



# Community Living disABILITY Services Webinar: COVID-19 Update

November 23, 2020

# Welcome

- ▶ **Catherine Gates**, Assistant Deputy Minister, Community Service Delivery
- ▶ **Elizabeth Debicka**, Executive Director, Corporate Services

The following CLDS representatives are on the panel:

- ▶ **Sandra Dorbolo**, A/Executive Director, Disability Programs and Specialized Services
- ▶ **Brian Malkowich**, Acting 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 1%.
- ▶ These statistics are as of November 23, 2020, 11:00AM.

## Participants

Region	Active Cases	Hospitalized	Recovered Cases	Deceased	Total
Central	0	0	2	0	2
Eastman	10	0	16	0	26
Interlake	2	0	1	0	3
Westman	1	0	0	0	1
Winnipeg	17	1	42	4	64
<b>TOTAL</b>	<b>30</b>	<b>1</b>	<b>61</b>	<b>4</b>	<b>96</b>

# COVID 19 Statistics - Staff and Agencies

- ▶ There are approximately 10,000+ staff delivering services. The positivity rate of staff within the program is 2%.
- ▶ There are 99 funded agencies delivering services across the province. 38% of agencies have managed a COVID-positive case (either staff or participant).
- ▶ These statistics are as of November 23, 2020, 11:00AM.

## Staff

Region	Active Cases	Recovered Cases	Total
Central	4	1	5
Eastman	10	32	42
Interlake	2	2	4
Westman	1	8	9
Winnipeg	42	103	145
<b>TOTAL</b>	<b>59</b>	<b>146</b>	<b>205</b>

## Agencies

Region	Current	Cumulative
Central	0	2
Eastman	2	2
Interlake	1	2
Westman	1	4
Winnipeg	11	28
<b>TOTAL</b>	<b>15</b>	<b>38</b>

# Exemptions to the Public Health Orders - Maximum Occupancy and Visitors

Most recent COVID-19 prevention orders span November 22<sup>nd</sup> to December 11<sup>th</sup>.

- ▶ 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.

**Most recent CLDS circular on family visits still applies.**

**The maximum occupancy limit of five does not apply to services delivered by the disability sector.**

# Family Visits at Shift-Staffed Homes and PPE

- ▶ Social services for adults with intellectual disabilities are categorized as critical services and are exempt from current gathering and maximum occupancy limits mandated by public health orders. As a result, there are no changes to the current family visitation restrictions:
  - Each resident may designate up to two visitors that can visit the facility.
  - For indoor visits, only one of the designated visitors may visit the facility at a time.
  - The visitor must comply with the same personal protective equipment (PPE) requirements as the staff working in the home (medical mask and protective eye wear).
- ▶ Visitation to Residential Care Facilities with COVID-19 Case(s) or Suspected COVID-19 Case(s) Visits will be suspended, unless critical to the participant's well-being. These can be reviewed on a case by case basis with regional staff.
- ▶ Out-of-home visitation for residential care facility residents is suspended at this time.

# Exemptions to the Public Health Orders - Self Isolation

- ▶ Self Isolation Order came into effect August 28<sup>th</sup> 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 - Critical Need and Code Red Restrictions

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 (exceptional circumstances will be reviewed on a case by case basis).

- ▶ 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.

## **Why is CLDS implementing these measures now?**

- ▶ The province is in code red, which means the virus is not contained.
- ▶ The program is seeing what is happening in PCHs. Given the increased number of contacts at day services, more restrictions are needed, even if this presents challenges to agencies, staff and participants.
- ▶ Once areas across the province reduce their COVID case numbers and are transitioned back to code orange, we can reconsider our position on day services.
- ▶ This is about containment and finding that delicate balance between continuing to offer services and reducing the spread.



# Day Services - Critical Need and Code Red Restrictions

To ensure the continued safety and well-being of CLDS participants and agency staff, and to help curb the spread of COVID-19, day services may continue only in situations where there is a critical need. This includes:

- ▶ participants living with family members who are at risk of losing employment if day services are not provided and do not have other daytime options;
- ▶ participants supported by home share providers who are unable to provide care during daytime hours, and where other arrangements are not possible;
- ▶ participants who cannot be safely supported in their residence during daytime hours;
- ▶ participants whose mental health has been significantly impacted by the pandemic and require access to day services to maintain their mental health; or
- ▶ participants who receive supported employment and are at risk of losing their employment if supports are not provided.

