



Community Living disABILITY Services Webinar: COVID-19 Update

December 17, 2020

Welcome

- ▶ **Catherine Gates**, Assistant Deputy Minister, Community Service Delivery
- ▶ **Elizabeth Debicka**, A/Executive Director, Strategic Initiatives and Program Support

The following CLDS representatives are on the panel:

- ▶ **Sandra Dorbolo**, A/Executive Director, Disability Programs and Specialized Services
- ▶ **Brian Malkowich**, A/Executive Director, Regional Social Services / Director of Emergency Social Services
- ▶ **Alanna Hager**, Director, CLDS and CDS Downtown-Point Douglas
- ▶ **Laurel Litardi**, A/Director, CLDS Specialized Services and Resources
- ▶ **Andrea Thibault-McNeill**, A/Director, Legislation, Program and Policy Innovation, Adult Disability Services
- ▶ **Craig Wynands**, A/Director, Operations & Transformation Management, Adult Disability Services
- ▶ **Kris Piché**, Comptroller, Community Service Delivery

COVID 19 Statistics - Participants

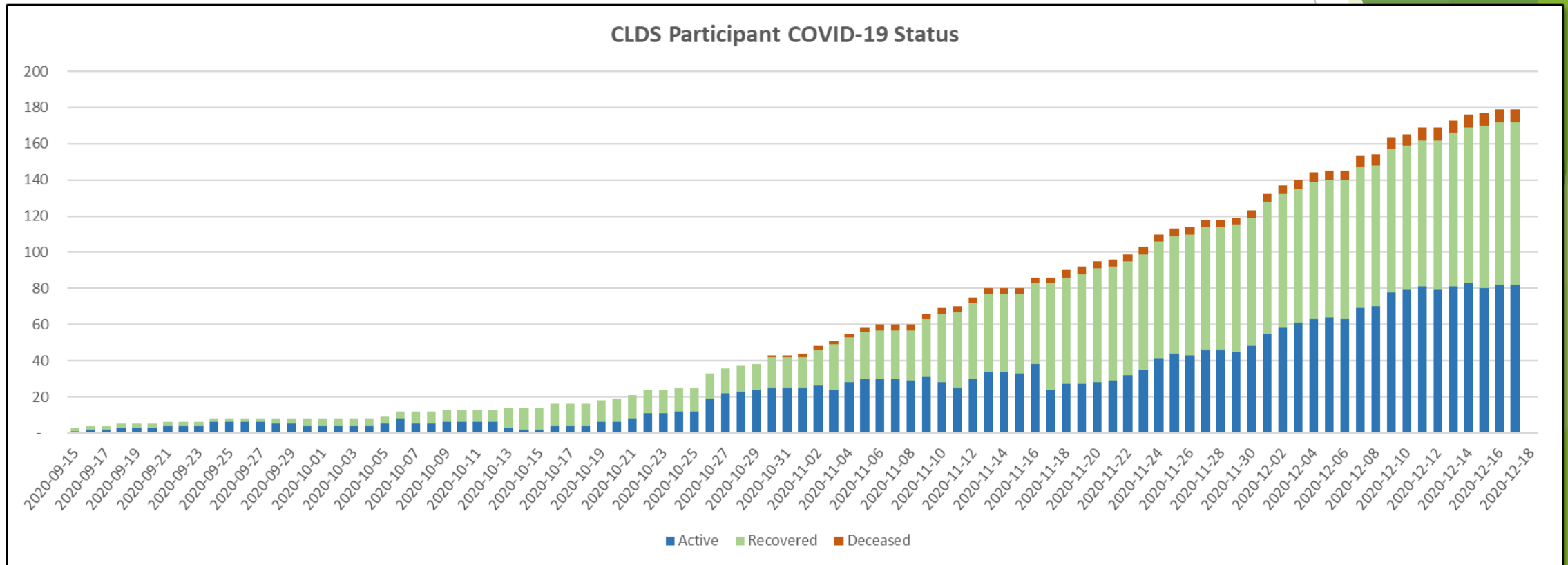
- ▶ COVID-19 statistics are drawn from the Situational Management Plans submitted by service providers.
- ▶ Please note that there are approximately 7,200 CLDS participants currently in the program. The positivity rate is 2.5%.
- ▶ These statistics are current as at December 17, 2020, 11:00AM.

