

CIRCULAR

Date: March 20, 2020

CIRCULAR NUMBER: COVID#: 2020-13 COVID-19 CLDS Critical Services Model

To: All Staff

Subject: **Information for Staff Pertaining to COVID-19, Moving to a Critical Services Model and Working from Home**

Program(s): All

Type: Policy For Internal Reference Only
 Procedure Information Only

Effective Date Immediately

We know this is a difficult time for everyone and that the current public health situation is changing from hour to hour. It is natural to feel unnerved as events unfold, and so we are especially grateful to know that we have staff who have shown and continue to show great steadiness in difficult times.

Working together, our department will continue to ensure that Manitoba's most vulnerable children, adults and families receive the services necessary to remain safely supported in the community.

Critical Services Model

Effective Monday, March 23, 2020, the CLDS program will be operating under a critical services model.

Below is a brief overview of the roles and functions of staff who will be performing critical services from office locations throughout the province. We have also attached a chart that summarizes these functions for ease of reference.

Incident Command

In Winnipeg, the Centralized Services and Resources office at 2015 Portage will function as Incident Command for CLDS. Onsite staffing will be significantly reduced and include:

- 5 Community Service Workers (CSW) on rotation
- 1 Program Manager
- 2 Behavioural Specialists
- 1 Residential Care Licensing Coordinator
- 1 Residential Services Coordinator
- 2 or 3 Finance Supports

The Protection Team will be available either onsite or remotely for consultations.

Incident Command will be responsible for responding to urgent phone calls from the public, receiving incident reports, managing placements, following-up on protection issues and processing payments.

Families, participants and service providers can continue to contact their Community Service Worker (CSW) via telephone and email to plan for services. However, if there is an urgent situation that requires an immediate response, they can contact the CLDS Call Centre toll free line at 1-844-730-0105. Incident Command will staff these phone lines Monday to Friday from 8:30 a.m. to 4:30 p.m. Five phone lines will be open during these hours and up to 50 calls can be held in the queue.

ACCESS Centres

Every ACCESS Centre throughout Winnipeg will have one Community Service Worker onsite. ACCESS Centres will be responsible for triaging issues, receiving Incident Reports and addressing any ACCESS Center critical needs.

Rural and Northern Regional Offices

Every Region will determine the minimal amount of staff required in each office to perform critical functions, including receiving incident reports, managing placements, following-up on protection issues and processing payments. Incident Command will be available to assist each regional office as needed.

Incident Reports and Invoices

Service providers can submit Residential Care Licensing (RCL) Incident Reports, other Incident Reports, and invoices to the following Incident Command Centre Mailbox:

CLDScentralizedservicesandresources@gov.mb.ca

Service providers can also continue to submit RCL Incident Reports and other Incident Reports via facsimile to their community area or regional office.

Intake and Eligibility

There will continue to be a need to determine eligibility for Age Of Majority (AOM) individuals transitioning from CFS, and individuals referred past age 18 who are in critical need of an eligibility decision in order to support service planning.

Program Managers and intake staff are asked to prioritize intakes based on critical need and CFS AOM individuals who are approaching the age 18.

Please continue to consult with Sonia Marrone and Marylea Mooney and Russ Kathler as per CLDS (CDS) Circular #2018-23 (04) to discuss any issues pertaining to eligibility.

Situations requiring a program decision should continue to be forwarded to Marylea Mooney and Russ Kathler with a copy to Sonia Marrone. Russ and Marylea will consult with the Adult Disability Services Acting Directors for a program decision as per regular practice.

Funding Approvals

The CLDS funding committee will not be meeting to review funding proposals while the program is operating in the critical services structure.

To ensure timely responses to COVID-related requests as well as critical need proposals, Program Managers are asked to follow these approval processes.

ICOF/LIFE requests based on COVID related supports

- If the participant is requiring additional staffing supports or funding, Program Managers can approve additional funds (up to 2-3 months). This is likely to occur if a person is attending a CLDS day program and does not have surplus funding to accommodate the need.
- If the region requires a transfer of ICOF funds, the Program Manager should email the request to Carol Harrison, Kris Piche, Marylea Mooney and Russ Kathler.
- Add the additional short-term ICOF funds under a separate plan on inFACT with "COVID request due to...." in the comments section.

