

DEPARTMENT OF FAMILIES CIRCULAR

Date: November 23, 2020

CIRCULAR NUMBER: COVID-19 2020-194

To: **Community Living disABILITY Services Staff and Service Providers**

Subject: **COVID-19 Rapid Response Team**

Type: Policy
 Procedure
 Rate
 Information Only

Effective Date: Immediately

On November 18, 2020, the Manitoba government announced the CLDS COVID-19 Rapid Response Team (RRT). The RRT is a centralized resource for all Community Living disABILITY Services (CLDS) staff and service providers in Manitoba for **COVID-19 matters related to CLDS**, including personal protective equipment (PPE), wellness checks, situational management plans (SMPs), consultation with the department's pandemic response nurses, and general information or guidance. The RRT is available by telephone 24/7 to assist service providers with critical COVID-19 related issues that may affect their ability to provide services.

Personal Protective Equipment

Effective immediately, all PPE related inquiries, including distribution and guidance, should be directed to the RRT. The RRT is responsible for PPE distribution to staff and service providers.

Wellness Checks

The RRT oversees wellness checks conducted at shift-staffed homes, day services facilities, cluster living arrangements, and In the Company of Friends Homes. While program managers are responsible for scheduling, monitoring, tracking and following up on wellness checks, the RRT receives tracking reports from program managers and assists with follow up if necessary.

Situational Management Plans (SMPs)

Effective immediately, service providers should email their SMPs to the RRT and copy their program manager. The RRT is responsible for receiving and following up with service providers on SMPs, but shares information with others as appropriate (e.g., confirmed cases).

Pandemic Response Nurses

Effective immediately, staff and service providers should direct requests for consultation or support from the department's pandemic response nurses to the RRT. The RRT is responsible for routing requests for consultation or support. Refer to *Circular COVID-19 2020-185 – Pandemic Response Nurses(r)* for information about the assistance that may be available.

Supporting Contact Tracing

The RRT is responsible for gathering information from service providers to support contact tracing in the event service provider staff or CLDS participants test positive for COVID-19.

Critical Issues

The RRT is responsible for responding to all critical COVID-19 related issues, including those that may affect a service provider's ability to provide services. Examples of support that may be provided include access to emergency PPE and guidance for temporary staffing resources.

Contact Information

Staff or service providers may contact the RRT by email at RRT@gov.mb.ca or by telephone (toll free) at 1-866-906-0901. **After hours support is available through telephone only.**

More information about the RRT, including PPE distribution, wellness checks, SMPs and supporting contact tracing will be available shortly. If you have any questions, contact the RRT.

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cc: Distribution List