Participants

Region	Active Cases	Hospitalized	Recovered Cases	Deceased	Total
Central	4	0	1	1	6
Eastman	15	1	22	0	38
Interlake	4	2	3	0	9
Northern	1	0	0	0	1
Westman	0	0	1	0	1
Winnipeg	49	6	63	6	124
TOTAL	73	9	90	7	179

COVID 19 Statistics - Participants

► Day-to-day trend from September 15 to December 17, 2020.



COVID 19 Statistics - Staff and Agencies

- ▶ There are approximately 10,000+ staff delivering services. The positivity rate of staff within the program is 2.8%.
- ▶ There are 99 funded agencies delivering services across the province. 41% of agencies have managed a COVID-positive case (either staff or participant).
- ▶ These statistics are current as at December 17, 2020, 11:00AM.

Staff

Region	Current	Cumulative

Agencies

Region	Current	Cumulative
Central	3	3
Eastman	3	3
Interlake	2	3
Westman	1	3
Winnipeg	23	29
TOTAL	32	41

Public Health Orders - Maximum Occupancy and Visitor Restrictions

- ▶ The most recent COVID-19 prevention orders were updated on December 12th and extend until January 8, 2021.
 - 1(1) prohibits an individual who does not normally reside at a residence from entering or remaining in that residence.
 - 2(1) states that all persons are prohibited from assembling in a gathering of more than five persons at any indoor or outdoor public place or in the common areas of a multi-unit residence.
 - 2(2) states this does NOT apply to a facility where social services are provided. This means the above mentioned provisions do not apply to visits inside of licensed residential care facilities.
- ▶ Residents can designate up to two visitors to visit them in their residential care facility. One indoor visitor can attend at a time and two outdoor visitors can attend. The appropriate PPE must be worn depending if the visit is inside or outside.
- ▶ The maximum occupancy limit of five does not apply inside residential care facilities.

Family Visits During the Holidays

- ▶ Under the public health order, the restrictions regarding visits to family homes apply. This means that CLDS participants are not permitted to visit family homes at this time.
- ▶ There are two options currently available within the public health order to support CLDS participants to visit with friends and family outside of their own residence:
 - **Visit at an Indoor or Outdoor Public Space.** The public health order allows individuals to meet in an indoor or outdoor public place, or the common area of a multi-unit dwelling, if the gathering size is five or fewer people. Support staff are included in the count.
 - **Visit in a Family Home if a Regular Visitor.** Under the current public health order, if an individual lives alone in a private residence, that individual can have one person be their regular visitor. If a CLDS participant has been a regular visitor, he or she can continue to visit that person in their home over the holidays. Wearing a mask is strongly recommended but not required.

Family Visits - Exceptional Circumstances

- ▶ Subsection 1(2) of the public health order allows a person to enter the private residence of another person for the following purpose:
 - (i) to provide health care, personal care or housekeeping services
- ▶ In consultation with public health, the CLDS program is interpreting this to mean that a CLDS participant can enter the home of a family member for the following extraordinary circumstances:
 - the residential care facility is no longer habitable and the family must provide care (e.g. there was a fire)
 - there is a staffing shortage and family must provide care
 - compassionate reasons (e.g. a family member is at home receiving end-of-life care)*
 - a health emergency*
- ▶ *If a participant is seeking to enter a family home for compassionate reasons or as a result of a health emergency, the service provider and/or family is asked to submit a request to the CLDS Program Manager for approval.
- ▶ The service provider must be in agreement with the CLDS participant visiting the family home.
- ▶ In preparation for the individual's return, the service provider must follow screening criteria and contact the Rapid Response Team if there is concern that the individual may have been exposed.

What happens if a family chooses to have their family member visit?

