1,037
Patient Admissions	100	90	100	102
<b>Outpatient Visits</b>				
Emergency Room	2,800	2,750	3,000	2,892
All Others	3,200	3,200	2,700	2,969
Total	<u>6,000</u>	<u>5,950</u>	<u>5,700</u>	<u>5,861</u>
<b>Watson Lake Hospital</b>				
Patient Days (excludes newborns)	900	1,200	900	901
Patient Admissions	100	100	100	135
<b>Outpatient Visits</b>				
Emergency Room	2,500	2,500	2,400	2,462
All Others	2,300	2,300	2,200	2,287
Total	<u>4,800</u>	<u>4,800</u>	<u>4,600</u>	<u>4,749</u>

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>2019-20 ESTIMATE</b>	<i>Comparable</i>		
		2018-19 FORECAST	2018-19 ESTIMATE	2017-18 ACTUAL
<b>Travel for Medical Treatment within Yukon</b>				
Number of Clients <sup>(1)</sup>	1,875	1,850	1,700	1,477
Cases with Mileage Reimbursements	3,100	3,050	3,100	3,111
Cases using Scheduled Air Flights	510	500	360	334
Air Medevac Flights <sup>(2)</sup>	100	100	130	126
Cases paying Medical Travel Subsidies	<u>2,050</u>	<u>2,000</u>	<u>2,100</u>	<u>2,056</u>
Total	<u><u>5,760</u></u>	<u><u>5,650</u></u>	<u><u>5,690</u></u>	<u><u>5,627</u></u>
<b>Travel for Medical Treatment outside of Yukon</b>				
Number of Clients <sup>(1)</sup>	3,200	3,150	3,000	2,448
Cases with Mileage Reimbursements <sup>(3)</sup>	490	480	520	474
Cases using Scheduled Air Flights <sup>(4)</sup>	4,600	4,500	4,400	3,890
Air Medevac Flights <sup>(2)</sup>	270	260	300	261
Cases paying Medical Travel Subsidies	<u>2,450</u>	<u>2,400</u>	<u>2,900</u>	<u>2,852</u>
Total	<u><u>7,810</u></u>	<u><u>7,640</u></u>	<u><u>8,120</u></u>	<u><u>7,477</u></u>

(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>2019-20 ESTIMATE</b>	<i>Comparable</i>		
		2018-19 FORECAST	2018-19 ESTIMATE	2017-18 ACTUAL
Client Contacts	11,000	10,900	11,000	10,800
Inspections/Audits	700	680	700	710
Water Tests <sup>(1)</sup>	9,300	9,100	9,000	8,835
Sewage Permits/Finals/Retentions	250	205	250	220
Premises Permits	300	310	300	280
Health Education/Promotion Sessions	90	80	90	75

(1) 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

	2019-20 ESTIMATE	Comparable		
		2018-19 FORECAST	2018-19 ESTIMATE	2017-18 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>	90%	88%	94%	1
Average Number of People on Waiting List	18	20	20	20
Average Number of Months on Waiting List	7	8	7	8
Average Length of Stay (years)	2.5	2.1	3.5	3
Number of Permanent Admissions	20	20	20	23
Number of Respite Admissions <sup>(2)</sup>	45	45	41	57
Average Age				80
<b>Home Care <sup>(3)</sup></b>				
Whitehorse	849	809	766	684
Region <sup>(4)</sup>	540	512	418	335
Total Caseload	1,389	1,321	1,184	1,019

<sup>(1)</sup> Macaulay Lodge may close in 2018/19 and Supplementary Information will be updated as appropriate at the time. As Health and Social Services closes Macaulay Lodge the projected number of people will be accommodated in other homes, including Whistle Bend. The Department will report on Whistle Bend occupancy in the 2000-21 Main

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

<sup>(3)</sup> Increase due to higher number of clients with chronic, complex and/or multiple conditions and Yukon's aging

