



## Department of Families

Community Service Delivery  
Disability Programs and Specialized  
Services

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## Ministère des Familles

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May 20, 2020

To: Community Living disABILITY Services Day Services Providers

Dear Service Provider:

Thank you for your ongoing commitment to supporting Community Living disABILITY Services (CLDS) participants as we continue to manage the delivery of services during this challenging time.

Community Living disABILITY Services (CLDS) day services will continue to be offered only if they are considered critical. This approach was shared with you on March 18 and continues to **remain in effect until further notice**.

Since the Manitoba government announced some services would begin being restored as of May 4, agencies have been inquiring if they are allowed to resume day services as well. At this time, it **does not** include day services provided by CLDS-funded service providers.

Given that many CLDS participants are at higher risk of contracting the virus or at higher risk of serious illness, the department has consulted with public health officials and decided to maintain our current approach.

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** for:

- 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; and
- participants who cannot be safely supported in their residence during daytime hours.

Given that some non-essential businesses reopened on May 4 and may increase the number of individuals who will need to return to work, CLDS anticipates there will be an increase in the number of participants who have a critical need for day services in the

coming weeks. As a result, agencies who were not previously supporting any participants with a critical need for day services may now experience demand. Other agencies may need to increase their capacity.

Social distancing measures must be followed at all times to the greatest extent possible. The number of staff and individuals that may be present at a facility-based day service at one time must follow public health direction. For information on social distancing and other measures, please visit: [manitoba.ca/covid19/prepareandprevent/index.html](https://manitoba.ca/covid19/prepareandprevent/index.html).

Participants, care providers, families or support network members who believe they have a critical need for day services or require additional daytime support must contact their community service worker (CSW) to explore support options. **All requests for critical services must be reviewed by the CSW and forwarded to the regional program manager or Winnipeg Centralized Services and Resources for approval.**

Regional staff are responsible for reviewing and approving requests for critical need day services, which includes a review of the agency's Day Services Redeployment Template.

While CLDS expects that there will be an increase in the number of participants who have a critical need for day services, we encourage CSWs, agencies, participants, their families and support networks to pursue support options that would allow participants – particularly those with complex medical needs or underlying health conditions – to be supported in their homes during the day. This may include transitioning participants from regular residential service models to 24-hour models. CLDS continues to support the redeployment of day services and transportation staff to homes.

There are a number of participants who turned 21 or will be turning 21 in the 2020 calendar year and will be eligible to access day services for the first time on July 2. CSWs are encouraged to continue planning for these participants, which includes both reviewing their Supports Intensity Scale results and corresponding Supports Budget Level and planning with the participant, their support network and prospective agencies. While the critical day services approach also applies to transitional youth, CSWs are encouraged to plan for the eventual resumption of non-critical day services.

Given the nature of COVID-19, it is difficult to determine when participants who are not in critical need will be able to resume accessing day services. However, the department remains committed to working with provincial public health officials to determine when and under what circumstances it would be safe to resume non-critical day services.

Thank you again for your incredible efforts and ongoing commitment to providing critical services to CLDS participants during this time.

Sincerely,

Sandra Dorbolo  
Acting Executive Director  
Disability Programs and Specialized Services