

**DEPARTMENT OF FAMILIES CIRCULAR**

**Date:** April 28, 2020

**CIRCULAR NUMBER: COVID#:2020-70**

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**To:** All Staff

**Subject:** **Children’s disABILITY Services and Community Living disABILITY Services Guidelines for Remote Services**

**Program:** **CDS and CLDS**

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**Type:**  Policy  For Internal Reference Only  
 Procedure  Information Only

**Effective Date** Immediately and in effect until further notice

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Due to health and safety measures required to keep families, participants and staff safe in response to COVID-19, in-person Children’s disABILITY Services Child Development, Autism Outreach and Community Service Worker visits are suspended until further notice, as are in-person consultations with Community Service Workers with Community Living disABILITY Services. During this period, service providers can use GoToMeetings to provide remote visits to participants/families, and use the application to host meetings with groups or with professionals in organizations outside of the Manitoba government. All that is needed is a computer or smart phone, an internet connection and a license for the meeting organizer. GoToMeetings has more information for users on their support page at [support.goto.com/meeting](https://support.goto.com/meeting).

Only the organizer requires a GoToMeeting license. Other meeting participants, such as parents receiving services, do not need a license to join meetings. A free license (valid to June 15) is available for department staff through eService. Talk to your manager for more information about ordering a free license. After June 15 a license will be available for \$29/month. See [Appendix A](#) for further information on getting started.

Use GoToMeetings exclusively when meeting remotely with participants, families and colleagues outside of government (e.g., service providers). Do not use Zoom under any circumstances, and do not use free versions of WhatsApp to discuss or share sensitive information. These applications are not secure and do not meet our government’s security and privacy requirements. If an individual or a family member makes a request to communicate via one of these platforms, department staff members should offer to schedule the meeting through GoToMeetings instead, and assist them with setting up and implementing the software if necessary.

## **Service Standards**

- All program service standards and legislation (e.g., PHIA) that apply to in-person visits similarly apply to remote services.
- Contact the family or participant to offer remote service through videoconferencing. Staff are responsible for explaining what to expect, privacy and confidentiality measures, and the client's right to refuse a remote visit. Participants/families/substitute decision makers (SDM) should be fully informed prior to providing written consent to remote service.
- Documentation in the participant's paper file and/or in InFACT before, during and after a remote visit should follow the standard practice done with in-person visits.
- Inform the participant/family that any future in-person visits will not be denied if they opt out of or do not wish to receive a remote visit. Document the participant's/family's consent or choice to decline remote services in their file.

## **Preparing for a Remote Visit**

Prior to the remote visit, there are several steps for consideration to ensure a successful service interaction using videoconferencing technology.

## **CDS and CLDS Staff Members**

- Staff will do their best to ensure competency with GoToMeeting prior to an arranged visit. Refer to the information in [Appendices A](#) and [B](#) and in supporting GoToMeeting documents from the company's website. Video instructions available on YouTube can offer visual tutorials.
- Practice scheduling trial remote visits with colleagues.
- Ensure proper functioning of the application on the device you will be using to provide remote service.
- If necessary, reserve the room or equipment needed to conduct a remote visit. The room/area should provide the atmosphere and privacy required for the service (e.g., lack of distraction and noise, proper lighting, a professional appearance, privacy).
- Backup plans such as having a phone consultation, rescheduling the visit for another time, or other alternatives are important to have in place in the event a technical difficulty prevents an adequate remote visit.

## **Participants/Families**

- Ensure the participant/family has an appropriate device for video communication and is comfortable with using the device.
- Discuss the possibility of data overage charges to participants/families without WIFI connectivity or with intermittent service.
- Provide videoconferencing instructions to participants/families both verbally and if possible in writing as needed. See the GoToMeeting link above or video tutorial links on YouTube for wording and instructional assistance.
- Contact the participant/family several days in advance of their scheduled visit (or anticipated appointment) where possible, to allow time for them to check on system requirements and become familiar with technology. This notice also allows the participant/family to arrange for a support worker or other family members to be present.

- If the participant/family requires an interpreter, have the service in place for the remote visit. Ensure the client has required sensory aids (e.g., hearing, visual, communication devices) for the session.

