

## DEPARTMENT OF COMMUNITY HEALTH AND THE ENVIRONMENT – 2011 Annual Report info

Committed to protecting and enhancing the health and quality of life for all members of the community, the St. Charles County Department of Community Health and the Environment responds to the population's needs through actions by three divisions — Public Health, Environmental Public Health, and Humane Services. Under the leadership of a Department Director and three Division Directors, the DOCHE works closely with federal, state, and local organizations to provide a wide range of services that have a profound impact — both tangible and behind-the-scenes — on the lives of St. Charles County's residents and visitors each day. Through these multiple services and the overall healthy behavior of residents, St. Charles County ranks first in Missouri for Health Factors and second on Health Outcomes (according to The Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute in Feb. 2010).

The Division of Public Health encompasses seven programs: an Immunization clinic for children and adults; nutrition education and supplemental food services for Women, Infants, and Children; an STD Prevention and Treatment clinic; Communicable Disease reporting and investigation; the distribution of Vital Records; Health Promotion and Education for schools and organizations; and planning related to Bioterrorism Response and Epidemiology. In 2010, the division's clinics, records distribution and WIC program served more than 13,000 individuals. This total reflects a dramatic upswing in the number of patients immunized — from nearly 4,000 in 2009 to more than 7,000 in 2010 — after the introduction of an Adult Immunization Program offering common vaccines at a minimal cost, an increase in the number of individuals seeking STD clinic services, and a switch to appointment-based clinics that better accommodates patient and staff availability.

The Division of Environmental Health and Protection protects the public and businesses of St. Charles County through programs that promote healthy environmental conditions and reduce risks. These programs include the inspection and licensing of food-service retailers and providers, daycare centers, aquatic and recreation facilities, body art facilities and more; mosquito control; and natural resource management. In 2010, the division recognized 12 local food-service establishments through the fourth annual **24 Carrot Gold Awards** that reward excellence in food safety and began a new Farmer's Market food safety education program. It also expanded its administration of the County's aquatic and recreational facilities by adding Wentzville and Dardenne Prairie to the list of municipalities covered, and it permitted the development of a utility waste landfill that is unique in that it attempts to recycle gypsum. In addition, the County's two recycling centers have now collected more than 32 million pounds of material since opening in 1990.

The Division of Humane Services shelters and adopts animals, educates pet owners, provides animal control services, and investigates incidents involving animal cruelty and neglect. In 2010, the division completed nearly 6,000 service calls. The Pet Adoption Center successfully placed nearly 1,900 animals in loving homes, which raises the total number of pets adopted since its opening in 1999 to more than 25,000. In addition, the staff returned more than 750 missing pets to their homes and spayed/neutered more than 500 wild cats through the popular Sterile Feral program. Volunteers are a major contributor to the division's efforts and provided nearly 4,700 hours of service last year.

For 2011, the Department of Community Health and the Environment seeks to grow its services and enhance the overall experience for its guests. A major project for all divisions will be continued improvements to the County's Bioterrorism and Emergency Response Program based upon federal and state best-practice guidelines. The Division of Public Health seeks to expand the Adult Immunization Program to include travel vaccinations and other frequently requested services; and to introduce CPR/AED education courses that are open to the public. At the department's main office at 1650 Boone's Lick Road in St. Charles, a Missouri Foundation Grant has been utilized to introduce new furniture and interior signage, as well as expand parking facilities, to increase comfort and efficiency.

## **DEPARTMENT OF COMMUNITY HEALTH AND THE ENVIRONMENT – Accomplishments**

### I. Overall Focus

- A. Three Divisions (Public Health, Environmental Health and Protection, and Humane Services)
- B. Visible and Behind-the-scenes activities (in addition to tangible programs like health clinics, recycling, licensing, and pet adoptions; the department offers many “invisible” programs such as communicable disease investigations, food-service inspections, animal welfare ordinances)
- C. Statewide - County ranks first in Health Factors and second in Health Outcomes (Robert Wood Johnson Foundation and University of Wisconsin Population Health Institute report – Feb. 2010)

### II. Division of Public Health

- A. Seven Programs (Immunizations; Women, Infant, Children Services; STD Prevention/Treatment; Communicable Disease; Vital Records; Health Education; and Bioterrorism Response Planning)
- B. Division’s clinics and WIC program served more than 13,000 individuals
- C. Total served reflects dramatic increase in number immunized (increase of 3,000 vs. 2009), a growth in number of STD clinic patients, and the institution of a more efficient, appointment-based process

### III. Division of Environmental Health and Protection

- A. Services – Licensing/Inspections of Food-Service providers, daycare centers, recreation facilities, body-art facilities, and more; mosquito control; and natural resource management
- B. Continuation of the 24 Carrot Gold Food Service Awards – recognized 12 local establishments for excellence in food safety
- C. Instituted new food safety education program to manage the growing number of Farmer’s Markets in our community
- D. Increased cooperation with area municipalities by adding to the number covered by the County’s administration of aquatic and recreation facilities
- E. Offered natural resource management through two recycling centers – which have now collected more than 32 million pounds of material since opening in 1990

### IV. Division of Humane Services

- A. Services – shelter/adoption of pets; owner education; animal control, and cruelty/neglect inspection
- B. Completed nearly 6,000 service calls
- C. Adopted nearly 1,900 animals (raising total to more than 25,000 adoptions since 1999)
- D. Returned 750 missing pets to their owners
- E. Spayed/neutered more than 500 wild cats through Sterile Feral program
- F. Received nearly 4,700 hours of volunteer service from the community

### V. 2011 Efforts

- A. Seeking efficiency and enhanced customer satisfaction – new policies, furniture and facilities
- B. Department-wide focus on improvement to Bioterrorism/Emergency Response Program
- C. Public Health seeks expansion of Adult Immunization Program and educational programs