# Residential Care Licensing

Residential Care Licensing is a legislated function and must continue, even during code red.

- ▶ Regular annual reviews will continue **unless** one of the following is present:
  - There is a confirmed or suspected case of COVID-19 in the home
  - The service provider does not have the capacity to prepare for the annual review as a result of COVID-19
- ▶ In these circumstances, the annual review will be rescheduled.
- ▶ We are asking all providers, wherever possible, to support the continuation of annual reviews to prevent backlog.
- ▶ Annual reviews or other visits by RCL will proceed even if there is a confirmed or presumed case of COVID-19 if the service provider is operating under a provisional license or there are care concerns.
- ▶ In these instances, RCL Case Managers will wear full PPE.
- ▶ RCL Case Managers will ask staff in the home to response to a set of standardized screening questions prior to entering.
- ▶ RCL Case Managers will respond to screening questions posed by the service provider. However, RCL Case Managers will enter the home if there are care concerns.

# CLDS - COVID-19 Rapid Response Team

- ▶ The Rapid Response Team (RRT) is a centralized resource for all CLDS staff and service providers for COVID-19 matters related to CLDS, including:
  - personal protective equipment
  - wellness checks
  - situational management plans
  - consultation with the department's pandemic response nurses
  - supporting contact tracing
  - general information and guidance
- ▶ The RRT may be reached by email at [RRT@gov.mb.ca](mailto:RRT@gov.mb.ca) or phone at 1-866-906-0901, and is available 24/7 to assist service providers with critical COVID-19 related issues that may affect their ability to provide services.

# Pandemic Response Nurses and Contact Tracing

- ▶ The department has recruited two pandemic response nurses to provide consultation and support regarding COVID-19 to CLDS staff and service providers. The types of consultation and support they may provide include:
  - reviewing infection control protocols with service providers when a positive case has been identified
  - working in collaboration with Occupational and Environmental Safety and Health (OESH) and Public Health to support contact tracing for service provider staff
  - responding to questions or concerns regarding appropriate use of personal protective equipment
- ▶ Requests for consultation or support from the pandemic response nurses should be made through the RRT. The RRT will be overseeing a group of department staff to support contact tracing for the adult disability services sector.

# Wellness Checks

- ▶ The purpose of the checks is to provide service providers with support, opportunities for education, learning and best practice advice. They are a way to help service providers with screening, PPE, and prevention measures like physical distancing, hand hygiene and enhanced cleaning protocols.
- ▶ Community Service Workers (CSWs) and to a lesser degree, Residential Care Licensing (RCL) Case Managers, will reach out to all shift-staffed homes, day services and cluster living arrangements to conduct wellness checks.
- ▶ Wellness checks have already begun in some rural communities and so have been well received.
- ▶ Wellness checks will be 10-15 minutes. CLDS staff will provide on-site support and respond to inquiries and will contact service providers if additional follow up is necessary.
- ▶ All wellness checks will be scheduled 24 hours in advance. PPE will be worn and department staff will conduct pre-screening assessments prior to entry.
- ▶ If there are COVID-19 suspect or positive cases, the check may be postponed.

# In the News - Pandemic Staffing Support Benefit

- ▶ On November 18, 2020, the pandemic staffing support benefit was announced.
- ▶ \$6M is available to CLDS to support agencies delivering shift-staffed residential with the following costs resulting from COVID:
  - ▶ **Overtime costs.** The 50% increase in hourly wage would be covered, but not the regular wage.
  - ▶ **Staff Replacement costs.** Any above normal costs incurred to replace staff can be considered, including using casual staff to fill shifts.
  - ▶ **Sick Leave costs.** It is expected that employees access the Canada Recovery Sickness Benefit first before agencies support any additional sick benefits.
- ▶ Applications can be submitted anytime between now and March 31, 2021.
- ▶ Processing times for applications will be approximately 2 weeks.

# Communication and partnerships

- ▶ Government website (quick links)- notices/circulars, bulletins, EngageMB, surveys
- ▶ Webinars - Public Health
- ▶ Town halls - planning on regular basis
- ▶ Great partnerships and relationships - Abilities Mb, Family Advocacy Network and all of you.
- ▶ Send us your feedback, ideas - we need your input.
- ▶ We are listening.

We will now open the floor to questions.