



# Community Living disABILITY Services Webinar: COVID-19 Update and Other Information

March 31, 2021

# Welcome

- ▶ **Brian Malkowich**, A/Executive Director, Regional Social Services / Director of Emergency Social Services
- ▶ **Elizabeth Debicka**, A/Executive Director, Strategic Initiatives and Program Support

The following CLDS representatives are on the panel:

- ▶ **Brian Malkowich**, A/Executive Director, Regional Social Services / Director of Emergency Social Services
- ▶ **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
- ▶ **Kelly Doucette**, Program Manager, Regional Social Services
- ▶ **Dan Fingler**, Senior Program and Policy Analyst, Adult Disability Services

# COVID 19 Statistics - Participants

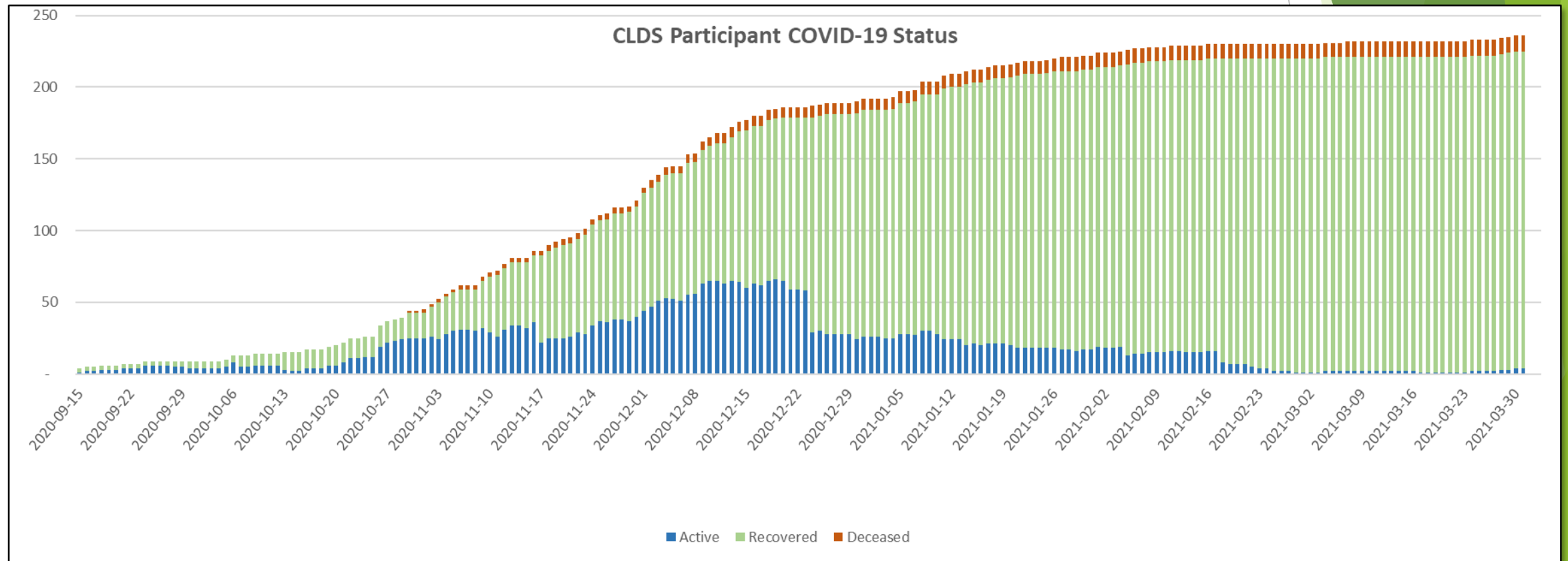
- ▶ COVID-19 statistics are drawn from the Situational Management Plans submitted by service providers.
- ▶ Please note that there are approximately 7,200 CLDS participants currently in the program. The percentage of CLDS participants who have tested positive is 3.3%.
- ▶ These statistics are current as at March 31, 2021, 11:00AM.

