

REFERENCE LIST

Memos received from the Ministry of Children, Community & Social Services (MCCSS), relevant to COVID-19 pandemic directives, guidelines, recommendations and protocols for developmental services agencies.

Date Received	Memo Title	Effective Date
30-Nov-2020	Enhanced Source Protection Measures and Active Screening Reminder	Within 5 business days <ul style="list-style-type: none"> • No later than 5-Dec-2020
12-Nov-2020	MCCSS COVID-19 Wave 2 Congregate Care Notice of Enhanced Precautions	Within 48 hours <ul style="list-style-type: none"> • No later than 14-Nov-2020
15-Oct-2020	MCCSS COVID-19 Wave 2 Congregate Care Notice of Additional Precautions	Within 48 hours <ul style="list-style-type: none"> • No later than 17-Oct-2020
14-Oct-2020	New Mandatory Mask Wearing Regulatory Provision under O. Reg. 364/20 of the Reopening Ontario Act, 2020	Information only

November 30, 2020

Memorandum To: MCCSS-funded Transfer Payment Recipients (TPRs) and Licensed Children's Outside Paid Resources (OPRs) that provide Services and Supports in Congregate Living Settings

From: Karen Singh
Director, Central Region

Subject: **Enhanced Source Protection Measures and Active Screening Reminder**

I am writing to inform you that, with the support and advice of the Office of the Chief Medical Officer of Health, MCCSS is requiring additional source control measures for staff and visitors of MCCSS funded congregate living settings. In addition, the Ministry is expanding the active screening requirements for anyone entering a congregate living site.

The following enhanced source control measures must be implemented within 5 business days:

- All staff must wear both a surgical/procedure mask AND face shield while working within the congregate care setting.
- All indoor visitors, regardless of designation (essential, non-essential and designated) must wear a surgical/procedure mask. Where a physical distance of 2 meters or 6 feet cannot be maintained, visitors are advised to wear a surgical/procedure mask AND face shield. Outdoor visitors are only required to use a face covering (e.g., non-medical/cloth mask).

Please refer to the **Operational Guidelines for COVID-19 Universal Source Control Measures** document for details regarding the above enhanced source control measures.

All agencies will be receiving an initial 48-hour supply of face shields and surgical/procedure masks to support implementation of this requirement. Additional surgical/procedure masks, face shields and other PPE supply can be requested using the [Critical Supplies and Equipment \(CSE\) survey portal](#).

In addition to existing [screening requirements](#), agency screening must be enhanced where the following question must be asked to all individuals seeking to enter the setting:

1. "Are you aware of the recommendations and restrictions in this community regarding gathering size, hand and respiratory hygiene, and the use of face coverings and masks?
 - a. Are you following these recommendations and restrictions regularly outside this setting you are seeking to enter?"

Agency screening must also be enhanced for staff with the following new questions:

1. "Do you understand that you are expected to properly don your personal protective equipment and wear it at all times in this setting with the exception of when you are eating?"
2. Do you acknowledge that at any time your PPE is removed you must maintain a distance of 2 meters or 6 feet from others?"

Please remember that interacting with colleagues outside of work without face coverings and social distancing raises the risks of COVID-19 transmission."

For a list of all COVID-19 symptoms and [access additional screening tools](#) please refer to the to the [Government of Ontario COVID-19 Information Website](#).

Staff, volunteers or visitors who notice ANY COVID-19 symptoms, even if experiencing mild symptoms, must stay home, avoid going to work or visiting a congregate setting and interacting with others for a minimum of 24 hours. Prompt COVID-19 testing should be pursued.

As we continue to navigate the outbreak, the practices outlined above are integral to maintaining a safe work and living environment for those who enter and/or live-in congregate living settings. Thank you for your continued professionalism and help in reducing the spread of COVID-19 in our communities.

If you have any questions, please contact your MCCSS Program Supervisor.

Sincerely,



Karen Singh
Director, Central Region

November 12, 2020

Memorandum To: MCCSS-funded Transfer Payment Recipients (TPRs) that provide Services and Supports in Congregate Living Settings

From: Karen Singh
Director, Central Region

Subject: **MCCSS COVID-19 Wave 2 Congregate Care
Notice of Enhanced Precautions**

On October 2, 2020, the ministry distributed a memo to MCCSS transfer payment recipients advising that your organization may be directed to implement measures in your MCCSS-funded congregate living settings in response to escalating or de-escalating levels of community risk related to COVID-19.

We are advising that your area of Region of Waterloo Public Health has exhibited a change in the level of community risk related to COVID-19.