### **Invitation to a Remote Visit**

- Introduce the concept of using videoconferencing with participants/families along the lines of the following script:
  - “Due to COVID-19, the Children’s disABILITY Services/Community Living disABILITY Services Program (as appropriate) is introducing remote services with clients through videoconferencing technology, using GoToMeeting. You may be familiar with similar videoconference technologies like FaceTime or Skype. Using technology like this allows us to have visual contact with you/and your child (as appropriate), and provide service while limiting the number of in-person visits you receive at this time. Are you interested in learning more about participating in a remote service visit for [Child Development/Autism Outreach/CDS/CLDS service]?”
  - If the answer is “no”, continue with telephone consultations as appropriate.
  - If the answer is “yes”, advise the participant/family in a remote service visit they will need to have: 1) high speed internet; 2) a smartphone, tablet, laptop, or desktop computer with a camera and microphone, and 3) reliable WIFI or an unlimited data plan.
- If the participant/family has the equipment, discuss if they have used any videoconferencing technology before. Explain that Business Transformation and Technology (BTT) requires the use of GoToMeetings with all external clients because Manitoba has a contract agreement in place for the use of GoToMeeting. Under the contract terms, GoToMeeting is acceptable to use on Manitoba government devices because of its safety and security.
- It is necessary to make every attempt to maximize security and confidentiality in the remote visit. A sample script is provided below. How the information is delivered may be adjusted to meet the participant’s/family’s needs.
  - “I will use reasonable means to protect the security and confidentiality of information provided during a videoconference. The Manitoba government requires the use of GoToMeeting because of its safety and security. However, I cannot guarantee the security and confidentiality of information during a videoconference transmission.
  - “By downloading and using GoToMeeting, you are then subject to the software company’s terms of use, privacy policy, and information collected about its use. The Department of Families assumes no responsibility for your relationship with the software company or the customer data the company collects.
  - “I want to make sure you understand this before you agree to participate in a remote visit. Do you understand and accept the risks I have outlined?”

- If “yes”: ask the participant/family for their email address so that you may receive written consent, schedule a remote visit and send the meeting link and ID number for the visit by email.
- If “no”: Continue with telephone consultations as appropriate and discuss with the participant/family other resources and supports that could enhance distance services.

### **Written Consent**

- After receiving verbal consent to proceed with scheduling a remote meeting, email the participant/family using the email address they provided over the phone in order to confirm the correct email address for scheduling purposes, and to attain written consent for the visit.
- Document the steps taken to set up a remote visit, the date contact was made to discuss the option of a remote visit, and the date written consent for the visit was provided.
- In the initial email with the participant/family, use the template below to address privacy and security issues and attain written consent:

Thank you for providing your email to arrange videoconferencing for your (INSERT NAME OF SERVICE) session. **Please review the privacy information below and respond to this email as soon as possible.**

Your response confirms your consent to the use of videoconferencing and your appointment information will be sent shortly.

Important Privacy Information: Due to COVID-19, the Children’s disABILITY Services/Community Living disABILITY Services (as appropriate) Program is introducing remote visits with clients through videoconferencing technology, using GoToMeeting. I will use reasonable means to protect the security and confidentiality of information provided during a videoconference. Manitoba government requires the use of GoToMeeting because of its safety and security. However, I cannot guarantee the security and confidentiality of information during videoconference transmission.

By downloading and using GoToMeeting you are then subject to the software company’s terms of use, privacy policy, and information collected about its use. The Department of Families assumes no responsibility for your relationship with the software company or the customer data the company collects.

Do you agree to use this type of technology for your appointment?

### **Additional Information for the Remote Visit**

- Email the participant/family with the GoToMeeting link and meeting ID number required to join the remote visit, and confirmation of the date and time. At this

time, you can also send information such as the *Guidelines for Meeting Attendees* in [Appendix B](#) or other supporting documents and links.

- Once the meeting has begun, click on the people icon and lock the meeting by clicking the lock icon. This way, others to whom you may have provided the same meeting link will not be able to join inadvertently without permission.
- Program participants must be positively identified at the start of the video session. Two identifiers should be used prior to the provision of service. For example, the participant's legal name, date of birth and address. Document all persons involved in the session.
- After the remote visit, document:
  - that the visit was conducted remotely;
  - efforts made to optimize security and privacy; and
  - any other information as required with an in-person visit.

For any questions related to this circular, please contact CDS A/Program Specialist Andrew Donachuk (204-794-6016). For Community Living disABILITY Services, please contact CLDS Leading Program and Practice Specialists Marylea Mooney at 204-945-3360 or Russ Kathler at 204-945-8183.

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## APPENDIX A

### GoToMeeting FAQs for Staff

#### **Can I use GoToMeeting with people outside of the Manitoba government?**

Yes, you can use GoToMeeting to conduct remote meetings with individuals or groups inside or outside of the Manitoba government. You can invite anyone with an email address.

#### **Do I need a government computer or any special equipment to use GoToMeeting? What about a VPN connection?**

No, you can use GoToMeeting on any computer or mobile device, as long as you have an internet connection. Note that if your computer does not have a built-in microphone or speakers, you will either need an external microphone and speakers, a headset, or you will need to call in using your phone.

You do not need a VPN connection to use GoToMeeting.

#### **Why should I use GoToMeeting instead of Skype or Zoom?**

Manitoba has a contract agreement in place for the use of GoToMeeting. Under the contract terms, GoToMeeting is acceptable to use on Manitoba government devices because of its safety and security. It does not require a VPN connection.

Skype for Business only works within the managed environment and requires a VPN connection when working from home. Staff working at the Legislature cannot use it.

Zoom does not have sufficient security and privacy controls in place to conduct government business, and is not authorized for use at this time.

#### **Do I need a GoToMeeting account to attend a meeting?**

No, only meeting organizers require an account.

