

**Ministry of Health  
and Long-Term Care**

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October 26, 2015

**MEMORANDUM**

**TO:** Board of Health Chairs  
Medical Officers of Health and Associate Medical Officers of Health

**RE:** Amendment to the Protocols under the Ontario Public Health Standards -Infection Prevention and Control Practices Complaint Protocol, 2015; Infection Prevention and Control in Personal Services Settings Protocol, 2015; and Infectious Diseases Protocol, 2015.

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As a follow-up to my October 14<sup>th</sup> email please find below a summary of the amendments to the following protocols:

- The *Infection Prevention and Control Practices Complaint Protocol*;
- *Infection Prevention and Control in Personal Services Settings Protocol*; and
- *Infectious Diseases Protocol*.

The protocols were revised to reflect specific transparency reporting requirements as per the Minister's commitment to enhanced transparency communicated last December and public health unit (PHU) feedback provided from consultation conducted in winter 2014.

Additional revisions to the protocols were incorporated as part of the ongoing Protocol Review process. These changes were made by the Ministry of Health and Long-Term Care (the ministry) based on input from Public Health Ontario (PHO) and PHUs.

Amendments in the *Infection Prevention and Control Practices Complaint Protocol* include:

- Clarification of requirements for:
  - responding to complaints involving the conduct of health professionals governed by a regulatory college, including a requirement to contact the regulatory college,
  - conducting an assessment of the premises in situations involving a regulated health professional, and advising the regulatory college if the board of health's assessment indicates that an infection prevention and control (IPAC) lapse has occurred;
  - steps of an assessment, further investigation, and the responsive actions required;
- Incorporating a new Reporting section to specify the new requirements regarding public reporting of IPAC lapses; and a Glossary to provide the definitions of an IPAC lapse and Regulatory College; and
- Minor wording changes to clarify language.

The revised document is available in English and French, respectively, through the Ontario Public Health Standards (OPHS) website at the following links:

[http://www.health.gov.on.ca/en/pro/programs/publichealth/oph\\_standards/docs/infection\\_prevention\\_complaint.pdf](http://www.health.gov.on.ca/en/pro/programs/publichealth/oph_standards/docs/infection_prevention_complaint.pdf)

[http://www.health.gov.on.ca/fr/pro/programs/publichealth/oph\\_standards/docs/infection\\_prevention\\_complaintf.pdf](http://www.health.gov.on.ca/fr/pro/programs/publichealth/oph_standards/docs/infection_prevention_complaintf.pdf)

Amendments in the *Infection Prevention and Control in Personal Services Settings Protocol* include:

- Clarification of requirements for:
  - expectations on the purpose of annual routine inspections;
  - use of a risk-based approach for inspections conducted beyond the annual routine inspection and those in response to complaints;
  - boards of health to address personal service settings on-call issues within their current on-call system;
- Including a requirement to maintain an inventory of all personal services settings including contact information and location;
- Incorporating a new Reporting section to specify the new requirements regarding public reporting of IPAC lapses; and
- Expansion of the Glossary to include definitions of IPAC lapse, regulatory college, personal services, and risk-based approach and revisions to the definition of risk assessment to improve applicability.
- Structural and minor wording changes to clarify language.

The revised document is available in English and French, respectively, through the OPHS website at the following links:

[http://www.health.gov.on.ca/en/pro/programs/publichealth/oph\\_standards/docs/infection\\_prevention\\_personal\\_services.pdf](http://www.health.gov.on.ca/en/pro/programs/publichealth/oph_standards/docs/infection_prevention_personal_services.pdf)

[http://www.health.gov.on.ca/fr/pro/programs/publichealth/oph\\_standards/docs/infection\\_prevention\\_personal\\_servicesf.pdf](http://www.health.gov.on.ca/fr/pro/programs/publichealth/oph_standards/docs/infection_prevention_personal_servicesf.pdf)

Additional changes have been made to the *Infectious Diseases Protocol* to reflect the new definitions under the *Child Care and Early Years Act, 2014* and are available in English and French, respectively, through the OPHS website at the following links:

[http://www.health.gov.on.ca/en/pro/programs/publichealth/oph\\_standards/docs/infectious\\_diseases.pdf](http://www.health.gov.on.ca/en/pro/programs/publichealth/oph_standards/docs/infectious_diseases.pdf)

[http://www.health.gov.on.ca/fr/pro/programs/publichealth/oph\\_standards/docs/infectious\\_diseasesf.pdf](http://www.health.gov.on.ca/fr/pro/programs/publichealth/oph_standards/docs/infectious_diseasesf.pdf)

The ministry will communicate further details regarding these changes to PHUs via regular communications to ensure continued compliance with the *Health Protection and Promotion Act* and the OPHS.

I would like to express my thanks to you and your staff for your ongoing work in upholding the OPHS and Protocols to ensure the continued strength of the public health system in Ontario.

*Original signed by*

Roselle Martino  
Executive Director

c: Dr. David C. Williams, Acting Chief Medical Officer of Health  
Dr. Peter Donnelly, President and Chief Executive Officer, Public Health Ontario  
Dr. George Pasut, Vice-President, Science and Public Health, Public Health Ontario  
Dr. Brian Schwartz, Chief, Communicable Diseases, Emergency Preparedness and Response, Public Health Ontario  
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