

CIRCULAR

Date: March 20, 2020

CIRCULAR NUMBER: COVID#: 2020-08

To: Community Care Providers, StreetReach Service Partners, CFS Authorities, CFS agencies, CYSD staff

Subject: **Information Pertaining to COVID-19**

Program(s): STREETREACH

Type: Policy For Internal Reference Only
 Procedure Information Only

Effective Date Immediately

Topic: STREETREACH - CHANGES TO PRACTICE

The following guidelines for practice remain in effect to reduce risk of exposure while maintaining essential services. These may change daily based on emerging circumstances and information from public health officials.

- For locating youth, we will prioritize our High Risk Victim (HRV) and Assessment/Consideration (AC) lists and any youth who have been missing for a period of time with no contact or with no notifications on social media. We can reach out over social media to ensure safety.
 - **Daily priority assessment: How long have HRV or AC youth been missing and how long since their last known contact/since they've been seen/last returned to placement?**
- Immediate notification if any youth or close contact discloses symptoms.
- All systems meetings are postponed until further notice. Use direct telephone contact with necessary contacts (social worker, placement) to help locate youth, for case planning and to mitigate immediate risks to youth.
- In-person visits to MYC, YASU, CSU, etc. are suspended. Contact should be limited to telephone calls or FaceTime or Messenger with youth, where available.
- For non-essential contact, use FaceTime, Messenger and telephone calls to keep in touch and limit direct contact. Continue to ensure no immediate or existing crisis is present.

- Limit transportation requests to essential services only (missing youth). If workers request pickups or transports, use case aids, respite etc. Our priority is to look for missing youth and return them to safety.
- When locating youth, practice social distancing where possible and limit contact, and ensure youth are directly returned to a place of safety.
 - **If placements/agencies are refusing to take the youth – StreetReach staff must immediately contact their supervisor and manager, Brittney and/or Briget.**
 - **The StreetReach manager/supervisor will ensure Licensing and the CFS guardian agency are involved in resolving placement issues.**
- Follow social distancing recommendations when entering homes/businesses. **Do not to enter homes where multiple people are present or known potential locations of exposure to COVID-19.**
- If a youth is confirmed to be inside a home with multiple people present and immediate safety is of concern, contact WPS General Line to see if officers with PPE can assist. The team should wait and monitor if the youth leaves the residence and follow them. Update WPS as needed.
 - StreetReach supervisor and manager (Brittney and Briget) will discuss with WPS Missing Persons on a case-by-case basis for extenuating circumstances.
- All documentation must be uploaded daily. Additional support will be provided. Branch staff will be redeployed to assist to ensure HRV and AC contacts all current on CFSIS records.
- Follow all universal precautions for infection prevention (frequent handwashing, cough/sneeze into arm, avoid direct physical contact with others, use hand sanitizer).

If StreetReach staff or someone they are in direct contact with are not feeling well, do not report to work. Notify the StreetReach manager/supervisor for further direction.

All questions about testing for suspected cases of the virus are being referred to Health Links at 204-788-8200 or 1-888-315-9257. A self-assessment tool to determine if a test is necessary is posted along with regularly updated information on COVID-19 at www.manitoba.ca/covid19.

If you have any other questions, please contact your organization or agency and seek guidance.

Sarah Thiele | Assistant Deputy Minister
Child and Family Services