What this means for your organization:

Within 48 hours, all MCCSS-funded congregate living settings operated by your agency in the area of Region of Waterloo Public Health shall implement the following enhanced precautions:

Infection Prevention Activities

- Ensure training has been completed on enhanced PPE protocols during outbreaks.
- Resident attendance of indoor community services and supports/day-programming only where limited to maximum group size of 5 people (Virtual delivery is **STRONGLY** encouraged as an alternative)

For information on active screening and IPAC best practices, please visit the Public Health Ontario [website](#) which contains many IPAC tools and resources for various settings.

Visitors and Visiting

- Short-stay absences must be limited to activities that enable health and important life activities (e.g., school, work, doctors' appointments etc.), As a general rule, a resident is expected to practice physical distancing, hand hygiene and to wear a face covering (with support where necessary) when on a short stay absence.

Residents must also adhere to any current local public health unit or municipal requirements related to local conditions.

- Note: specific settings (e.g. schools and offices of regulated medical professionals) may have specific requirements and protocols regarding a short stay absence in those settings;
- Essential visits and essential overnight absences are permitted. “Essential visitors” are distinct from other visitor types in *The Visitor’s Guidelines 2.0: Re-Opening of Congregate Living Settings* so agencies can facilitate, on an individual resident basis, relationships that are necessary to maintain their health, wellness and safety in the context of overarching visitor restrictions. Agencies are strongly encouraged to consider the importance of the principles of emotional well-being and flexibility for their residents in addition to infection risks.
- Non-essential and designated indoor visits are prohibited;
- Limited, supervised, non-essential outdoor visits with physical distancing are permitted. Visits must be scheduled in advance;
- Note for Youth Justice: All non-essential in person visits (indoor and outdoor) are restricted for youth justice at this time, and the use of technology to promote virtual visits is encouraged. Reintegration leaves for youth in youth justice facilities remain prohibited at this time.

Please continue to consult with The Ministry of Children, Community and Social Services’ *Visitor’s Guidelines 2.0: Re-Opening of Congregate Living Settings* which provides additional information on outings and visits.

A handout outlining visitor permissions and restrictions based on community risk has been attached for your use in communicating these expectations to families and friends of residents.

Where in-person day programming and visitation/outings are restricted agencies are encouraged to facilitate virtual access to services and family/friend remote communication.

These measures shall remain in place until you are notified by the ministry that the community’s level of COVID-related risk has changed.

Additional Resources and Reminders

The following additional resources are available to support you with ensuring we continue to be vigilant in protecting our most vulnerable in congregate care settings:

- The Ministry of Health has additional setting- and topic-specific guidance [available](#).
- The Ministry of Labour, Training and Skills Development has many important [resources](#) for employers and workers to help stop spread within workplaces.

- Your area also encouraged to speak to your local Public Health Units about how you can navigate the challenges of COVID-19 in your unique settings.

We strongly encourage all staff, volunteers or visitors who are experiencing ANY COVID-19 symptoms, even if mild symptoms, to stay home, avoid going to work or visiting a congregate setting and interacting with others for a minimum of 24 hours. COVID-19 testing should be pursued in accordance with current provincial guidelines. Active screening practices at congregate sites should be similarly rigorous. We also encourage you, your staff, your clients and visitors to download the COVID-19 alert mobile app to support strong contact tracing and help protect yourself and your community.

If you have questions about any of the measures outlined above, please contact your ministry program supervisor.

Sincerely,

A handwritten signature in blue ink, appearing to read 'K.S.', with a small dot at the end.

Karen Singh
Director, Central Region

Appendix: Summary of Permitted Visitor & Recreational Activities by Wave 2 Community Risk Continuum (updated November 12, 2020)	Normal Precautions	Additional Precautions	Enhanced Precautions Waterloo Region 12-Nov-2020	Outbreak/ Comprehensive Precautions
Visits				
Visits by: Essential Visitors PHYSICAL DISTANCING - WHERE AND AS POSSIBLE	Permitted	Permitted	Permitted	Permitted
Visits by: Designated Visitors PHYSICAL DISTANCING - WHERE AND AS POSSIBLE	Permitted	Designated visitor privileges suspended. <ul style="list-style-type: none"> Inquire about Essential or non-essential / friendly visitor privileges as appropriate for alternate options. 	Designated visitor privileges suspended. <ul style="list-style-type: none"> Inquire about Essential or non-essential / friendly visitor privileges as appropriate for alternate options. 	Designated visitor privileges suspended. <ul style="list-style-type: none"> Inquire about Essential or non-essential / friendly visitor privileges as appropriate for alternate options.

