

**Department of Families**

Community Service Delivery  
Disability Programs and Specialized  
Services

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**Ministère des Familles**

Division de la prestation de services dans les communautés  
Programmes de soutien des personnes handicapées  
et services spécialisés

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<http://www.manitoba.ca/index.fr.html>

March 17, 2020

**Community Living disABILITY Services Providers**

Dear Service Provider:

We would like to thank our service providers, community partners and families for your understanding, preparedness and planning during this challenging situation in response to COVID-19. We want to ensure individuals accessing day services and the staff who deliver them to continue to be supported, consistent with the most current information available from public health officials.

In consultation with the Chief Provincial Public Health Officer, Community Living disABILITY Services (CLDS) is advising service provider agencies that they do not need to suspend day services at this time. However, facility-based day services should limit the number of individuals supported at any one time to a maximum of 50 people.

We will be communicating with all affected agencies to reduce the number of participants in facility-based day services to the recommended maximum. Agencies that deliver community-based day services are encouraged to continue supporting individuals in community settings where safe social distancing is possible.

CLDS will be contacting agencies that have made the decision to close their day services to explore whether re-opening in a reduced capacity would be possible. CLDS will also be looking to day services agencies that have reduced or closed to re-deploy staff to residential services on a short term basis, either within their own agency if possible or another agency that is experiencing residential staffing pressure.

Please be assured that CLDS will review requests for additional respite services and daytime supports in situations where the reduction in day services has placed additional care demands on families and home share providers. Participants, families or service providers may contact the participant's assigned Community Service Worker to request additional respite or day time support, as needed. Requests will be prioritized based on urgency of need and approved on a short term basis. Requests will not need to be submitted through the exceptions review process.

Families who are able to manage with natural supports including friends and family members, will greatly reduce the pressure on staffing resources, which is appreciated at this time.

In the event that public health officials recommend further reductions in the number of individuals that should be supported in facility-based day services, the department will share this with you and plan accordingly.

Please visit the government's website at: [www.gov.mb.ca/coronavirus](http://www.gov.mb.ca/coronavirus) for current information around COVID-19 prevention and health and safety measures. We will continue to update you on any new developments as it becomes available.

Please direct any questions related to CLDS services to the CLDS Program Manager in your region.

Thank you for your ongoing efforts to provide safe and quality programming to CLDS participants during this challenging time. Your commitment is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Dorbolo". The signature is fluid and cursive, with a large initial "S" and "D".

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Sandra Dorbolo  
Acting Executive Director  
Disability Programs and Specialized Services