



# #PublicHealthHeroes

RECOGNIZING PUBLIC HEALTH HEROES WORKING TIRELESSLY  
BEHIND THE SCENES TO KEEP COMMUNITIES HEALTHY AND SAFE

## Healthline

### HOW WE ARE HELPING TO KEEP COMMUNITIES SAFE RIGHT NOW

Our Healthline, staffed by PHNs, Health Promoters, and clerical staff, are open from 8am – 8pm, 7 days a week. They have responded to up to 400 calls per shift, answering the public's questions and concerns.

### OUR MESSAGE TO THE PUBLIC DURING THESE CHALLENGING TIMES

*“Our knowledgeable team responds to our community's concerns with professionalism and kindness. We want to reassure our clients, reduce anxiety and help clients find the answers they are looking for.”*



Eastern Ontario Health Unit

## OUR ROLE IN PUBLIC HEALTH

### What we champion every day to keep communities healthy:

We answer health and social related questions from community members. We also refer callers to community programs and services offered either by ourselves or by our community partners.

### What we would like to see for the future of public health:

An innovative and equitable system that is prepared and able to adapt based on emerging needs