## Participants

Region	Active Cases Community	Active Cases Hospitalized	Active Cases Subtotal	Recovered Cases	Deceased	Total
Central	0	0	0	8	2	<b>10</b>
Eastman	0	0	0	38	0	<b>38</b>
Interlake	0	0	0	11	0	<b>11</b>
Northern	2	0	2	3	0	<b>5</b>
Parkland	0	1	1	0	0	<b>1</b>
Westman	0	0	0	1	0	<b>1</b>
Winnipeg	1	0	1	160	9	<b>170</b>
<b>TOTAL</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>221</b>	<b>11</b>	<b>236</b>

# COVID 19 Statistics - Participants

► Day-to-day trend from September 15, 2020 to March 31, 2021.



# COVID 19 Statistics - Staff and Agencies

- ▶ There are approximately 10,000+ staff delivering services. Approximately 4.0% of staff have tested positive.
- ▶ There are 99 funded agencies delivering services across the province. Of them, 46.5% have managed a COVID-positive case (either staff or participant).
- ▶ These statistics are current as at March 31, 2021, 11:00AM.

## Staff

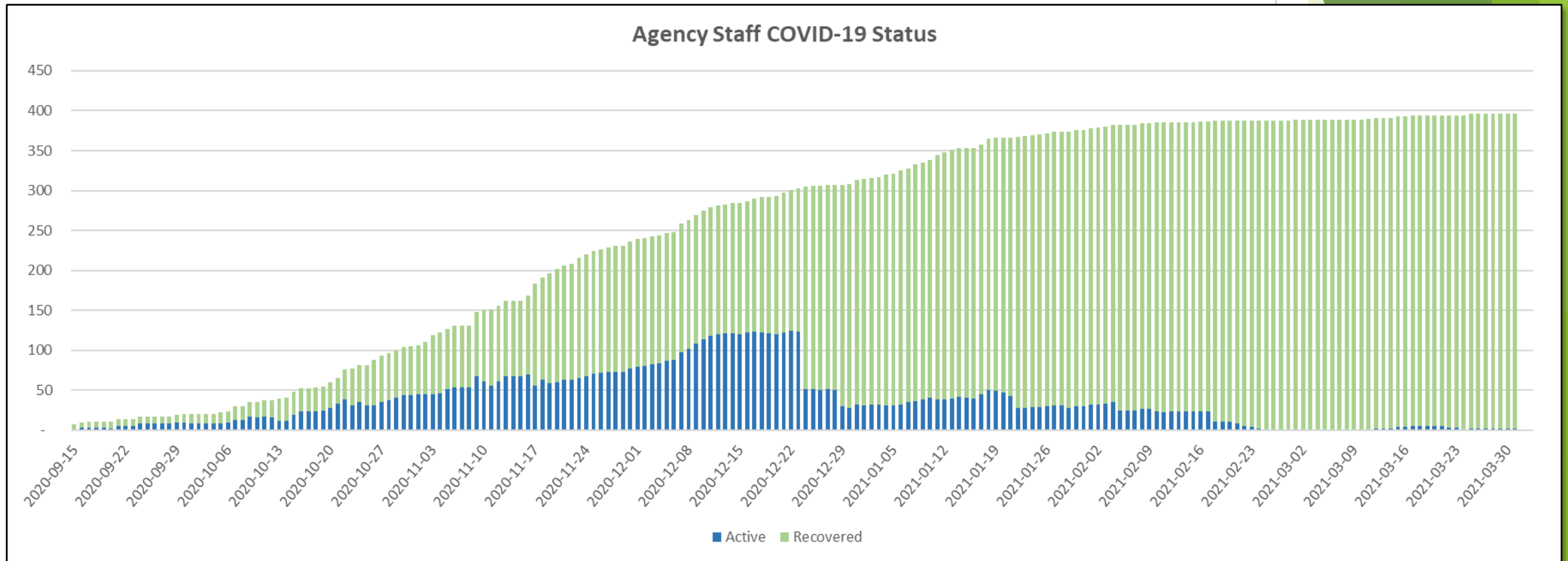
Region	Active Cases	Recovered Cases	Total
Central	0	6	6
Eastman	0	75	75
Interlake	0	8	8
Northern	1	1	2
Parkland	1	0	1
Westman	0	6	6
Winnipeg	0	293	293
No Agency	0	5	5
<b>TOTAL</b>	<b>2</b>	<b>394</b>	<b>396</b>

## Agencies

Region	Current	Cumulative
Central	0	3
Eastman	0	3
Interlake	0	4
Northern	1	1
Parkland	1	1
Westman	0	3
Winnipeg	1	31
<b>TOTAL</b>	<b>3</b>	<b>46</b>

# COVID 19 Statistics - Staff

► Day-to-day trend from September 15, 2020 to March 31, 2021.