- ▶ If a CLDS participant does not meet one of the criteria previously mentioned, and the family chooses to have their loved one visit their home over the holidays, the support staff should be talking about safety planning and prevention, and risk mitigation measures.
- ▶ The service provider must also:
 - Advise the family that the individual is in violation of public health orders
 - Advise the family that they may need to care for the individual for a minimum of 14 days, maybe longer if there have been multiple contacts in the home for the duration of the visit
 - Submit an Incident Report to the department as there could be risk to the participant while visiting family, as well as to the roommates upon returning home
 - Have a risk mitigation plan in place when receiving the individual back home
 - ▶ Follow screening criteria
 - ▶ Contact the Rapid Response Team if there is concerns about potential exposure.

Public Health Orders - Self Isolation

- ▶ Self Isolation Order came into effect August 28th and remains in effect until terminated.
- ▶ Under 1(1), individuals who have either tested positive or have likely been exposed to COVID-19 through a close contact, are to self-isolate for 14 days unless a public health official advises otherwise.
 - Agency staff working in shift-staffed homes are exempt from the public health directive that workers must stay home if there is a member in their own household who is isolating and awaiting a test result.
 - However, this same exemption **does not** apply to staff working at a day service.
- ▶ To reduce the possibility of transmission across homes and agencies, day service staff are asked to remain at home if they have a family member in their own home who is isolating as per public health orders.

Day Services - Code Red Temporary Closures

- ▶ While the province is in code red, if either a staff or a participant at a day service is COVID-19 suspect, the entire day service is temporarily suspended pending the test results.
 - If the test result comes back negative, the day service may resume.
 - If the test is positive, the entire day service is suspended until the Department of Families determines it can safely reopen.

How can we reduce the length of time a day service is suspended?

- ▶ Agencies with strong risk mitigation plans will be able to minimize possible disruptions to day service. Plans should include:
 - Supporting participants and staff to maintain social distancing
 - Supporting participants in cohorts or groups
 - Assigning staff to work with individuals or cohorts
 - Following PPE directives and infection prevention and control
- ▶ Agencies are asked to share their risk mitigation plans with their Program Managers so that decisions regarding risk level and reopening of the service can be made quickly.

Rapid Response Team (RRT)

- ▶ The RRT remains available to respond to COVID-19 inquiries related to CLDS via email at RRT@gov.mb.ca and by telephone at (toll free) 1-866-906-0901. After hours support continues to be available by telephone.
- ▶ The RRT is available to assist CLDS service providers with the following:
 - ▶ personal protective equipment
 - ▶ situational management plans
 - ▶ screening and support
 - ▶ consultation with the department's pandemic response nurses
 - ▶ general information and guidance
- ▶ Service providers are reminded to copy their CLDS regional or community area program manager on all situational management plans (SMPs). A new SMP form has been developed and will be shared with service providers.

Screening and Support Team (SAST)

- ▶ The RRT is pleased to announce the Screening and Support Team (SAST). SAST assistance can be requested through the RRT by email or telephone.
- ▶ The SAST can provide assistance with COVID-19 exposure, symptom and travel screening, as well as with self-isolation and testing requirements for CLDS participants and staff, replacing the need to contact Health Links.
- ▶ The SAST identifies CLDS participants and staff who may have been exposed to a suspected COVID-19 case at their home or day service (in the case of participants) or at their workplace (in the case of staff), informs them of the potential exposure and provides support.
- ▶ Support may include tracking possible transmission, providing advice on testing, self-isolating or continuing/returning to work, providing guidance on the use of personal protective equipment and referring confirmed COVID-19 cases to the department's pandemic response nurses.

Pandemic Response Nurses

- ▶ The pandemic response nurses follow-up with confirmed COVID-19 cases in accordance with infection prevention and control protocols, and work in collaboration with Occupational Environmental Safety and Health (OESH) and public health to support contact tracing. The nurses may share information collected by the SAST with OESH or public health.
- ▶ The nurses also provide COVID-19-related consultation to service providers regarding infection prevention and control protocols, day services closures/re-openings and personal protective equipment use.
- ▶ The nurses may recommend the closure/reopening of day services, but service providers are reminded that this is subject to program manager approval.
- ▶ Service providers are reminded to make requests for nursing consultation through the RRT. Requests should not be made with the nurses directly.

