

COVID-19 NOVEL CORONAVIRUS

Children's disABILITY Services - Community Living disABILITY Services

During this challenging period and afterwards, Children's disABILITY Services (CDS) and Community Living disABILITY Services (CLDS) will continue to remain available to support Manitobans with disabilities and their families. To serve you safely during this time, we continue to change and improve how we deliver services.

Staying in touch with CDS and CLDS

While the CLDS and CDS COVID-19 response call centres have now been discontinued, your community service worker (CSW) remains available by telephone and email, as before the pandemic began. CSWs are also available for virtual meetings using the GoToMeeting application, as they are still not attending most in-person meetings for everyone's safety.

After-hours emergency support for CLDS participants may be available by calling **204-945-0183** (Winnipeg), **1-866-559-6778** (outside Winnipeg) or **1-800-855-0511** (TTY).

For CDS families receiving services from department-managed direct service providers: A reminder to contact **204-945-0183** (Winnipeg) or **1-866-831-5314** (outside Winnipeg) if it is outside business hours and you need to cancel your services or the service provider does not arrive for their shift.

Remote service delivery

CSWs continue to be available to meet by GoToMeeting. In addition, remote delivery of child development and autism outreach services are now offered by video call using GoToMeeting. The use of GoToMeeting is voluntary and your consent is required to receive services using this platform. Prior to meeting by video call, staff will go over what to expect when using GoToMeeting, review privacy and confidentiality measures, and obtain consent to meet by video call. Future in-person visits will be approved if you opt out or do not wish to participate in a remote visit.

Please speak to your CSW, child development or autism outreach worker for more information about remote visits.

Support with transitions to adulthood

CDS will continue to support children with transitions to adulthood, in collaboration with CLDS, other government and community service providers, as appropriate.

Children determined as eligible for CLDS will transition from CDS after they turn 18 years old.

In exceptional situations, temporary extensions to remain with the CDS program as an 18 year old may be approved for CDS participants who have not been able to access a psychometric assessment to determine CLDS eligibility due to social distancing measures related to COVID-19.

Summer service planning

What summer with COVID-19 will look like is unknown. However, service planning for the summer is beginning for participants and their families. Department staff are available to help you explore options to plan for your family's needs during this summer. For CLDS participants graduating from high school, CSWs will continue to engage in transition planning. Self-managed plans for families are being encouraged to the greatest extent possible. If you have not already, please speak with your CSW to discuss your options this summer.

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Child care during COVID-19

All families can now access licensed child care services, including inclusion support services for children with disabilities.

Families should visit the Manitoba's online portal at www.eswchildcare.ca/ to find open licensed child care centres. Families can contact facilities directly to arrange child care services. Note these child care arrangements are temporary for the duration of the COVID-19 period.

For further information or assistance with child care, families can contact the Early Learning and Child Care program by email at onlinechildcareregistry@gov.mb.ca or by telephone at 204-945-0776 in Winnipeg or 1-888-213-4754 toll free.

Families planning for regular, permanent child care after the COVID-19 pandemic should continue to use the Online Child Care Registry at www.manitoba.ca/fs/childcare/occr/

Mental health and wellness support

Your family's mental health and wellness is vital during this stressful time. There are many helpful supports available in your community and across Manitoba, including [AbilitiCBT](#) - a free mental health virtual therapy program to help Manitobans manage anxiety due to the pandemic.

Visit www.manitoba.ca/COVID-19/bewell/ for information on mental health services or contact your CSW if you need assistance finding mental health supports.

Self-managed services invoice reminder

A reminder to submit your self-managed services invoicing documents by email, mail or in-person, for the month of May by

June 10th, to avoid any delay in receiving your payment.

Please contact your CSW for more information about sending your documents by email. Speak to your CSW or regional finance clerk if you have questions or need assistance in completing your paperwork.

Confidentiality and privacy

The protection of your privacy is paramount to the Manitoba Families and we use a number of measures to ensure your family's personal information and communication between us remain confidential. The department follows various laws that allows us to collect, use and share your family's information to plan and to provide services, while maintaining confidentiality. As we rely more on email and video call applications to communicate with each other during COVID-19, the protection of your information is a shared responsibility.

Communication between you and the department is confidential. To protect your privacy, avoid disseminating, distributing, or copying communications online through avenues such as social media, as you cannot control who else may see your family's information once it has been shared.

COVID-19 information

Please visit www.manitoba.ca/COVID-19 for reliable and up-to-date information.

The department will continue to provide you with updates as decisions about services are made. We are committed to working with you to get through this challenging time together.

**This document is available in alternate formats upon request
Ce document est offert dans d'autres formats sur demande**

manitoba.ca/covid19