# Tracking Variants of Concern

- ▶ The Rapid Response Team (RRT) will begin tracking variants of concern within the CLDS program.
- ▶ There are two main reasons why the RRT will begin tracking variants:
  1. To ensure service providers are aware of the testing and self-isolation requirements for variants of concern
  2. To track the number of confirmed COVID-19 cases that are variants of concern
- ▶ This data will be tracked through Situational Management Plans (SMPs).
- ▶ If staff or a participant is COVID-19 suspect, service providers must indicate whether the staff or participant is a close contact to a confirmed variant of concern case (if known) on the SMP.
- ▶ Service providers **must** update the SMP when: a) COVID-19 test results are known, and b) a confirmed case is determined to be a variant of concern case.
- ▶ The department is updating the SMP form and will send it to service providers in the coming days.



# N95 Masks in Shift-Staffed Homes

- ▶ The use of an N95 mask is required for shift-staffed home staff when providing assistance to an individual who uses an aerosol generating medical procedure (AGMP), such as a Positive Airway Pressure (PAP) device (e.g., CPAP and BiPAP).
- ▶ The use of an N95 mask is now optional for shift-staffed home staff who provide direct care to an individual who is a confirmed or suspected COVID-19 case and does not require assistance with an AGMP.
- ▶ N95 masks must be fitted to each staff member prior to use to ensure a tight seal.
- ▶ The department has contracted with “fit testers” who are in the process of connecting with service providers to schedule fittings for staff.
  - ▶ Service providers who have not already been contacted by the department will be provided with further information regarding N95 masks and fitting in the coming days.
- ▶ The department is covering costs for this one time only. Therefore, the department strongly encourages staff to get fitted in the event they support an individual who uses an AGMP or if there is a confirmed or suspected COVID-19 case in the home.





# Changes to PPE Requirements

## Masks

- ▶ Medical masks and N95 masks are no longer to be reused after being removed.
  - ▶ Masks must be discarded if wet, soiled or damaged, and after being removed for any reason, including breaks, drinking, eating, etc.
- ▶ CLDS participants must wear a **medical mask** during private transportation (e.g., service provider) if they can safely wear one. CLDS participants can continue to wear a cloth mask during public transportation (e.g., public transit).
- ▶ The department will be increasing the supply of medical masks to service providers to support the changes to the directives regarding masks.

## Gowns

- ▶ Staff working in shift-staffed homes will be required to wear gowns when providing direct care to individuals for a **minimum of 10 days** if there is a suspected or confirmed COVID-19 case in the home.

## PPE Directive

- ▶ The department is developing a new PPE directive specific to CLDS that will include detailed information about the PPE changes and will be shared with service providers shortly.

# CLDS Service Provider Staff Vaccinations

- ▶ CLDS service provider staff who work in congregate group care settings (i.e., shift-staffed homes, 24/7 cluster arrangements and 24/7 In the Company of Friends) continue to be eligible for the COVID-19 vaccine.
- ▶ **Eligibility has not changed. Staff who do not work in congregate care settings are not eligible to be booked for vaccination through the Department of Families process at this time.**
- ▶ Service providers must continue to submit Staffing Information Templates (SITs) to [FAMIC@gov.mb.ca](mailto:FAMIC@gov.mb.ca) for any new eligible staff who want the vaccine.
- ▶ Staffing of the in-bound phone number for direct service workers to call ended March 26, 2021. However:
  - ▶ Eligible staff can leave a message at this number to provide contact information in the event the department's booking team is unable to reach the staff.
  - ▶ Messages will only be returned to staff whose name appear on a SIT.
- ▶ Staff should not call the in-bound number to book a second appointment as the department is not scheduling appointments for second doses at this time.
- ▶ Staff who have received their first dose will be notified when they are eligible to book an appointment for their second dose.
- ▶ The department respectfully requests that the in-bound phone number not be shared with individuals who are not eligible to be scheduled for a vaccination appointment by the department.