<sup>(4)</sup> Includes Regional Therapies



## HEALTH AND SOCIAL SERVICES

### CONTINUING CARE Intermediate and Community Care

#### SUPPLEMENTARY INFORMATION

	2019-20 ESTIMATE	Comparable		2017-18 ACTUAL
		2018-19 FORECAST	2018-19 ESTIMATE	
<b>McDonald Lodge - Dawson City</b>				
Number of Beds Available	15	15	15	15
Average Occupancy Rate	97%	97%	80%	71%
Average Number of People on Waiting List <sup>(1)</sup>	10	10	10	5
Average Number of Months on Waiting List	1.5	1.3	0.0	1.8
Average Length of Stay (years)				
Permanent	2.5	2.5	4.1	3.8
Respite	1.0	1.0	1.0	1.0
Number of Permanent Admissions	4	3	4	3
Number of Respite Admissions <sup>(2)</sup>	12	10	12	14
Average Age				72
<b>Thomson Centre</b>				
Number Beds Available <sup>(3)</sup>	49	49	41	39
Permanent	37	37	39	37
Respite/Reablement <sup>(4)</sup>	12	12	2	2
Average Occupancy Rate	97%	95%	95%	93%
Average Number of People on Waiting List	10	11	12	12
Average Number of Months on Waiting List	2.0	8.1	8.0	6.6
Average Length of Stay (years)	2.5	2.2	3.5	2.9
Number of Permanent Admissions	10	10	10	10
Number of Respite Admissions <sup>(5)</sup>	25	25	23	19
Average Age				81

<sup>(1)</sup> Personal care is only offered at McDonald Lodge

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

<sup>(3)</sup> Thomson Centre has 39 bedrooms of which 2 are potential double rooms for couples if needed

Thomson Centre will be opening 10 respite and reablement rooms in 2018/19

<sup>(4)</sup> Includes individuals assessed as eligible and have deferred care at the time of offer

<sup>(5)</sup> Respite admissions are counted as "1" per client regardless of the number of times of readmission.

## HEALTH AND SOCIAL SERVICES

### CONTINUING CARE Extended/Complex Care

#### SUPPLEMENTARY INFORMATION

<b>Copper Ridge Place</b>	<b>2019-20 ESTIMATE</b>	<i>Comparable</i>		
		2018-19 FORECAST	2018-19 ESTIMATE	2017-18 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>	99%	99%	100%	98.7%
Extended Care - Adults				
- Permanent	20	20	20	20
- Respite	1	1	1	1
Occupancy Rate <sup>(1)</sup>	98%	98%	98%	98.7%
Extended Care - Children				
- Permanent	2	2	2	2
- Respite	1	1	1	1
Occupancy Rate	98%	98%	100%	93.2%
Dementia Care				
- Permanent	21	21	21	21
- Respite	3	3	3	3
Occupancy Rate <sup>(1)</sup>	99%	99%	99%	98.2%
Average Occupancy Rate <sup>(1)</sup>	99%	99%	99%	97.3%
Average Number of Persons on Waiting List <sup>(2)</sup>	25	25	25	20
Average Number of Months on Waiting List	8	8	7	8.3
Average Length of Stay (years)				
- Permanent	3.50	3.20	3.60	2.7
- Respite/assessment	0.30	0.30	0.20	0.40
Number of Permanent Admissions	25	26	25	22
Number of Respite Admissions <sup>(3)</sup>	25	25	24	32
Average Age				
Seniors' Unit				83
Adult Unit				73
Children's Unit <sup>(4)</sup>				31
Dementia Care				78

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

(2) Includes individuals assessed as eligible and have deferred care at the time of offer

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

(4) Currently there are no children in any of the Continuing Care Homes.

**HEALTH AND SOCIAL SERVICES**

**CONTINUING CARE  
Intermediate and Community Care**

**SUPPLEMENTARY INFORMATION**

	<b>2019-20 ESTIMATE</b>	<i>Comparable</i>		
		2018-19 FORECAST	2018-19 ESTIMATE	2017-18 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%	99.7%	100%	99.8%
Average Number of People on Waiting List	2	6	5	8
Average Number of Months on Waiting List	2	8	7	8.4
Average Length of Stay (years)	3	2	2	1.6
Number of Permanent Admissions	1	1	2	2
Number of Respite Admissions <sup>(2)</sup>	1	1	0	2
Average Age				80

<sup>(1)</sup> One resident was discharged to the community

<sup>(2)</sup> This supplemental information was not reported in the 2018-19 Main Estimates, therefore the 2018-19 estimate is not available.