#### **Do I need to pay to use GoToMeeting?**

If you are attending a GoToMeeting as a participant, you will never need to pay.

If you are the organizer of the meeting, you will need a license. Until June 15, 2020, you can order a free license using eService. Talk to your manager for more information about ordering a free license.

#### **What happens after June 15, 2020 when my license expires?**

GoToMeeting has made the free license available until June 15, 2020 to support organizations during the pandemic. After this date, the fee per license is \$29 monthly.

## **How do I order GoToMeeting?**

Submit a request for a free GoToMeeting license using eService.

- Select **Yes** for the dropdown '*Is your request related to COVID-19 Pandemic?*'
- Select **Temporary** for the dropdown '*Do you need an annual or temporary account(s)?*'
- In **Additional Notes** enter: Order a temporary license – expiring June 15, 2020.

## **I received the email to activate my account and set a password. After I did that, I landed on a page that says “You currently don’t have any products”. How do I sign in?**

Go to the [GoToMeeting home page](#) and sign in with the password you created. You will get to the location where you can start setting up meetings.

## **Now that I’ve activated my account, how do I use it?**

Review the GoToMeeting Organizer Quick Start and tutorials for First Time User for instructions and options you can set up for your meeting.

For more information about using GoToMeeting with and without a license, including training and tutorials, please visit the [GoToMeeting Support](#) page.

## **During my meeting, we will be sharing extremely confidential information. What can I do to keep my information safe?**

Please use the following [tips to increase the security of your GoToMeeting](#).

Additionally, this video shows you [how to lock](#) your GoToMeetings.

## **Is there a limit to the number of people that can attend?**

Up to 250 people can join a GoToMeeting.

## **What if I expect more than 250 people to join my meeting?**

GoToWebinar allows for up to 1000 attendees.

You can order GoToWebinar using eService, free until June 15, 2020. GoToMeeting is automatically included in any GoToWebinar subscription.

Questions?

BTT Service Desk

In Winnipeg call: (204) 926-3400

Toll Free: 1 (888) 281-1139

Fax: (204) 926-2701

Email: [BTTservicedesk@dxc.com](mailto:BTTservicedesk@dxc.com)

## APPENDIX B

### GoToMeeting Guide for Meeting Attendees

#### At a glance

Here are a few things you need to know before joining your first GoToMeeting online meeting. You can join the meeting from your Mac or Windows desktop or just about any smartphone or tablet. This guide shows you how to join and participate.

#### Mobile

Get started with GoToMeeting on your mobile device by downloading the GoToMeeting app from the [App Store](#), [Google Play](#) or [Windows Phone Store](#). Then join the meeting by opening the app and entering the meeting ID you received in an email from the meeting organizer. Learn more about the free GoToMeeting mobile apps at [gotomeeting.com](http://gotomeeting.com).

#### 1. You're invited:

- The invitation email or message will include a link to the meeting; and
- The invitation will also include instructions for using the phone or your computer's mic and speakers (VoIP) for audio.

#### 2. Be prepared:

- Join the meeting a few minutes early to make sure you have everything you need.
- If you don't already have the software, it will download automatically and you'll be placed into the meeting.

#### 3. Join the meeting:

- Click your online meeting link, or go to [gotomeeting.com](http://gotomeeting.com) and enter the meeting ID.
- If your host requires one, be sure to have the meeting password handy.

#### 4. Talk and listen:

- Check the online meeting invitation or your Control Panel to see the audio options available
- If the option to dial-in is offered and you would like to use it, call in using the telephone number and access code shown. Enter the audio PIN if provided.
- You can also use your computer's microphone and speakers (VoIP). For the best experience, we recommend using a USB headset with this option.

#### 5. Know who's speaking:

- The bottom of your meeting window and the Control Panel both indicate who's speaking.
- When you are speaking, meeting attendees will see your name if you connected with mic and speakers or if you dialed in and entered your **audio PIN**.

#### 6. Interact:

- You can mute yourself when you're not speaking. The host can also mute you or all attendees. If you dialed in using a phone, you'll need to use the **audio PIN** to mute your line via the GoToMeeting controls.
- The easiest way to share your webcam is to click the button on the grab tab, or you can click the **Share My Webcam** button on the Control Panel.
- Pause and resume your webcam by using the icons in the top-right corner of your webcam feed.
- If you are muted or don't want to interrupt the speaker, you can use the chat feature to communicate with the group, the host and/or other individual attendees.
- The host can make you the presenter or give you control of the shared screen. When you're the presenter, additional controls will appear on your grab tab.

#### 7. Leave the meeting:

- When you're ready to leave a meeting, click the icon at the top of the meeting window (You'll be prompted to confirm that you want to leave).

#### 8. Try it yourself:

- See how productive and collaborative online meetings can be. When your meeting ends, GoToMeeting will offer you the opportunity to register for a free trial to host your own GoToMeeting sessions.
- You can also visit [gotomeeting.com](https://gotomeeting.com) and register for your free trial.

#### 9. Need more help?

- Our [support center](#) is available 24/7 to help you troubleshoot and answer questions.