# CLDS Participant Vaccinations - Eligibility

- ▶ CLDS participants, regardless of their age, who reside in congregate group care settings (i.e., shift-staffed homes, 24/7 cluster arrangements and 24/7 In the Company of Friends) are eligible for the Pfizer or Moderna COVID-19 vaccines.
- ▶ The department is responsible for scheduling vaccinations for CLDS participants who meet this eligibility criteria.
- ▶ **Residential service providers must submit Participant Information Templates (PITs) for every eligible participant who wants to be vaccinated through the department's scheduling process.**
- ▶ Service providers should ensure that individuals do not appear on multiple PITs.
- ▶ CLDS participants aged **55-64** who meet the priority criteria outlined on the Current Eligibility Criteria on the Manitoba government's COVID-19 vaccine [website](#) are also eligible for the AstraZeneca/Covishield COVID-19 vaccine.
  - ▶ As this vaccine is being administered by clinics and pharmacies, the department does not have a role in scheduling these appointments.
  - ▶ **Please do not include CLDS participants who are eligible for (and want) this vaccine in PITs.**

# CLDS Participant Vaccinations - Consent

- ▶ Like every Manitoban who wants to be vaccinated against COVID-19, CLDS participants must provide informed consent prior to receiving the vaccine.
- ▶ While not every CLDS participant is eligible for the vaccine at this time, the consent process should begin immediately for every participant who wants to be vaccinated. **Consent is valid for one year from the date of signature.**
- ▶ For CLDS participants who have the Public Guardian and Trustee (PGT) as their Substitute Decision Maker (SDM) for personal care, reside in a congregate group care setting and want to be vaccinated through the department process:
  - ▶ residential service providers must fax a copy of the completed consent form (other than sections C and D) and the Physician/Nurse Practitioner COVID-19 Immunization Support Letter to the Rapid Response Team (RRT) at **204-948-4511**.
  - ▶ The RRT obtains consent from the PGT.
  - ▶ Once the PGT provides consent, the RRT faxes the completed consent form back to the service provider.

# CLDS Participant Vaccinations - Consent

- ▶ For CLDS participants who have the PGT as their SDM for personal care, are not eligible for vaccination through the department's process (i.e., do not reside in congregate group care settings) but want to be vaccinated regardless of their current eligibility status:
  - ▶ Residential service providers (or CSWs if there is no residential service provider) must fax completed consent forms (other than sections C and D) to the RRT at **204-948-4511**.
  - ▶ The RRT obtains consent from the PGT.
  - ▶ Once the PGT provides consent, the RRT will fax the completed consent form back to the service provider.
- ▶ Support letters are required for CLDS participants with the PGT as SDM for personal care, and are strongly encouraged (but not required) for all other CLDS participants. The purpose is to minimize possible questions or delays at the time of vaccination.
- ▶ Please do not submit copies of consent forms or support letters to the RRT unless the CLDS participant has the PGT as SDM for personal care.
- ▶ **CLDS participants must bring their completed consent form and, if applicable, their support letter with them to the vaccination site.**

# CLDS Participant Vaccinations - Scheduling

- ▶ Once the RRT has received a PIT and confirmed that the CLDS participants are eligible, and consent forms and support letters are in place for those who have the PGT as SDM, the RRT sends the PIT to the scheduling team.
  - ▶ For individuals without the PGT as SDM, the RRT assumes consent is in place. If consent is not yet in place, it **must** be in place prior to the vaccination appointment.
- ▶ Currently, the department is scheduling CLDS participants who reside in Winnipeg for vaccination at a site being used specifically for CLDS participants on **April 6, 7 and 8, 2021**. Individuals who do not get scheduled for these dates will be eligible for vaccination at a later date, likely at a different vaccination site.
- ▶ In rural and northern regions, the department is currently scheduling vaccinations at sites across the province for dates in early to mid April 2021.
- ▶ Once vaccinations are booked, an email will be sent to the “notification email” address identified on the PIT with the appointment information.
- ▶ For appointments that need to be cancelled or rescheduled, call **1-844-626-8222** at least 24 hours in advance.
- ▶ As of March 30, 2021, the department had scheduled vaccinations for **217** participants in Winnipeg and **44** participants in rural and northern regions. This represents approximately **15** per cent of participants residing in congregate group settings.