Family Respite Needs due to Day Program/School closures/Critical Need; AND Conversion of Regular Home Share Per Diems to 24/hr due to COVID-related Support Needs

- Program Managers are asked to review and approve these requests within region. The plans should be reasonable and short term in nature, based on the participant's situation and family or homeshare provider need. An Exceptions review will NOT be required for these short-term situations.
- Add the additional short-term funds with a separate plan on inFACT under crisis funding with "COVID request due to...." in the comments section.

Funding Proposals at CLDS guidelines (i.e., Regular AOM/critical need for SIL, Home Share, Supports to Family)

- Program Managers are asked to follow existing processes for approving within region when a request is within their approval authority (i.e., up to \$50,000 for New Entrants and up to \$25,000 for Critical/Existing Participants). If transfer of funding is required for these plans, please forward to Russ Kathler and Marylea Mooney as per normal practice.
- Proposals that include a request to fund Enhanced Program Support (EPS) should be directed to Marylea and Russ for review.

Funding Proposals for Shift Staffed Homes; AND Requests for SIL, Home Share, Enhanced Program Support, and Supports to Families that exceed Program Managers approval authority; AND Exceptions Reviews (outside of COVID-related exceptions)

- For shift-staffed home requests, Program Managers are asked to follow existing processes for approving within region when a request is within their approval authority (i.e., up to \$50,000 for New Entrants and up to \$25,000 for Critical/Existing Participants). Proposals that include a request to fund Enhanced Program Support (EPS) should be directed to Marylea Mooney and Russ Kathler for review.
- If transfer of funding is required for these plans, please forward to Russ and Marylea as per normal practice. As funding committee is not sitting at this time, requests will be reviewed and forwarded to the Comptroller for interim approval. All requests will be tracked for later review by the ADM as is consistent with current practice.

Request to Transfer Funds

- Requests to transfer funds between regions or back to central budget can be directed to Marylea Mooney and Russ Kathler as per usual process. Please add Carol Harrison to these request as well.

As always, any **crisis** situations requiring funding can be approved by the Program Manager on a short-term basis and flagged for Russ Kathler and Marylea Mooney. Once the crisis situation has passed and longer term planning can occur, the practices outlined above will be followed. Crisis situations may include: unexpected placement breakdown, additional staffing due to critical need, immediate hospital release or unexpected release from incarceration.

The program recognizes that CSW's and Program Managers will be working from home and may not always be able to complete the funding related forms and templates. If this is not possible, Program Managers are asked to provide relevant information in the covering email that will allow the program to make informed funding decisions.

As Russ Kathler and Marylea Mooney are covering for each other on a rotating schedule, please ensure they both are copied on all requests.

Case Management

Community Service Workers are asked to prepare lists of all participants on their caseload and prioritize those individuals with the most critical needs for immediate contact during this time. Individuals who have limited natural support networks or little involvement with a service provider will require more intensive case management.

Situations considered critical include those where there is:

- risk of placement breakdown,
- risk of homelessness,
- risk of hospitalization,
- a protection matter, or
- a serious incident report where follow up is required.

Support from Abilities Manitoba

Abilities Manitoba has been working very closely with the department to mobilize the disability services sector and ensure that agencies are supported to continue delivering services. During this unprecedented time, Abilities Manitoba will be available to support all agencies across the province, regardless if they hold a membership with the organization.

Direct service workers and agencies can be directed to the Abilities Manitoba website at: www.abilitiesmanitoba.org/ to access a new staffing redeployment tool that recently launched. The tool allows for direct service workers and agencies to register online in order to identify staff who are available to deliver critical services and to post the shifts that require staffing support. Using the information submitted, Abilities will match workers with agencies and participants requiring support. The Abilities website also provides valuable resources and information that all stakeholders can access in order to support vulnerable adults with following the health and safety protocols issued by public health officials.

Non-Critical Work

Staff that perform non-critical work as determined by their supervisor will be asked to remain at home. Staff should be aware that they may be directed to return to the office at any time. If required, staff may be assigned to perform other duties.

