

# Weekly Q & A - COVID-19

## For Disability Service Providers

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I work with a Family Managed Service (FMS) program and am concerned about staff retention. What initiatives will help FMS with staff not being able to work in more than one place?

The Alberta public health orders relating to the restriction of staff do not apply to FMS staff, and only apply to health care facilities as defined by the Chief Medical Officer of Health (CMOH) Order 10-2020. CMOH orders can be viewed [here](#).

What process should we be following if one of our staff test positive for COVID-19; is it up to the organization to pass this info to other staff or should we wait for the government to follow up?

If an employee has a confirmed COVID-19 case and the site is not already in outbreak status, AHS should be contacted immediately for additional guidance and decision making support.

- AHS Phone Line: 811
- AHS Coordinated COVID-19 Response line for congregate living settings: 1-844-343-097

Operators should notify all individuals, staff and families if there is a confirmed COVID-19 outbreak at the site.

Any staff experiencing symptoms listed in **Table 1** ([Order 12-2020](#)) must be isolated and tested for COVID-19. Staff should complete the [AHS online assessment tool](#) to arrange for testing.

Any staff that determines they are symptomatic at any time should notify their supervisor immediately.

In order to facilitate public health with tracing transmission, operators should maintain a current listing of all staff, individuals and visitors who attend the site.

I have been directed to work within my FMS agreement budget by redirecting funds from overnight staff to daytime staff. This means overnight staff will not be paid. How should this be addressed ?

Staff must be paid for work that they have performed. It is the responsibility of FMS administrators to ensure all labour standards are met, including staff being paid for work provided. FMS administrators have been asked to work within the budget of their FMS agreements to provide necessary supports for the individuals they serve and if an FMS administrator has any questions they should immediately contact their regional CSS office.

As a primary care giver, what supports can I access for my child with disabilities if I am quarantined?

When you are the primary caretaker it is essential to plan ahead as much as possible to help ensure continued care for those you support. Parents and caregivers are encouraged to draw upon their natural support network and develop an emergency plan. It is recommended that a personal support network include at least three people you know, trust and are able to help.

An emergency plan should consider the following:

- Who can help care for my child/family member if I am unable to or my service provider is unable to?
- How long can they provide care to my family member?
- Can the care of my family member be provided safely in my home?
- What will be needed to provide care? E.g. medication
- Can the frequency of care/support be reduced to help manage short term care pressures?

If family members or individuals need help with this conversation or planning, they are encouraged to talk to their FSCD or PDD worker or connect with community based advocacy and support resources like Inclusion Alberta.

Is there an expectation for staff to enter homes to provide specialized services? Shouldn't the staff not be going into multiple homes?

During the COVID-19 pandemic, healthcare practitioners who provide in-home care and supports are expected to continue to provide essential care and support services within the directions set by the Chief Medical Officer of Health. Non-essential services should be considered on a case-by-case basis, in collaboration with the family and the service provider. Healthcare practitioners may also be informed by guidelines that are set by their professional college or regulator.

Parents are encouraged to talk to their service provider if they have questions about how they are managing their service delivery.

As a service provider staff member supporting PDD clients, do I need to show identification to prove I am an essential service worker?

There are no current directives related to COVID-19 to provide identification to verify your employment status as an essential worker while in community.

If you are a designated essential visitor at a facility you may be asked to provide identification and your contact information, this is required to trace transmission. Operational procedures may vary by facility.

Is there some clarification as to whether *Supportive Living and Accommodation Licensing Act* (SLALA) homes are required to follow CMOH orders?

The public health orders address the requirements for a variety of settings. Depending on the setting the directives may be mandatory or strongly recommended.

| Public Health Order                                      | Mandatory                                      | Recommended                      |
|--|--|----------------------------------|
| CMOH 05-2020 Isolation Requirements                      | All  | N/A                              |
| CMOH 10-2020 Part One – Restricting Staff Movements      | DSL<br><u>During</u><br><u>Outbreak</u><br>LSL | SL<br><u>Non-Outbreak</u><br>LSL |
| CMOH 10-2020 Part Two – Operational & Outbreak Standards | *Replaced by :<br>CMOH 12-2020                 | *Replaced by :<br>CMOH 12-2020   |
| CMOH 12-2020 Part Two - Operational & Outbreak Standards | DSL, LSL                                       | SL                               |
| CMOH 14-2020 Visitor Restrictions                        | DSL, LSL                                       | SL                               |

The sites where services occur are defined as:

- Designated Supported Living (DSL)
  - Licensed under Supportive Living and Accommodation Licensing Act (SLALA)
  - Contracted by Alberta Health Services (AHS)
- Licensed Supported Living (LSL)
  - Not designated
  - Licensed under SLALA
  - Includes Persons with Developmental Disabilities (PDD) homes with 4 or more individuals that are licensed under SLALA
- Supported Living (SL)
  - Not designated
  - Not licensed under SLALA

- PDD homes that support three (3) or fewer individuals
- PDD Supported Independent Living
- PDD Support Homes (includes supportive roommate)
- Residential settings using PDD services provided through Family Managed Services (FMS) agreements do not fall under SLALA even when 4 or more individuals are living in a home.