# Code Red Status - Implications for Services

- ▶ The most recent COVID-19 prevention orders were updated on March 26, 2021 and expire on April 16, 2021. They apply to all regions of the province.
- ▶ Although the entire province remains in code red status, restrictions on services, gathering sizes and visitation continue to evolve.

## Day Services

- ▶ There are no changes to day services at this time. Day services will continue to be offered to individuals who meet critical need criteria only.
- ▶ If a CLDS participant or staff member at a day service becomes a COVID-19 case or a suspected case, the day service will be suspended until direction is provided by the Department regarding a safe reopening.
- ▶ CLDS participants or staff who are self-isolating because another member of their household is symptomatic must not attend or work at the day service until their self isolation period is over.
- ▶ The department continues to consult with Public Health on a safe reopening plan for day services, and will advise the sector once it is safe to support more people to return.



# Code Red Status - Implications for Community Gatherings

## Community-Based Recreation and Leisure Activities

- ▶ CLDS participants who are not a suspected or confirmed COVID-19 case can be supported to access all open community-based recreation or leisure activities in accordance with public health orders.
- ▶ In addition, low risk activities, such as going for a walk, should continue for CLDS participants who are not a suspected or confirmed case.

## Gatherings in the Community

- ▶ CLDS participants can attend a gathering at an outdoor public place (e.g. a park or a walking trail) of up to **25** people.
- ▶ If the CLDS participant requires a support staff to accompany them during the gathering, the staff is included in the count of the number of people at the gathering.
- ▶ CLDS participants can attend a gathering at an indoor public place or the common areas of a multi-unit residence of up to **five** people.
- ▶ If the CLDS participant requires a support staff to accompany them during the gathering, the staff is included in the count of the number of people at the gathering.



# Code Red Status - Implications for Visitation

## Visiting a Family Member or a Friend's Home

- ▶ CLDS participants can visit inside the home of a person they regularly interact with (i.e., a friend or a family member) if:
  - ▶ everyone in the friend or family member's home has identified the participant as one of the home's two authorized visitors; or
  - ▶ everyone in the friend or family member's home and everyone in the CLDS participant's home have agreed to authorize each other's households to be in their household bubble.
- ▶ If the CLDS participant requires a support staff to accompany them during the visit, the staff does not need to be counted as one of the home's two authorized visitors, **nor does the staff need to be part of the household bubble.**
- ▶ Authorized visitors cannot be changed throughout the duration of the public health order.
- ▶ CLDS participants can attend a gathering of up to **10** people outside the home of a friend or family member. Residents of the home are not included in the count.
- ▶ If the CLDS participant requires a support staff to accompany them at the gathering, the staff is not included in the count.

# Code Red Status - Implications for Visitation

## Visits to CLDS Participants' Homes (other than residential care facilities)

- ▶ Like all Manitobans, CLDS participants can choose from one of two options:
  - ▶ CLDS participants may authorize up to two friends or family members to visit inside their home if all of the residents have authorized those two persons to attend; or
  - ▶ Everyone in the CLDS participant's home may agree to authorize everyone in a friend or family member's home to attend at their home (i.e., be in a household bubble).
- ▶ If CLDS participants choose to authorize two persons, those two persons can visit inside the home at the same time.
- ▶ Only one other household can be authorized to be part of a home's household bubble.
- ▶ Authorized visitors cannot be changed throughout the duration of the public health order.
- ▶ Up to ten people may visit a CLDS participant outside of their home. Note that residents of the home are not included in the count of the number of people.

# Code Red Status - Implications for Visitation

## Visits Inside Residential Care Facilities

- ▶ **Facility residents can choose one of two options:**
  - ▶ Each resident may agree to authorize up to two designated visitors to visit inside the facility. Both designated visitors may visit inside the facility at the same time. **In this case**, the total number of visitors inside the facility must not exceed two at a time; **or**
  - ▶ All residents may agree to authorize one household to visit inside the facility (i.e., be in a household bubble with a resident's friend or a family member's home).
- ▶ **All facility residents must be in agreement with the option they choose. Only one other household can be authorized to be a part of the residential care facility's household bubble.**
- ▶ For visits inside a facility, designated visitors must comply with the same personal protective equipment (PPE) requirements as the staff working in the home. For shift-staffed homes, this means wearing a medical mask and protective eyewear.
- ▶ If the visitor does not have access to this type of PPE, the facility will be asked to provide it and the department will increase the PPE order for that agency.