	Normal Precautions	Additional Precautions	Enhanced Precautions Waterloo Region 12-Nov-2020	Outbreak/ Comprehensive Precautions
Visits by: Friendly / Non-Essential Visitors PHYSICAL DISTANCING - REQUIRED	Permitted, including: <ul style="list-style-type: none"> Indoor at group home site Outdoor at group home site Unsupervised offsite visit 	Permitted with limitations: <ul style="list-style-type: none"> Supervised only Physically distanced only Indoor at group home site Outdoor at group home site 	Permitted, with limitations: <ul style="list-style-type: none"> Supervised only Physically distanced only Outdoor visits at group home site only Indoor visits suspended 	Non-essential visitor privileges suspended.
Short-term outings or absences *				
Health and well-being activities outside of residence (e.g. doctor's appointments, work, school etc.).	Permitted.	Permitted.	Permitted.	Permitted, when: <ul style="list-style-type: none"> authorized by screening for activity and/or public health advice; or essential for medical purposes only and virtual care is not possible.
Staff Accompanied Recreational activities outside of residence	Permitted.	Permitted.	Suspended.	Suspended.

* Same-day return family home visits

Permitted.

Permitted, with limitations

Suspended.

Suspended.

	Normal Precautions	Additional Precautions	Enhanced Precautions Waterloo Region 12-Nov-2020	Outbreak/ Comprehensive Precautions
Day supports	Permitted. Max group size (including staff) is 10 people.	Permitted. Max group size (including staff) is 10 people.	Permitted, when: Max group size (including staff) is 5 people.	Suspended.
Essential overnight absences				
Essential overnight absences	Permitted.	Permitted.	Permitted.	Suspended.

October 15, 2020

Memorandum To: MCCSS-funded Transfer Payment Recipients (TPRs) that provide Services and Supports in Congregate Living Settings

From: Kristina Lombardi
Acting Director, Central Region

Subject: **MCCSS COVID-19 Wave 2 Congregate Care Notice of Additional Precautions**

On October 2, 2020, the ministry distributed a memo to MCCSS transfer payment recipients advising that your organization may be directed to implement measures in your MCCSS-funded congregate living settings in response to escalating or de-escalating levels of community risk related to COVID-19.

We are advising that Region of Waterloo Public Health has exhibited a change in the level of community risk related to COVID-19.

What this means for your organization:

Within 48 hours, all MCCSS-funded congregate living settings operated by your agency in the area of Region of Waterloo Public Health shall implement following additional precautions:

Infection Prevention Activities

- Follow IPAC best practices and provide active screening to all residents, staff and visitors;
- Reinforce IPAC best practices with residents;
- Arrange additional IPAC assessments and education/training, based on need;
- Resident attendance of indoor day-programming only where limited to a maximum group size of 10 people, including staff (virtual delivery is encouraged as an alternative).

For information on active screening and IPAC best practices, please visit the Public Health Ontario [website](#) which contains many IPAC tools and resources for various settings.

Visitors and Visiting

- Scheduled, supervised non-essential outdoor and indoor visits with physical distancing are permitted. Physical contact is not permitted.
- Unscheduled non-essential and designated visitation are prohibited. All visits must be planned with the congregate living site.
- Essential visits (supporting health and caregiving) and essential overnight absence are permitted and return protocols must follow Public Health Unit guidance.
- Short stay absences are fully permitted.
- As a general rule, a resident is expected to practice physical distancing, hand hygiene and to wear a face covering (with support where necessary) when on a short stay absence, especially when additional precautions have been implemented.
- Residents must also adhere to any current local public health unit or municipal requirements related to local conditions.
 - Note: specific settings (e.g. schools and offices of regulated medical professionals) may have specific requirements and protocols regarding a short stay absence to those settings.
- Note for Youth Justice: All non-essential in person visits (indoor and outdoor) are restricted for youth justice at this time, and the use of technology to promote virtual visits is encouraged. Reintegration leaves for youth in youth justice facilities remain prohibited at this time.

Please continue to consult with The Ministry of Children, Community and Social Services' *Visitor's Guidelines 2.0: Re-Opening of Congregate Living Settings* which provides additional information on outings and visits.

A handout outlining visitor permissions and restrictions based on community risk has been attached for your use in communicating these expectations to families and friends of residents.

Where in-person day programming and visitation/outings are restricted, agencies are encouraged to facilitate virtual access to services and family/friend remote communication.

These measures shall remain in place until you are notified by the ministry that the community's level of COVID-related risk has changed.