Staff working from home are expected to answer and return calls and emails as per normal practice, and to monitor office voicemail accounts from home. Staff without office cell phones are expected to check their office voicemail at minimum at the start of the day, before lunch break, after lunch break, and at least 30 minutes before the end of the day. Voicemail greetings should refer families with an immediate need to contact the CLDS Call Centre toll free line at 1-844-730-0105.

Staff working from home should also set up automatic out of office replies for their work email. Appendix A provides recommended wording that should be used by staff to ensure consistent messaging to the public. Visit this [link](#) provides directions on how to set up out of office replies in Outlook.

Staff should ensure that their employee contact information (work phone number, email, work location, job title) is up to date in the Government of Manitoba (GOM) phone directory prior to working from home. This is required to ensure that staff contact information in the internal and external phone directory is current to make it easier for clients, collaterals and other GOM staff to reach CLDS staff. Visit this [link](#) to view and update your contact information in the employee phone directory.

Staff without access to work email should conduct their work offline, such as making case notes using Microsoft Word. If staff must use personal email to communicate with other staff regarding clients, they should make sure the information in the email or attachment does not contain personal client information, contains the minimum amount of information for the purpose, and should only be provided on a need to know basis. Staff should review Appendix B - Recommendations and Privacy Considerations When Using Email for guidelines and directions on encrypting documents.

Accessing voicemail remotely for staff with an office landline

1. Dial 204-225-0000
2. press #
3. enter your work phone number
4. enter your password

Disabling caller ID for staff using personal phones to return work phone calls

You can block your number from being displayed on a per call basis by pressing *67 before you dial the number. There is no charge for this service.

We value the outstanding commitment and work of all of our staff, as well as our service partners, who have done an exceptional job supporting all members of our community. We have a collective responsibility to protect vulnerable adults during this time and we will continue to work in partnership with our valued service providers to safely deliver services in the community. This is a rapidly evolving situation and we will continue to update you.

Thank you to all staff for their patience and dedication as we work through the challenges that continue to arise.

We will provide further direction on issues related to service delivery and funding as soon as this information is available.

Catherine Gates | Acting Assistant Deputy Minister
Community Service Delivery

Sandra Dorbolo | Acting Executive Director
Disability Programs and Specialized Services

Brian Malkowich | Acting Executive Director
Regional Social Services

Attachments/

Critical Services/ Non-Critical Services Staffing Chart
Working at Home Checklist

APPENDIX A

Outgoing voicemail message for staff with GOM cell phones and access to work email

English

You have reached the voicemail of <Name> at Children's disABILITY Services. To help prevent the spread of COVID19 and to protect clients and staff, CDS staff will be working away from the office; however, we are still available to assist you. Please leave me a voicemail, as I will be checking and returning my messages throughout the day. You can also send me an email at <Work Email>

If you are calling for assistance with an immediate need, please contact the CDS Call Centre at 1-844-730-0105 from 8:30 am to 4:30 pm Monday to Friday.

Please visit www.gov.mb.ca for up to date information on COVID-19.

French

Vous avez rejoint la boîte vocale de <Name> au Services aux enfants handicapés. Pour aider à prévenir la propagation du virus COVID-19 et protéger les clients et le personnel, le personnel des Services aux enfants handicapés travaillera en dehors du bureau; nous sommes toutefois toujours disponibles pour vous aider. Veuillez me laisser un message vocal, car je vérifie et répond à mes messages tout au long de la journée. Vous pouvez également m'envoyer un courrier électronique à l'adresse suivante : <Work Email>

Si vous appelez pour obtenir de l'aide pour un besoin immédiat, veuillez contacter notre centre de contact au 1-844-730-0105 du 8h30 au 16h30 du lundi au vendredi.

Veuillez consulter le site www.gov.mb.ca pour obtenir des informations actualisées sur COVID-19.

Outgoing voicemail message for staff who do not have GOM cell phones or access to work email

English

You have reached the voicemail of <Name> at Children's disABILITY Services. To help prevent the spread of COVID19 and to protect clients and staff, CDS staff will be working away from the office; however, we are still available to assist you. Please leave me a voicemail, as I will be checking and returning my messages throughout the day. Please note that I do not have regular access to my emails at this time.