# Code Red Status - Implications for Visitation

## Visits Outside Residential Care Facilities

- ▶ Up to **ten** people may visit outside a residential care facility at a time. These people do not need to be a resident's designated visitor, **nor do they need to be part of a household bubble**. Residents and support staff are not included in the count.
- ▶ For visits outside a facility, visitors are encouraged to wear a mask during the visit. Cloth masks are acceptable. The facility is not required to provide a mask to visitors for an outdoor visit. If the facility chooses to do so, the department will not be able to increase the supply of masks for that purpose.

## Visits Suspended if COVID-19 Positive or Suspect

- ▶ If a CLDS participant residing at a residential care facility is COVID-19 positive or suspect, indoor and outdoor visits are suspended, unless critical to the participant's well-being.
- ▶ Visits may be considered in exceptional circumstances on a case-by-case basis with the appropriate personal protective equipment (PPE) supplied to the service provider by the department and with all necessary precautions implemented.

# Wellness Checks

- ▶ CLDS continues to conduct wellness checks at residential care facilities and day services facilities.
- ▶ Wellness checks have provided an opportunity for department staff and agency staff to engage in discussions about screening, personal protective equipment and enhanced cleaning measures. They have also provided department staff with an opportunity to hear from participants regarding their concerns.
- ▶ The data suggests that wellness checks continue to have a positive effect on wellness:
  - ▶ As of February 28, 2021, 2,766 wellness checks had been completed across the province: 1,016 in November and December 2020, 916 in January 2021, and 834 in February 2021.
  - ▶ The number of wellness concerns have decreased since November and December 2020. In November and December 2020, concerns were recorded in 24.0 per cent of wellness checks. By January 2021, the number dropped to 9.9 per cent, and by February 2021, the number dropped further to 7.2 per cent.
- ▶ Wellness checks will continue to occur at each facility approximately every two weeks. The department is monitoring public health directives and will keep the current approach to wellness checks in place until further notice.

# CLDS Service Coordination Pilot Project

- ▶ The department has established the CLDS Service Coordination Pilot Project to streamline case management provided to CLDS participants receiving residential services.
- ▶ Three service providers were identified to participate - Life's Journey, New Directions for Children, Youth, Adults and Families, and St. Amant.
- ▶ The project will implement a new service delivery model where CLDS-funded service providers assume responsibility for the day-to-day case management of the participants they support.
- ▶ This will allow department staff to focus on quality assurance, agency capacity building and the program's legislated protection mandate.
- ▶ Approximately 1,100 participants who receive residential services from the three pilot agencies will be subsequently case managed by their lead agency as of April 6, 2021.
- ▶ A new CLDS position has been created called the Service and Support Navigator, who will act as a consultative member of the service delivery team, providing support, quality assurance and oversight for agencies managing participants within their care.
- ▶ The CLDS Service Coordination Pilot will operate out of the ACCESS Fort Garry location in Regional Social Services.

# Manitoba Developmental Centre - Closure Update

- ▶ On January 29, 2021, the Manitoba government announced its decision to transition MDC residents to alternative supported living arrangements in the community over the next three years.
- ▶ Since the announcement, the Department has been working towards establishing a plan. This has included:
  - ▶ **Family and Staff Support.** CLDS staff have been connecting directly with those families who had difficulty with the news of the closure and have been working with the staff at MDC to support them in adjusting to the plan.
  - ▶ **Stakeholder Engagement.** The Department will be reaching out to our community partners to discuss our plans and seek their engagement and support.
  - ▶ **Procurement.** The Department is working on a transparent and fair process to identify service providers through a Request for Proposals / Expression of Interest process to identify a roster of agencies prepared to develop community based resources.
  - ▶ **Prioritization Process.** The Department is working on the prioritization process for resident transitions in years 1, 2 and 3.
  - ▶ **Transition Team.** The Department is establishing a transition team and identifying required resources to support this important work.
- ▶ Additional information will be communicated in the coming months.

We will now open the floor to questions.