Additional Resources and Reminders

The following additional resources are available to support you with ensuring we continue to be vigilant in protecting our most vulnerable in congregate care settings:

- The Ministry of Health has additional setting- and topic-specific guidance [available](#).
- The Ministry of Labour, Training and Skills Development has many important [resources](#) for employers and workers to help stop spread within workplaces.
- Your area is also encouraged to speak to your local Public Health Units about how you can navigate the challenges of COVID-19 in your unique settings.

We strongly encourage all staff, volunteers or visitors who are experiencing ANY [COVID-19 symptoms](#), even mild symptoms, to stay home, avoid going to work or visiting a congregate setting and interacting with others for a minimum of 24 hours. COVID-19 testing should be pursued in accordance with current [provincial guidelines](#). Active screening practices at congregate sites should be similarly rigorous.

We also encourage you, your staff, your clients and visitors to download the COVID-19 alert mobile app to support strong contact tracing and help protect yourself and your community.

If you have questions about any of the measures outlined above, please contact your ministry program supervisor.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kristina Lombardi for Karen Singh'. The signature is fluid and cursive, with the first name 'Kristina' being the most prominent part.

Kristina Lombardi for Karen Singh
A/Director, Central Region

October 14, 2020

Memorandum To: Service Providers

From: Kristina Lombardi
Acting Director, Central Region

Subject: New Mandatory Mask Wearing Regulatory Provision
under O. Reg. 364/20 of the *Reopening Ontario Act, 2020*

We are writing to inform you that, on Friday October 2, 2020, O. Reg. 364/20, RULES FOR AREAS IN STAGE 3 under the *Reopening Ontario (A Flexible Response to COVID-19) Act, 2020* was amended to include provisions requiring masks or face coverings in indoor spaces for some businesses or organizations in Ontario. A copy of the Regulation is attached for your reference.

Requirement and Exceptions:

The amended provision states that any person in the indoor area of the premises of a business or organization, or in a vehicle that is operating as part of a business or organization, must wear a mask or face covering in a manner that covers their mouth, nose and chin during any period when they are in the indoor area, subject to certain exceptions, some of which may be relevant to Ministry of Children Community and Social Services (MCCSS) funded, licensed and/or directly-operated programs and services. The requirement to wear a mask or face covering applies unless the person in the indoor area:

- Is a child who is younger than two years of age;
- Is receiving residential services and supports in a residence listed in the definition of “residential services and supports” in subsection 4 (2) of the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*;
- Is a resident in a custody or detention program for young persons in conflict with the law;
- Has a medical condition that inhibits their ability to wear a mask or covering;
- Is unable to remove their mask or face covering without the assistance of another person;

- Needs to temporarily remove their mask or face covering while in the indoor area to receive services that require removal, to engage in athletic or fitness activity, to consume food or drink, or as may be necessary for the purposes of health and safety; and
- Is being accommodated in accordance with the *Accessibility for Ontario with Disabilities Act, 2005* and/or is being reasonably accommodated in accordance with the *Human Rights Code*.
- performs work for the business or organization, is in an area that is not accessible to members of the public and is able to maintain a physical distance of at least two metres from every other person while in the indoor area.

Given the unique circumstances in youth justice facilities and residential settings in the adult developmental services sectors, including stringent adherence to infection prevention and control measures along with specific safety measures in place, the government determined that mandatory masking of residents is not required in these specific locations. The measures in these settings go beyond what is in place for the general public and mandatory masking of residents is therefore not required. As announced in the Action Plan for Vulnerable People, and in force since the end of April, ministry direction remains that all staff and visitors in these settings must wear face coverings for source control at all times.

It is not necessary for a person to present evidence to the person responsible for the business or organization that they are entitled to any exception.

Dwellings:

If the business or organization is used as a **dwelling**, persons in the premises are only required to wear a mask or face covering in any common areas of the premises in which persons are unable to maintain a physical distance of at least two metres from other persons.

Examples of dwellings that are operated, funded or licensed by MCCSS and not entitled to an exemption include children's residences licensed under the CYFSA, VAW shelters, congregate care settings through Indigenous Healing and Wellness Strategy.

Our primary concern is the health and safety of persons receiving services funded, delivered or licensed by MCCSS. We are continually reviewing our policies and procedures and COVID-19 measures to assess whether changes are required to better support this goal.

In addition, we also would encourage you, your staff, your clients and visitors to download the [COVID-19 alert mobile app](#) to support strong contact tracing and help protect yourself and your community.

If you have any questions or require further clarification, please contact your program supervisor.

Thank you,

A handwritten signature in black ink, appearing to read 'KL for KS', written in a cursive style.

Kristina Lombardi for Karen Singh
Acting Director, Central Region