Wellness Checks

- ▶ CLDS started conducting wellness checks at residential care facilities and day services in late November.
- ▶ These visits have provided department staff with an opportunity to engage in supportive discussions with agency staff to answer questions and ensure they have access to the most current information regarding:
 - ▶ screening (participant, staff and visitor)
 - ▶ personal protective equipment
 - ▶ enhanced cleaning measures
- ▶ Department staff are available to answer questions about other directives.
- ▶ The visits give department staff an opportunity to hear from program participants regarding their concerns as we continue to manage during the pandemic.
- ▶ Wellness checks are currently scheduled to occur every two weeks. However, the length of time between checks may be increased in cases where service providers are managing well and limited support from the department is required.

Residential Care Licensing - Fire and Building Code Upgrades

- ▶ On April 1, 2016, updates to the Manitoba Fire Code came into effect requiring existing shift-staffed residential care facilities to have hardwired interconnected smoke alarms and emergency lighting by January 1, 2021.
- ▶ A communication will be issued after today's webinar outlining three options:
 - ▶ **Manage Your Own Procurement Process.** Service can proceed *immediately* to obtain three quotes and submit an application to the LSI fund for all facilities that require upgrade.
 - ▶ **Partner with Other Agency(ies) to Undertake a Procurement Process.** Agencies able to partner together can proceed *immediately* to obtain three quotes and hire a single contractor to undertake the upgrades in multiple facilities.
 - ▶ **Request Support through the Department's Procurement Process.** Agencies anticipating challenges undertaking their own procurement process can request support through the department's procurement process.

Caregiver Wage Benefit Program

- ▶ On November 27, 2020, the \$35 million Caregiver Wage Benefit Program was launched in order to provide a \$5 wage top up for workers delivering services that cannot be suspended in the disability and health sectors.
- ▶ For CLDS, the wage benefit is intended to support workers delivering 24/7 residential services as any disruption to this service could result in significant health and safety implications to participants.
- ▶ Direct service workers providing care to program participants residing in shift-staffed homes, 24/7 cluster living arrangements, and or ICOF employers requiring 24/7 support are all eligible to apply for the benefit.
- ▶ Staff who work overnight, asleep shifts who receive a stipend are eligible to claim those asleep hours when submitting their application.
 - ▶ The first application intake window ended December 14th and included the eligible hours worked for the period of November 1, 2020 - December 6, 2020.
 - ▶ The second application intake window will be available from January 11 to January 18, 2021 and will include eligible hours worked for the period of December 7, 2020 to January 10, 2021.

Recruitment and Training Initiative

- ▶ On December 2, 2020, the Department of Families launched the Direct Service Provider Rapid Recruitment Initiative to identify individuals who are ready for employment, connect them with job opportunities across the province.
- ▶ The launch of this initiative includes a new website at www.disabilityrecruitmentmb.ca, a social media campaign, supported by partnerships with Manitoba Possible and Red River College.
- ▶ The department has partnered with envoyy, an innovative online platform by Manitoba Possible that connects verified direct service providers with community agencies and families across the province who require support.
- ▶ Direct service providers can enroll with envoyy immediately.
- ▶ To facilitate swift entry into employment, the envoyy customer service team is using an expedited process for AAR applications.
- ▶ As of December 16th, 2020, over 600 individuals and 19 agencies have registered with envoyy.

Recruitment and Training Initiative

- ▶ The department has also partnered with Red River College to offer a self-directed online program on the fundamentals of disability support work.
- ▶ This training is offered at no cost to the applicant. Link here to Red River College on course outline and further information www.rrc.ca/part-time/programs/health-education/direct-service-provider
- ▶ Agencies can send existing staff for training. To date over 40 people have registered with 2 cohorts currently taking the training.
- ▶ Agencies can apply for staffing replacement and overtime costs via the COVID staffing grant for up to 45 hours per staff.

We will now open the floor to questions.