If you are calling for assistance with an immediate need, please contact the CDS Contact Centre at 1-844-730-0105 from 8:30 am to 4:30 pm Monday to Friday.

Please visit www.gov.mb.ca for up to date information on COVID-19.

French

Vous avez rejoint la boîte vocale de <Name> au Services aux enfants handicapés. Pour aider à prévenir la propagation du virus COVID-19 et protéger les clients et le personnel, le personnel des Services aux enfants handicapés travaillera en dehors du bureau ; nous sommes toutefois toujours disponibles pour vous aider. Veuillez me laisser un message vocal, car je vérifie et répond à mes messages tout au long de la journée. Veuillez noter que je n'ai pas accès régulièrement à mes courriels pour le moment.

Si vous appelez pour obtenir de l'aide pour un besoin immédiat, veuillez contacter notre centre de contact au 1-844-730-0105 du 8h30 au 16h30 du lundi au vendredi.

Veuillez consulter le site www.gov.mb.ca pour obtenir des informations actualisées sur COVID-19.

Out of Office message for staff with GOM phones and access to work email

English

To help prevent the spread of COVID19 and to protect clients and staff, Children's disABILITY Services staff will be working away from the office and we are still available to assist you.

During this time, I have access to my email and I will be returning messages throughout the day. You can also contact me at <Work Phone Number>.

If you need assistance with an immediate need, please contact the CDS Contact Centre at 1-844-730-0105 from 8:30 am to 4:30 pm Monday to Friday.

Please visit <https://manitoba.ca/covid19/> for up to date information on COVID-19.

French

Afin de prévenir la propagation de la COVID19 et de protéger les clients et le personnel, le personnel des services pour enfants handicapés travaillera en dehors du bureau et nous sommes toujours disponibles pour vous aider. Pendant ce temps, j'ai accès à mon courrier électronique et je répondrai à des messages tout au long de la journée. Vous pouvez également me contacter au <Work Phone Number>.

Si vous avez besoin d'aide pour un besoin immédiat, veuillez contacter le centre de contact des Services aux enfants handicapés au 1-844-730-0105 du 8h30 au 16h30 du lundi au vendredi.

Veuillez consulter le site <https://manitoba.ca/covid19/index.fr.html> pour obtenir des informations actualisées sur COVID-19.

Out of Office message for staff who do not have access to email

English

To help prevent the spread of COVID19 and to protect clients and staff, Children's disABILITY Services staff will be working away from the office and we are still available to assist you. Please note that I do not have regular access to email. If you need assistance, please leave me a voicemail at <Work Phone Number>, as I will be checking and returning my messages throughout the day.

If you need assistance with an immediate need, please contact the CDS Contact Centre at 1-844-730-0105 from 8:30 am to 4:30 pm Monday to Friday.

Please visit <https://manitoba.ca/covid19/> for up to date information on COVID-19.

French

Afin de prévenir la propagation de la COVID19 et de protéger les clients et le personnel, le personnel des services pour enfants handicapés travaillera en dehors du bureau et nous sommes toujours disponibles pour vous aider.

Veillez noter que je n'ai pas un accès régulier au courrier électronique. Si vous avez besoin d'aide, veuillez me laisser un message vocal au <Work Phone Number> car je vérifierai et répondrai à mes messages tout au long de la journée.

Si vous avez besoin d'aide pour un besoin immédiat, veuillez contacter le centre de contact des Services aux enfants handicapés au 1-844-730-0105 du 8h30 au 16h30 du lundi au vendredi.

Veillez consulter le site <https://manitoba.ca/covid19/index.fr.html> pour obtenir des informations actualisées sur COVID-19.

APPENDIX B

Department of Families Recommendations and Privacy Considerations When Using Email

Email and The Freedom of Information and Protection of Privacy Act (FIPPA):

FIPPA is an important tool that allows access to information and records held by public bodies. Under FIPPA, emails are considered records and can be requested by an applicant, which may also include clients. As such, any or all emails can be requested and are subject to the provisions of the Act with the exception of certain information, which is typically severed from records prior to its release. It is recommended employees keep emails professional, accurate and objective at all times.

The Use of Personal Email:

Personal email accounts should not be used by employees conducting work related activities. Work related emails conducted via a personal email address may still fall under the scope of FIPPA. In addition, emails sent and received via personal email addresses are not protected under the protected computer network.

Emails and The Archives and Recordkeeping Act:

Emails relating to government business are government records. The Archives and Recordkeeping Act requires government bodies to keep and dispose of government records in an authorized way. To determine whether the email needs to be kept and filed or can be disposed of as a transitory record, see the Government Records Office Guidance on Identifying Government Records. In short:

- Transitory records may include: Convenience copies, unnecessary duplicates and working materials and drafts once the finished record has been produced. Other examples of transitory records may include announcements and notices or committee minutes if a copy is being permanently stored elsewhere. It is not necessary to keep transitory records in any form. For further information see the Transitory Records Fact Sheet.
- Government records that need to be captured may include: Records of decisions and the decision making process, instructions, and advice; evidence of an action or service provided; program accountability; and meeting financial, audit, legal, or operational requirements. Government records may also include policy matters or case management information.
- If the email is not transitory, it must be captured in a recordkeeping system with any records. For most program areas this means printing to file and retaining emails electronically as convenience copies only. Best practices for your area should be outlined in internal procedures and up-to-date records schedules.

Considerations for Transmitting Personal Health and Confidential Information via Email:

Personal, personal health and sensitive information should only be transmitted by email where all of the following conditions are met:

- The information is encrypted or is sent over a protected computer network. A protected computer network would include emails sent or received from a gov.mb.ca email address on a departmental work station.
- The sender verifies the address of the recipient, as entered, before sending. In some situations, employees may want to temporarily or permanently disable the auto email

population function in Outlook. This can be done in Outlook 2016 by clicking on File – Options – Mail – scroll down to Send Messages – unclick Use Auto-Complete List to suggest names when typin in the To, Cc, and Bcc lines. – then click OK.

- The information in the email or attachment is de-identified to the furthest extent possible, contains the minimum amount of information for the purpose and should only be provided on a need to know basis.
- A confidentiality disclaimer is included in the transmission.

How to Encrypt Email Attachments:

Restricted or sensitive information must be encrypted prior to transmitting the information outside of the protected government network, and in some cases within the protected government network. Examples of sensitive information includes personal and/or personal health information, information that if released could result in a loss of confidence in government or in a government program, information that could harm or injure the reputation and integrity of government, or create a major economic or political impact.

Attachments can be encrypted in two ways, Microsoft Office File Encryption or WinZip. Microsoft Office File Encryption allows documents created in Word, PowerPoint and Excel to be encrypted and password protected; while WinZip, which is typically used to compress files, can also be used to encrypt various types of documents including photos. For instructions on how to encrypt using these methods, please visit BTT's instructions for Encryption.

Additional tips for encryption:

- Encryption only protects the content of the encrypted attachment. Do not put sensitive information in the body of an email.
- Do not encrypt the original file; instead save the file as a different name and apply the password to the duplicate file. If the password is forgotten, it cannot be retrieved.
- When emailing an encrypted file, it is recommended you provide the password to the recipient over the phone.

Transmission Confidentiality Notice:

When sending highly confidential information, employees should use a transmission confidentiality notice. An example can be found below:

Confidentiality Notice: This message and any attachment to it are intended for the addressee only and may contain legally privileged or confidential information. Any unauthorized use, disclosure, distribution, or copying is strictly prohibited. Please notify the sender if you have received this E-mail by mistake, and please delete it and the attachments (and all copies) in a secure manner. Thank you.

Message de confidentialité : Ce message et tout document dans cette transmission est destiné à la personne ou aux personnes à qui il est adressé. Il peut contenir des informations privilégiées ou confidentielles. Toute utilisation, divulgation, distribution ou copie non autorisée est strictement défendue. Si vous n'êtes pas le destinataire de ce courriel, veuillez en informer l'expéditeur et effacer l'original (et toutes les pièces jointes) de manière sécuritaire. Merci.

For more information about access or privacy related issues, please contact the Access and Privacy Coordinator at 204-945-2013.